



# PARENT HANDBOOK

Definition: CCLR = Child Care Licensing Regulations

## POLICY AGREEMENT

- in this document was created by Wendy Holden, owner of Christian Country Childcare
- all policies are in strict compliance with the Child Care Licensing Regulations
- all policies & contracts become effective upon registration
- guardians must fully understand & accept in writing all terms/policies in this document
- I reserve the right to make changes in rates & policies, as I deem necessary
- families will be notified, in writing, when policy changes occur

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## 1. CURRICULUM & DAILY SCHEDULE

### REGGIO EMILIA INSPIRED LEARNING

Our Early Childhood Reggio Emilia program is multi-age & student-centred; focusing on explorations through self-directed, hands-on learning opportunities with different materials each day & a collaborative approach to building relationships between teachers & peers. Children are valued & recognised to “construct” their own independent knowledge through personal experiences

### CHRISTIAN PRACTICES

*\* Non-Intrusive \* non-denominational \* belief in God \**

- MODELING** love, respect + acceptance; of all peoples, all cultures, all beliefs and all lifestyles
- CIRCLE TIME** 1 simple positive children's Christian story at morning circle-time (about 1 paragraph long)
- EASTER** is explained by a simple felt board story, including the Easter bunny + decorating eggs
- CHRISTMAS** Nov 15-Dec 1: the "Nativity story" is explained by a simple felt board story.  
Dec 1-25 "Santa Claus & Reindeer"

### OUR SCHOOL & ECE TEACHERS

Is an authentic school enriched with natural environmental wood materials & a wide variety of stimulating activities to explore each day. The preschool classroom is filled new materials each day for direct "hands on" learning experiences with natural objects, people, events and ideas. Our ECE, Infant Toddler & Special Needs teachers are passionate about teaching a high quality Early Childhood Education to children

## **PROGRAM**

This flexible program offers - respect for each child's individual and developmental stages. Children have opportunities for growth and stimulation in all areas of early childhood development including; social, intellectual, emotional, physical and spirituality. Children will also discover the amazing possibilities in their world as their confidence grows and their capabilities are revealed! Multiculturalism is cherished; we welcome all children and families in our community. We place a priority on connecting with nature and the earth.

## **DAILY ACTIVITIES**

Each day ECE teachers provide new activities that encourage all areas of early child development: cognitive, social / emotional, speech / language, fine & gross motor skills

- CIRCLE TIME; calendar, weather, numbers, alphabet, stories, songs, rhymes, puppets
- ACTIVE PLAY; Taekwondo, Yoga, music & movement, indoor structures, outdoor play
- DRAMATIC PLAY; builds comprehension by allowing children to act, role play & re-tell stories
- REGGIO PROVOCATIONS: helps children come to their own conclusions through peer collaboration
- SENSORY EXPLORATION; improves sense of touch which helps to accurately perceive the environment
- PRE-PRINTING; improves hand strength and "pincer-grip" for pencil grasp, printing & literacy
- PUZZLES; promotes problem solving skills, critical thinking & hand-eye coordination
- CREATIVE ART; self-directed art that is inspired by the child's own imagination
- LIGHT TABLE; a fun way to enhance math, literacy, science & socialization skills. The soft fading glow of the light draws kids to stay & lengthens the time they stay focused on a single activity
- MANIPULATIVES; toys & building blocks help teach concepts through hands on experiences
- MUSIC; improves memory, confidence, creativity & self-expression

## **DAILY DOCUMENTATION**

This centre uses the Tadpole app which allows teachers to provide families with confidential daily emails of their child's progress through a daily end of day report that includes: daily schedule, events, activity photos & videos, notes for special events / achievements / goals or private messages

# DAILY SCHEDULE

<b>DAILY SCHEDULE</b> <i>* Diaper Changes / potty as required throughout the day *</i> <i>This schedule may vary slightly from day to day</i>	
6am-9am	<b>WELCOME</b> children and their families as they arrive <b>FREE PLAY</b> all ages - in the active play classroom: - self-directed: indoor active play, manipulatives, blocks, wood toys, music area, books & dramatic play <b>STORY TIME</b>
7am	<b>SNACK</b> is self-directed: 7am- 9am
9am	<b>OUTDOOR PLAY</b> - natural earth box, big construction area, balance buckets & outdoor challenge equipment - Gross-motor activities are also made available like dancing to music, exploring the balance beam, balance equipment, climbing, swinging, running & rocking toys <b>FALL/WINTER</b> = 9am -10am, in inclement weather minimum 1 hour per day <b>SPRING/SUMMER</b> = 9am -11:30am + 3:30-6pm Hot weather play activities: water funnel table & sprinkler)
10am	<b>CIRCLE TIME</b> - singing, environmental observations, weather, calendar, emotions, show & share, theme, puppets, rhymes, finger play stories book stories, theme felt board stories & 1 bible story
11am	<b>Wed: Taekwondo class</b> <b>Thur: Yoga class</b> FALL/WINTER: M,T & F - JUNIOR KINDERGARTEN (Preschool) SPRING/SUMMER: M,T & F - outside play
12pm	<b>LUNCH</b> begins- In small groups children start coming to the table for lunch - Groups are determined according to children's feeding needs <b>PRE-SCHOOL (junior kindergarten)</b> - quietly work @ the 6 activity tables (after lunch) until the toddlers fall asleep
1-3pm	<b>NAP TIME</b> for ages: under 3yrs old <b>30 REST TIME</b> for ages: over 3yrs
1-3pm	<b>JUNIOR KINDERGARTEN (Preschool)</b> <b>STORY TIME</b> PRESCHOOL EXPLORATIONS Classroom: 1. Puzzle table 2. Reggio Emilia Provocations table (science, math, social studies) 3. Creative Art table 4. Pre - Printing table 5. Light table 6. Sensory table (temporarily closed due to Covid-19)
3pm	<b>SNACK</b> is offered from 2:30 -3pm
3:30-6pm	<b>FALL/WINTER:</b> - indoor self-directed free play in the active-play classroom - story-time <b>SPRING/SUMMER:</b> - outdoor play

## 2. REGISTRATION + ENROLMENT

### REGISTRATION FORMS

- PRIOR to 1st day of child care, the registration form must be completed & onsite
- updates are made as required

### INITIAL 1 - MONTH TRIAL PERIOD (1st month of childcare only!)

- allows children to adjust into centre & parents to fully support their transition
- parent or provider may terminate childcare without notice during the trial period
- tuition & deposit will not be credited without 60 days written notice to terminate

### NOTICE TO CHANGE YOUR CHILDCARE SCHEDULE

- 48 hour written request to extend daily hours of childcare must be pre-approved
- approvals are subject to my ability to meet a different schedule
- I reserve the right to decline requested extended hours of care

### MAXIMUM HOURS OF CARE

Maximum Hours of Care Section 40 of CCLR a licensee must not provide care for more than 13 hours a day to a child

### HOURS OF OPERATION

- Monday to Friday from 6am – 6pm
- 10 hours daily Childcare is provided; based on 8hr work day + 1hr travel commute
- Extended hours of care up to 12 hours per day is available (see Tuition for rates)

### LATE PICK-UP AFTER 6PM

- Call or text Wendy's cell phone: 604-836-4625
- late fee of \$1.00 for every 1 min after 6pm (min. \$5.00 charge)
- If Wendy is NOT contacted by a guardian & no there is response to phone/text messages, the alternate/emergency contacts will be called & to pick up the child
- If alternate/emergency contacts cannot be reached or do not respond within 2 hours of closing (8pm) then the centre is required by CCLR to report the incident to the Ministry Of Children & Family Services & the RCMP non-emergency line

### PARENTS DAYS OFF

If you have an unscheduled day off, we encourage parents to pick up their children after lunch so children stay on their drop-off schedule & parents get a few hours of self-care

### LIMITED SPACE

- Group Sizes; Employee to Children Ratio Section 4 Schedule E of CCLR
- ratio is 1 ECE : 8 children
- 8 full-time spaces at this centre (no part-time or drop-in spaces)
- full fees are required regardless of whether or not your child attends
- no refunds/discounts in tuition for absences due to illness or any other reason

### ENROLMENT

- 3 children under 3yrs old + 5 children over 3yrs old
- OR an approved Exemption: 4 children under 3yrs old & 4 children over 3yrs old

### 3. TUITION \*non-negotiable\*

#### REGISTRATION FEE \$150 (deposit + Supplies fee)

- \$100 DEPOSIT this guarantees your space is held until the agreed start date. deposit is refunded on final invoice IF termination policy is adhered to
- \$50 SUPPLIES FEE (non-refundable) 1 lunch box + 3 day Emergency/Earthquake food supply

#### HOURS OF CARE PER DAY

Full-time childcare = 10 hours of care per day, 5 days a week, for a calendar month

#### RATES \*include full-time preschool program\*

**\$840 a month for 18m - 5 yrs old** = payable by parent

Breakdown: \$1,000 tuition + \$40 (weekly Taekwondo & yoga classes)	\$1,040
BC Child Care Incentive Rebate	- \$200
Amount payable by parent	\$840

**\$780 a month for 3yr - 5 yrs old** = payable by parent

Breakdown: \$800 tuition + \$40 (weekly Taekwondo & yoga classes)	\$840
BC Child Care Incentive Rebate	- \$60
Amount payable by parent	\$780

#### PROGRAMMING

Preschool Program

- Reggio Emilia & ECE based is included in your monthly tuition, value: \$400
- ECE teachers are certified & provincially licensed

Taekwondo Classes

- taught by Master Kim Khio, ECE

Yoga Classes

- taught by Karley Belle, ECE, Lotus Belle Healing

#### EXTENDED HOURS OF CARE

If you require more than 10 hours of childcare per day;

- 1 hour extra per day = an additional \$25 per week / \$100 per month
- 2 hours extra per day = an additional \$50 per week / \$200 per month

#### Approved for the BC Government Child Care Fee Incentive Rebate (CCFIR)

- \$200 off monthly tuition for ages 18m-3yrs old
- \$60 off monthly tuition for 3-5yr olds

#### NATURAL DISASTER / EARTHQUAKE CARE

If a natural disaster occurs & you or your contacts are unable to pick-up your child(ren) within a 9 hour day an extra \$20 per hour charge will be applied to your bill with a maximum of \$500.00

#### BC AFFORDABLE CHILD CARE BENEFIT (ACCB)

- Your ACCB subsidy rate is deducted from the monthly amount payable by the parent, the remaining amount is payable by the parent
- apply for pre-approval before selecting childcare centre, this way you know exactly how much of your tuition will be covered by the plan
- Applications & Renewals are made online at:  
<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>

## **EXPLANATION OF TUITION**

Christian Country Childcare is my personal business & my entire income  
I am highly educated ECE, Infant Toddler & Special Needs teacher, who is provincially certified & licensed to teach children ages: 0-12 years old.

Beyond childcare services tuition pay for: new materials & equipment, childcare insurance, liability insurance, playground maintenance, extra heating / hydro costs, art supplies, cleaning supplies, office supplies, bathroom supplies, a cleaner, sunscreen & teachers continuing childcare education. I work well over 60 hours a week, your fees DO NOT cover: daily preparation, planning time, bookkeeping, paper work, cleaning time & shopping. Due to cost of living increases, I reserve the right to increase tuition up to a maximum of 5% annually. Tuition fees established in the Parent-Provider Agreement will be in effect until January of the following year.

## **FREE SUNSCREEN**

- is provided by the centre. Brand: Coppertone Kids waterproof spray-on SPF 50

## **PARENTS PROVIDE**

- FOOD: 2 snacks + 1 lunch per day, because we respect & encourage diverse cultural/family food practices
- POTTY: diapers or pull-ups & wipes
- BOTTLE FEEDING: bottles, formula & or milk (if required)
- 2 PAIRS OF SPARE CLOTHES, 1 indoor sweater, 1 pair indoor soft crotch-type shoes, outside velcro shoes. Lace-ups are prohibited
- OUTDOOR CLOTHES appropriate weather related out door gear each day

## **4. PAYMENT ARRANGEMENTS & TERMINATION**

### **TUITION DUE DATE**

- Is due in full on the 1st of each month (unless an alternate arrangement has been approved)
- 12 months Post Dated Payment Cheques are required, made out to; "Wendy Holden"

### **NO REDUCED FEES**

- Full fees are required regardless of whether or not your child attends there are no refunds/discounts for absences due to a child's illness, vacation or any other reason

### **NSF FEES**

- \$40.00 NSF Fee for a returned cheque after 2 returned cheques - cash only
- cheques are returned to the parent when childcare is terminated & paid in full

### **CLIENT INITIATED TERMINATION POLICY**

Client initiated termination: 60 days written notice MUST BE GIVEN on 1st of the month:

- written notice must be submitted by letter in person or email:  
bccanadagirl@hotmail.com
- verbal notice & mailed letter are not accepted

FAILURE to give 60 days written notice on the 1st of the month will result in:

- billed for 2-months tuition in lieu of 2 months written notice
- forfeit deposit
- outstanding fees are sent to debt collections & Interest charges of 3% compounded monthly (42.5% per annum) will be applied on all outstanding balances

**Christian Country Reserves The Right To:  
Immediately Terminate Childcare Services at any time**

*confidential written notification will be provided to the parent, no tuition or deposit refund*

For any 1 or more of the following reasons:

- o If the centre is no longer able to meet the specific needs of the child(ren) in care
- o Uncontrollable violent childhood behaviours that result in abuse of peers or staff
- o Misrepresentation of family or their children to the provider
- o Lack of parental cooperation or interest or false allegations or hostile disputes initiated by a family member or guardian or alternate/emergency contact
- o Violence or threats or intimidation towards staff, children or other families
- o Gross misconduct by families or child
- o Failure to comply with centre policies
- o Failure for child to adjust after a reasonable amount of time
- o Failure to pay the invoice in full by 5 days after the due date
- o Failure to complete/sign & return required childcare forms
- o Submission of fraudulent information to Affordable Child Care Benefit Program

**LATE FEES**

\$10.00 per day will be charged for each day of late payment starting the following day after the agreed parent portion payment was due

**PAYMENTS THAT EXCEED 5 DAYS PAST DUE DATE** will result in:

- o immediate termination of your childcare services
- o No childcare service: until your outstanding balance is paid in full
- o your space will be posted & interviewing to fill the space will begin
- o forfeit of you childcare deposit to go towards the balance owing

**OUTSTANDING ACCOUNTS**

clients who have an outstanding balance or provided less than 60 days written notice to terminate will be:

- o put into Debt Collections
- o invoice will be given to a debt collections & Interest charges of 3% compounded monthly (42.5% per annum) will be applied on all outstanding balances

**AFFORDABLE CHILD CARE BENEFIT FORMS (ACCB or subsidy)**

This centre provides affordable quality childcare to all families regardless of income ACCB is a provincial program that pays partial to full childcare fees directly to the centre for qualifying moderate - to low income families

- o do not falsify information on the ABBC forms, they will investigate, suspend your assistance this may lead to a court order forcing you to repay payments + interest

**ACCB APPLICATIONS**

- o are the responsibility of the family
- o application & renewals can be made online at: Applications & Renewals are made online at: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>
- o FREE ASSISTANCE WITH FORMS at the Child Care Resource & Referral located at: 1130 Austin Ave Coquitlam, BC phone: 604-931-3400

**ACCB APPROVALS**

- o **Parent Portion:** amount payable by parent – ACCB = amount owing
- o Parent pays the amount owing

## **ACCB RENEWALS**

- are the responsibility of the family
- expired benefit plans will result in the family paying all childcare fees until the daycare has received a valid Benefit Plan. Refunds are made when ACCB back pays the centre
- expired benefit plans result in the family paying all childcare fees until the daycare has received a valid Benefit Plan. Refunds are made when ACCB back pays the centre

## **TAX RECEIPTS**

Are issued in Feb or after the final month of tuition is paid

# **5. VACATIONS & ABSENCES**

## **CHILD VACATIONS & ABSENCES**

- no advance notice is required when parents plan to take vacations or days off
- no tuition reduction when children are absent or sick
- tuition is due prior to leaving on vacation (if you ran out of post-dates checks) because your space is guaranteed to be available upon return

## **PROVIDER VACATION, SICK & BEREAVEMENT DAYS**

- 1 year written notice is given for scheduled closures; each Jan of each year a list of annual closures is posted on the website: - click 'HOURS' tab  
[www.christiancountrychildcare.com](http://www.christiancountrychildcare.com)
- 1 month written notification will be given prior to unscheduled closures, with the exception of illness or emergencies

## **SHORT-TERM SICK & BEREAVEMENT DAYS**

- fees are in effect

## **LONG TERM SICK & BEREAVEMENT DAYS**

- fees are in effect if a substitute teacher is operating the centre. Fee Suspension during closures exceeding 2 weeks

## **VACATION CLOSURES**

- Tuition is based on 20 days of care per month, I do not charge for the extra days I work in a month. The # days (per month) I don't get paid for = my # of annual vacation days. 2020 = 17 vacation days I take
- I reserve the right to take up to 3 weeks vacation per year

## **BC STATUTORY CLOSURES**

New Year's Day	Family Day
Good Friday	Easter Monday
Victoria Day	Canada Day
B.C. Day	Labour Day
Thanksgiving Day	Remembrance Day
Christmas Eve	Christmas Day
Boxing Day	



## 6. WORKING WITH FAMILIES

### COMMUNICATION

Open & honest communication is the cornerstone to successful relationships

TEXT or FB Private Message:

- families are free to text or FB private message me at any time. If its late I'll answer the following day
- clearly, carefully & respectfully write your needs
- provide updates on problems and progress that you child is having
- I'm open to any concerns or questions that may arise at the earliest possible stage
- sensitive issues will be discussed in private or by phone or scheduled conference

### RESPECT *I'm not a "baby-sitter"*

I'm a certified & provincially licensed: ECE, Infant Toddler Educator & Special Needs Educator, with 3 years of university level childcare education, over 1000+ provincial practicum teaching hours & nearly 20 yrs experience owning/operating Licensed Child Care Centres. An inordinate amount of my personal income has been spent to build this amazing preschool. *REMEMBER:* your child is 1 of 8 children in this centre, I work 12 hour days, 5 days a week... I am only human not "superwoman". Please don't expect me to work past 6pm or do things that you would not do.

### CONFIDENTIALITY

All discussions between staff & families are confidential.

Staff will not divulge confidential information to any person without prior written consent.

The only exception is when child abuse is suspected

### PROBLEMS

- will not be discussed at Drop-off and pick-up times
- Little ears and minds hear everything
- I am not comfortable discussing sensitive issues regarding children in the presence of anyone except their parents

### RESPECT OUR FAMILY PRIVACY

- If your child is the last to be picked up - please do not linger with your child – staff need to finish cleaning up before they're done work.
- This is a residential business; the lower 1/2 of the residence has been fully renovated into a self-contained licensed multi-age childcare centre completely separated by a locking door to the owners upstairs living quarters

### OTHER ADULTS IN MY UPSTAIRS RESIDENCE

- Everyone over the age of 12 yrs living in my home has a Criminal Record Check
- adult visitors to the house on occasion during childcare hours are family
- family visiting from out of town may stay with us however, if they stay for an extended period of time a criminal record check done
- If you are uncomfortable with our extended family staying in our home for a vacation, you welcome find alternate care during this time but payment is still required

### DAMAGES

- regular "wear & tear" is normal & expected in a centre
- property damage or broken windows is prohibited. If your child(ren) damages property as a result of ignoring a teacher & participating in rough play, the guardian(s) who signed the registration form is 100% liable to fix or replace the damage

## PERSONAL BELONGINGS

- Prohibited items: valuables, sentimental items, electronics & toys from home
- Permitted items: spare changes of clothing, souther or small blanket for nap time
- This centre is not responsible for lost or broken items

## SUPPLIES

- All supplies must be labelled with your child's name
- I will let you text you or put it in the tadpole app if supply of something is running low

## CLOTHING

- Proper outerwear for outside play - depending on the weather
- Shoes: velcro or slip-ons
- kids will get dirty at this centre as they are hands-on learners

TYPE	ITEMS TO BE LEFT IN YOU CHILD'S CUBBY
<b>SEASONAL</b>	Winter – hat, waterproof gloves, snow pants, warm jacket and waterproof boots Summer – sunscreen, 2 piece UVA water suit & hat
<b>1 yr - 3 years</b>	Indoor shoes - preferably "Crocks" - for an emergency evacuation 1 package of diaper and wipes 2 full changes spare clothes
<b>*POTTY TRAINING*</b>	Indoor shoes - preferably "Crocks" - for an emergency evacuation 4 full changes of clothes 1 pack of disposable pull-ups & wipes
<b>COMPLETED POTTY TRAINING</b>	Indoor shoes - preferably "Crocks" - for an emergency evacuation 2 full changes of clothes

## TOILET / POTTY TRAINING

<b>AGE</b>	when a child verbally asks to use potty is NOT resistant or fearful to the process
<b>CHANGES OF CLOTHES</b>	4 full changes of clothes on-site
<b>NO LAUNDRY SERVICE</b>	soiled items are sent home in a plastic bag please replace clothing sent home the next day
<b>NO ASK = NO potty</b>	<b>NO FORCED POTTY TIME OR PRE- SCHEDULED POTTY TIME:</b> we refuse to force potty train BEFORE a child is verbally able to "ASK" We remind kids hourly to potty, but never force a child
<b>SCHEDULED POTTY-TIMES</b>	<b>PARENTS CANNOT 'DEMAND' teachers to potty a child every 10 minutes!</b> Teachers WILL NOT ignore other children to potty-train a child
<b>BE PATIENT WITH STAFF</b>	We have 7 other children supervise / teach & other families to support
<b>POTTY ACCIDENTS ARE NORMAL @ DAYCARE</b> <b>It's NOT neglect!</b>	<b>BE PREPARED:</b> Potty training MAY NOT be as successful at daycare as it is at home BECAUSE: distractions your child has 7 friendly playmates, many group activities, peer 1-on-1 play opportunities, often your child will often become engrossed in an activity & simply "forget" to potty
<b>POTTY ACCESS</b>	- the bathroom is equipped with individual potty's & a toilet seat potty with stairs NO STANDING UP until the child is fully potty trained NO EXCEPTIONS! (teachers DO NOT have time to disinfect toilets/floors/walls after every missed aim (by boys)
<b>DISPOSABLE PULL-UPS</b>	are MANDATORY until your child is 1 month accident free at daycare - it is a Licensing Health Violation for children to spread bodily fluids via soiled underwear/pants through-out the daycare onto carpets/floors or daycare materials
<b>UNDERWEAR</b>	After 1 month accident free at daycare

## BIRTHDAYS & CELEBRATIONS

- Are recognized in the Tadpole app
- Birthdays; each child can choose tiny cupcakes or frosted cookies to share @ snack
- Families are welcome to send homemade baking or treats for celebrations  
\*Please ask if allergies are present the daycare\*

## 7. ARRIVALS + DEPARTURES

### ARRIVALS

Children must arrive;

- awake, fed, in a clean diaper & dressed in clean weather appropriate clothing
- DO NOT allow your child to walk to the door by themselves at drop off, please escort them inside to greet staff & leave your child in their care

<b>SEPARATION ANXIETY</b>	
<p>It's expected that a new child will cry for up to 6 weeks at drop-off's before they adjust Children often have huge crying tantrums at drop-offs because they are not in the routine of attending daycare Once a tantrum becomes a daily event it turns into a regular habit during drop-off time &amp; is difficult to correct</p>	
<b>CAUSE</b>	lack of independence & low emotional coping skills
<b>EMOTIONAL MELT-DOWNS</b>	<p>Dramatic crying tantrums at drop-off's Kids know: " the harder &amp; louder they cry the longer mom/dad will stay" It's how they control a new &amp; uncomfortable experiences ~ is normal childhood development ~</p>
<b>SOLUTION</b>	<p>Help your child develop coping &amp; self-soothing skills before starting daycare by:</p> <ul style="list-style-type: none"> <li>- taking them to parent &amp; tot drop-in groups to play with other kids</li> <li>- teach them to feed themselves sitting at the table with family</li> <li>- wean them onto a sippy cup for daytime drinking</li> <li>- teach them to fall asleep on their own, in their own bed</li> </ul>
<b>QUICK DROP-OFFS</b>	<p>DO:</p> <ul style="list-style-type: none"> <li>- avoid long drawn goodbyes that encourage emotional meltdowns</li> <li>- be happy &amp; positive; kids get scared when parents are upset</li> <li>- be brief (no more than 5 minutes) @ drop-off times;</li> </ul> <p>bring your child into the cubby area help them take off outdoor clothing, give a comforting hug, kiss &amp; some reassuring words - then leave</p> <p>DON'T:</p> <ul style="list-style-type: none"> <li>- reward dramatic crying by repeatedly picking up your child &amp; putting them down "over &amp; over" this escalates crying &amp; creates a negative emotional cycle</li> <li>- be anxious &amp; upset you will make your child upset</li> <li>- get worked up over tears, this is just a control tactic</li> </ul>
<b>ELIMINATE CONTRIBUTING FACTORS</b>	<p>have solid routines &amp; good habits at home:</p> <ul style="list-style-type: none"> <li>- <i>consistent bedtime</i> - overtired children are more emotional</li> <li>- <i>good nutrition</i> - provides energy to play &amp; focus @ daycare</li> <li>- <i>daily family time</i> - builds strong bonds &amp; independence</li> <li>- daycare policy knowledge regarding; daily schedule, meal time, toileting &amp; expected manners. Mirror them at home so that your child learns solid routines &amp; social expectations</li> </ul>
<b>PARENTAL ANXIETY WHEN LEAVING YOUR CHILD</b>	<ul style="list-style-type: none"> <li>- Is normal</li> <li>- NEVER bribe your child</li> <li>- NEVER overcompensate by letting your child rule your home - this will make it harder for your child to adjust to daycare expectations</li> </ul>
<b>AFTER YOU LEAVE</b>	<ul style="list-style-type: none"> <li>- don't call, please text because we don't answer calls when teaching</li> <li>- I'll text photos of your child when they settle</li> <li>- remember; as soon as parents leave children settle quite quickly when they become involved in peer play or activities</li> </ul>

## **DEPARTURES** *Parental Access section 50 of CCLR*

- Outer doors are locked at all time for security purposes; please ring the doorbell & you'll promptly be let in
- Please do not allow your child to run out to your car while you are in the driveway
- PROMPTLY pick up your child at the end of the day or text 604-836-4625 if your late

## **EMERGENCY PICK-UPS**

- Children are only released to authorized adults (18 + yrs old) who are listed on the registration form
- Children will not be released to an adult who appears to be under the Influence of drugs or alcohol, emergency contacts will be called to pick-up the child instead

If you request an unauthorized adult (not listed on the registration form) to pick up your child you must:

- call or text Wendy Holden from your cell or work phone
- provide a text photo, name/address & contact # of the unauthorized adult
- inform the unauthorized adult that they will have to present valid photo ID, have a photo taken of the ID & sign an Emergency Release from Care form before the child will be released into their care

# **8. CENTRE POLICIES**

## **PARKING**

- Is available in the driveway or on the front of the daycare on the city street
- The driveway is closed when it snows because I cant keep it clear when I'm working

## **PUBLIC TRANSIT**

- Is available via city buses
- There is a bus stop near the intersection of Robinson St. + Como Lake Ave

## **CLOAK ROOM**

- lunch bags, coats + shoes (indoor + outdoor) + toys from home are stored in cubbies
- each child has a labelled & designated cubby
- RULE: hang up your items + keep it free of clutter

## **ECE PLAY BASED CLASSROOM**

- is designated to promote physical activity + socialization
- wood musical instruments, construction blocks, wood toys & dramatic play

## **PRESCHOOL REGGIO EMILIA CLASSROOM**

- is a non-traditional learning environment where there are no assigned seats
  - everyday new materials are put on each table that inspire & encourages hands on learning;
1. Puzzle table: promotes problem solving skills, critical thinking & hand-eye coordination
  2. Reggio Provocations table: helps children form conclusions though peer collaboration
  3. Art studio: self-directed art that is inspired by the child's own imagination and wonder
  4. Sensory table: improves sense of touch to accurately perceive the environment  
(BC Childcare Licensing has temporally closed sensory tables due to Covid-19)
  5. Pre-printing table: improves hand strength "pincer-grip" for printing & literacy
  6. Light table: a fun way to enhance math, literacy, science & socialization skills the soft fading glow of the light draws kids to stay & lengthens the time they stay focused on a single activity

## **KITCHEN**

- is used for a common meal preparation area & to heat up food
- Each child is given 1 lunch/snack box to bring everyday to school
- During inclement weather meals are eaten at the main meal table & outdoor picnics on nice days

## **CHANGE TABLE /DIAPER AREA**

- is located beside the bathroom so that the children can be monitored at all times
- the change table is sanitized between each change; rubber gloves are used for diaper changes & the provider washes their hands after every diaper change. Labelled bins hold individual personal diapers, wipes & diaper cream

## **CLOTHING CUBBIES**

Each child is assigned a labelled bin for spare clothes, diapers & wipes

## **TV**

is limited to inclement days or "movie" Friday's & not to exceed 1 hour per day

## **OUT-DOOR PLAY AREA**

A private fenced back yard with custom made active-play equipment & a covered play area. Each teacher has her cell phone for emergencies & 1st Aid kit

## **TRANSPORTATION** Section 45 of CCLR

This centre does not transport children. We walk to destinations

## **SUMMER PROTECTION**

This facility is air conditioned & Sunscreen is FREE, Brand: Coppertone Kids waterproof spray-on SPF 50 & applied several time as days

## **SNOW DAYS & SEVERE WEATHER**

CCLR mandates temporary closures due to excessive snow, power outages & severe weather; Christian Country Childcare will notify you by phone or text.

## **ALL INDOOR AND OUTDOOR ACTIVITIES ARE STRICTLY SUPERVISED**

section 56(d) CCLR;

Staff exceeds all safety criteria from the MCFS & Child Care Licensing Regulations

## **WASHROOM** Section 56(d) & 39 of CCLR

- children in potty training are supervised at all times in the washroom
- Potty-trained children use the bathroom alone & are supervised during hand washing
- There is an automatic hand dryer, automatic soap dispenser & a stool so little people can reach the sink

## **MEDICATIONS** section 8, 53 & 54 CCLR

- are kept out of reach, locked in a metal box that is located in the upper kitchen cabinets
- cleaning products are all kept in the laundry room, behind a locked door

## **CRIMINAL RECORD CHECKS** section 20 CCLR

All staff & persons 12+ yrs (living in the residence) have valid Criminal Record Checks

## **FIRST AID** Section 23 CCLR

All staff have valid First Aid Certification

## **TADPOLE APP**

Is a app used by the centre to confidentially email each family a daily written report with photos & videos

**SLEEPING AREA** Section 42 of CCLR

- Nap Time: 1-2:30pm, non-nappers have a 30 min "rest period"
- sleeping mats: all children are provided with 1 mat, 1 cover & 1 blanket
- sleep position: sleep position is on their back unless they can roll over themselves
- a teacher sits in the nap room until children fall asleep, staff has their lunch sitting in the kitchen so they can see directly inside the nap room at all times
- hot summer days children sleep outside on the playground under the shade of the big tree supervised by a staff member

**PETS** section 25 CCLR;

- classroom pets: 2 x lizards (Crested Geckos) in locked cages
- 2 emotional support dogs: 1 x Lab mix dog & 1 x small mix breed both are immunized, free of flea, ticks & worms.
- DOGGY DO" - is picked up daily before kids go outside
- Dog Safety; children are taught safe handling practises of the dogs - no hitting, picking at their face, no picking-up the dog, sitting on it, no chasing, yelling or screaming at it & leave it alone when he is sleeping, laying in his kennel

**FIELD TRIPS** Section 39 & 45CCLR

We go on community walks. We don't take kids to public places or on transit; by families direction. Licensing staff to child supervision ratio is adhered to at all times when walking on a safety walking rope

9. **NUTRITION** Section 48 & 56 (d) of CCLR

**LUNCHES**

- Nutrition has a direct impact on early childhood development
- We encourage nutritious meals; meat, fruit, vegetables, dairy, grains & lots of water

**SNACKS**

- Occasionally the children are given a "sweet treat" ex. Cookie, cupcake, tiny doughnut or home baking
- PLEASE notify the facility at REGISTRATION - if your child is not permitted "sweet treat" or has "food allergies"

Canada food guide: <https://food-guide.canada.ca/en/>

FOODS	2 NUTRITIONAL SNACKS ANY 4 - items	NUTRITIONAL LUNCH
Meat or meat alternative		1
grain	1	1
dairy	1	1
fruit	1	1
vegetable	1	1

**EATING AREA**

- all food + drinks are consumed while sitting at the table or outside at the picnic area children are not permitted to wander through the facility with food or drinks
- toddlers use table height wood "highchairs" & Preschoolers use wood stools hand washing before meals
- eating quietly with friends is a time to learn table manners & strengthen friendships
- food sharing is prohibited due to potential food allergies & cultural differences  
Meal time prayer: "thank-you for our food, amen" before meals

## **NUT FREE ZONE**

Due to unknown allergies we ask parent to NOT send nuts or nut products of any kind

## **HAND WASHING**

before eating meals is always practised in the daycare & after using the toilet

## **REUSE + RECYCLE**

Recycles are home in lunch kits because we cant deal with the huge volume  
Please send lunches in a reusable lunch bag labelled with your child's name

## **WATER**

children are provided with unlimited " fresh cold water"

## **PROHIBITED FOOD**

Sugary drinks & foods as well as junk food

# **10. HEALTH & ILLNESS** *Section 54 or CCLR*

Community Care & Assisted Living Act Section 7 (1) (b) states that a licensee must operate a community care facility in a manner that will promote the health, safety & dignity of al children;

## **HEALTH AND HYGIENE** section 46 (1)

### **UNABLE TO PARTICIPATE IN THE PROGRAM**

- if your child is unable to participate all parts of the daily program then they must remain at home until they can fully participate  
example: if you don't want your child out on a cold day, then they must stay home that day

### **FREQUENT HAND WASHING**

Frequent hand washing reduces the spread of communicable diseases. It's our policy that before joining the group in the daycare, each child should wash their hands. Hands must also be washed: before/after eating, after using the washroom & blowing noses

### **MANDATORY IMMUNIZATIONS & VACCINES**

- ALL children & staff must be FULLY IMMUNIZED
- ALL children & staff MUST HAVE an annual FLU VACCINE and the most recent "outbreak vaccine" Example: during the H1N1 outbreak children & staff all got vaccinated
- REQUIRED: DR. NOTE confirming the vaccine/immunization has been administered must be attached to your child's file; because Infants & toddlers have underdeveloped immune systems that can result in avoidable hospitalizations

### **HIDING SYMPTOMS**

**\*\*\* NEVER mask symptoms with over-the-counter medications \*\*\***

**TERMINATION:** knowingly bringing an ill child to this facility is NOT permitted & is cause for immediate termination

**REDUCE THE RISK OF EXPOSURE:** sick kids stay home until they're NOT contagious

**\*\*\* This does not mean bring the child back the next day \*\*\***

**EXPOSED / SICK STAFF:** If staff get sick - the daycare will close for a few days & no one will have daycare!

**Christian Country Childcare has the right to refuse to care to a sick child:**

- If your child develops any of the symptoms listed below while in care, you or your alternate will be required to pick up your child within 1 hour
- \*\*\*\*If you are unsure your child is well enough to attend childcare please call or text Wendy 604-836-4625 and discuss it with me\*\*\*\*

**\* WHEN TO KEEP YOUR CHILD AT HOME \***

**A CHILD MUST BE KEPT HOME** (or be picked-up within 1 hour) **WHEN THE CHILD;**  
Is suffering from one or more of the BELOW symptoms:

1.	<b>UNWELL or LITHARGIC</b>	Is not well enough to take part in the regular programs of the facility.
2.	<b>COMMON COLD + WITH</b>	listlessness + runny nose and eyes. Once the child's well being and energy have returned to normal, the child may no longer be contagious, and may be able to return to the child care facility even though coughing and runny nose may persist. ----A cold can spread it to others from one day before symptoms appear, and about five days after the cold symptoms (above) begin
3.	<b>RUNNY NOSE with EXCESSIVE MUCUS</b>	Keep your child at home OR administer over the counter medication to dry up the mucus. It's inconsiderate to allow your child to spread mucus (infection) all over the daycare equipment, other children and staff * * * Note: It takes approximately 4 hours to disinfect the daycare * * *
4.	<b>ALLERGY SYMPTOMS</b>	runny/stuffy nose and watery eyes & coughing (e.g.: hay fever, asthma) ----- A Doctor's note is required to confirm this condition
5.	<b>DIFFICULTY BREATHING</b>	wheezing or severe shortness of breath
6.	<b>PAIN</b>	any complaints of unexplained or undiagnosed pain
7.	<b>SORE THROAT</b>	or trouble swallowing
8.	<b>HEADACHE + STIFF NECK</b>	(immediately see physician)
9.	<b>DIARRHEA or LOOSE STOOL</b>	(may or may not be combined with nausea, vomiting or stomach cramps). These symptoms may indicate a bacterial or viral gastrointestinal infection, which is very easily passed from one child to another via the fecal oral route. The child should be kept home until all symptoms have stopped this may be early signs of an illness. Children must stay home for the duration of the Norovirus or "winter vomiting disease" + 2 additional days - before they will be re-admitted to the facility
10.	<b>SEVERE ITCHING</b>	dry skin of either body or scalp if caused by head or lice or scabies
11.	<b>INFECTION</b>	skin or eyes, or an undiagnosed rash
12.	<b>COMMUNICABLE DISEASES</b>	Children with known or suspected communicable disease - for a list click "SICK POLICY" tab contact licensee @ 604-86-4625 to determine the length of time the child is contagious
13.	<b>FEVER</b>	oral temp 37.8c/100f or ear temp 37.2c/99f *Contact a doctor if fever lasts more than 24hours* & is accompanied by general symptoms such as listlessness or sluggishness this may be an early sign of an illness. ** To return to daycare the child must NOT have ANY Influenza symptoms,(click on the FLU tab) NO Fever within last 48 hours & NO Tylenol* in the last 48 hours to control a Fever or symptoms
14.	<b>PERSISTENT COUGH</b>	constant cough, excessive hacking/gagging after a coughing spell, a loud "whoop" sound when coughing wheezing or a



<b>WHEN CAN YOUR CHILD RETURN TO DAYCARE?</b>	
# 1 - 9	Child must be SYMPTOM FREE for 24 hrs (no Tylenol to control symptoms)
<b>RETURN with a Dr.'s note (with signature + Dr. /clininc stamp) if they have had;</b>	
2 days @ home + DR. Note	Prescribed Antibiotics DAY 1: prescribed antibiotics    DAY 2: recovery at home    DAY 3: return to daycare
5 days @ home + DR. NOTE	If your child gets the <b>SEVERE COUGH</b> they will be NOT be admitted back into the daycare = for 5 days or the duration whichever happens LAST: as directed by Fraser Health *If cough persists more than 7days the child requires a Dr's note to return to the facility*
3 days @ home + DR. Note	If your child gets the <b>FEVER</b> they will be NOT be admitted back into the daycare = for 5 days or the duration whichever happens LAST: as directed by Fraser Health
5 days @ home + DR. Note	If your child gets the <b>FLU</b> they will be NOT be admitted back into the daycare - if your child has a persistant heavy cough they must stay home until the cough has subsided (5-7days)
5 days @ home + DR. Note	<b>Lice</b> ~ NO lice/eggs/nits are present upon return to daycare <b>Scabies</b> <b>Severe Itching, red spots, bumps or hives</b> that will NOT go away
10 days @ home + Dr. Note	<b>Chicken Pox Virus</b> <b>Hand, Foot &amp; Mouth disease</b> (a strain of Chicken Pox) ALL symptoms MUST BE completely gone (viruses CANNOT be treated with antibiotics) = for 10 days or the duration whichever happens LAST ; as directed by Fraser Health

### **MEDICAL RECORDS**

- a copy or consent of immunization status must be on-site prior to 1st day of care
  - children's immunizations MUST be kept up to date
  - Immunization schedule is on the registration form
- Items that must be signed & listed on registration form:

- Emergency care consent
- Emergency & alternate contacts all known related medical, dental, emotional & or physical conditions

### **FACILITY CLEANING PROCEDURES**

- Meal table is disinfected & floors are swept after each meal
- Vacuum daily
- Disinfect bathroom surfaces daily
- Regular monthly cleaning & disinfecting of toys and equipment are a part of our procedures
- Disinfect daily; kitchen area, all cutlery, cups and meal containers

### **DAILY CLEANING SCHEDULE FORM**

- Canadian Paediatric Society Cleaning & Sanitizing schedule given to all licensed childcare centres by: BC Child Care Licensing & MCFD
- each day 1 of these forms is completed, signed, dated & filed in a records binder as proof of cleaning

[https://www.caringforkids.cps.ca/uploads/wellbeings/Cleaning\\_and\\_sanitizing\\_ENG\\_2016.pdf](https://www.caringforkids.cps.ca/uploads/wellbeings/Cleaning_and_sanitizing_ENG_2016.pdf)

# COVID-19

## SYMPTOMS

° For an up to date list visit the website: [www.bccdc.ca](http://www.bccdc.ca)

### IF A CHILD OR STAFF DEVELOP SYMPTOMS

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-childcare.pdf>

COVID-19 Public Health Guidance for Child Care Settings  
May 19, 2020

#### Appendix B. Protocol for child or staff with symptoms of COVID-19 in a child care setting

Child with Symptoms of COVID-19	Staff with Symptoms of COVID-19
<p><b>IF CHILD DEVELOPS SYMPTOMS AT HOME:</b></p> <p>Parents or caregivers must keep their child at home until they have been assessed by a health care provider to exclude COVID-19 or other infectious diseases, AND their symptoms have resolved.</p> <p><b>IF CHILD DEVELOPS SYMPTOMS WHILE AT CHILD CARE:</b></p> <p>Staff must take the following steps:</p> <ol style="list-style-type: none"> <li>1. Identify a staff member to supervise the child.</li> <li>2. Identified staff member should immediately separate the symptomatic child from others in a supervised area until they can go home.</li> <li>3. Contact the child’s parent or caregiver to pick them up right away.</li> <li>4. Where possible, maintain a distance of 2 metres from the ill child. If this is not possible, the staff member may use a mask if available and tolerated, or use a tissue to cover their nose and mouth.</li> <li>5. Provide the child with tissues, and support as necessary so they can practice respiratory hygiene.</li> <li>6. Open outside doors and windows to increase air circulation in the area.</li> <li>7. Avoid touching the child’s body fluids. If you do, wash your hands.</li> <li>8. Once the child is picked up, wash your hands.</li> <li>9. Clean and disinfect the space where the child was separated and any areas used by the child (e.g., bathroom, common areas).</li> <li>10. If concerned, contact the local public health unit to seek further advice.</li> </ol> <p>Parents or caregivers must pick up their child promptly once notified that their child is ill.</p>	<p><b>IF STAFF DEVELOPS SYMPTOMS AT HOME:</b></p> <p>Staff must be excluded from work, stay home and self-isolate until they have been assessed by a health care provider to exclude COVID-19 or other infectious diseases, AND their symptoms have resolved.</p> <p><b>IF STAFF DEVELOPS SYMPTOMS WHILE AT WORK:</b></p> <p>Staff should go home right away where possible.</p> <p>If unable to leave immediately, the symptomatic staff person should:</p> <ol style="list-style-type: none"> <li>1. Separate themselves into an area away from others.</li> <li>2. Maintain a distance of 2 metres from others.</li> <li>3. Use a tissue or mask to cover their nose and mouth while they wait for a replacement or to be picked up.</li> <li>4. Remaining staff must clean and disinfect the space where staff was separated and any areas used by them (e.g., office, bathroom, common areas).</li> <li>5. If concerned, contact the local public health unit to seek further advice.</li> </ol>
<p><i>If a child or staff member is assessed by their family physician or nurse practitioner and it is determined that they do NOT have COVID-19, they may return to child care once symptoms resolve.</i></p>	

# Christian Country Childcare's COVID-19 Safety Practices

## Social Distancing

- 1 family at a time in the Cubbie area
- Meals are split into smaller groups. On sunny days snacks & lunch will be outside
- 1 child in the bathroom at a time
- Sleeping mats are spaced apart
- Kids are encouraged to socially distance & BCDCD practice respiratory hygiene
- During the good weather children will be outside for longer than 4+ hrs per day

## Public Health & Safety

1. If your child is absent you must provide a reason, the reason will be noted on the attendance form
2. Public hand sanitizer dispenser is located on the left hand side of the entrance door, below the doorbell. Please use before entering the centre.
3. Daily sanitization procedures with a bleach solution is in compliance with BC Childcare Licensing protocols & are recorded in the covid-19 duty binder.
4. Classroom materials are rotated out daily, bagged & left in storage for 7+ days to ensure they're germ free
5. The covid-19 health/wellness policy is posted on the entrance door & a written copy is sent home to each family
6. Children are closely monitored by staff for symptoms of Covid-19
7. Families are not permitted past the Cubbie area into the daycare (at this time)
8. Lunch bags are permitted, no back packs/bags or toys from home
9. Hand washing for children & staff: upon arrival, after toileting, before/after meals, after out door play & during the day. Hand sanitizer is available to staff on the playground
10. Staff uses recommended PPE for diapering, assisting children with blowing noses & 1st aid
11. Disposable masks & gloves are available to staff at all times
12. All dress-up clothes, soft toys, sensory table & outdoor sand/water tables have been temporarily removed
13. The number of toys in use each day have been reduced
14. Weekly yoga class & Taekwondo class have resumed. In good weather we spend the majority of the day outside as it is easier to practice social distancing
15. Prohibited: sharing food, cups or clothing
16. The entire centre is cleaned & sanitized each night after closing
17. After each shift staff member: showers, launders their uniform & towels & changes into street clothes
18. Staff dress in a freshly laundered/clean uniform each day
19. No outside visitors permitted in the facility
20. This center is compliant with: BC Childcare Licensing Covid-19 inspection & Work Safe BC Covid-19 Safety Plan

For the most up to date information **visit: [www.bccdc.ca](http://www.bccdc.ca) OR [www.2.gov.bc.ca](http://www.2.gov.bc.ca)**

## 11. **MANAGING ILLNESSES** Section 54 or CCLR

### **TEMPORARY CARE OF AN ILL CHILD AT DAYCARE** Section 54 of CCLR

The child will be given a quiet area, away from the other children, but within supervision of the provider, until the parent or contact arrives (while the parent or contact travels to the daycare)

### **NOTIFICATION OF ILLNESS**

- Parents will be immediately notified when their child becomes ill while at daycare
- THE CHILD MUST BE PICKED UP IN 1 HOUR - of being contacted
- Late pick-up fee: If the child is not picked up within 1 hour of my call then a \$5.00 fee for every 15 minutes may be and added to your invoice \* \* \* \*

### **HAVE A BACK-UP PLAN WHEN YOUR CHILD IS ILL**

Have a back-up person to baby-sit if you are unable to stay home with your sick child  
**Ultimately a sick child is the parent(s) responsibility!**

### **RETURN TO DAYCARE**

- Children cannot return until the parent has consulted the childcare provider & the child is doing well without the aid of medications
- Before a child who has been ill returns; they must be symptom-free & able to participate fully in the regular daily program *see table above "When to keep your child home"*

### **IF YOUR CHILD IS PRESCRIBED ANTIBIOTICS or ANTI-VIRAL MEDICATION**

- they can return on the 3rd day of taking the prescription

### **DR. NOTES**

- must be; SIGNED by the Dr. & stamped with Dr.clinic stamp *or they will NOT be accepted*
- Falsified DOCUMENTS including; Dr. note or Dr. signature WILL result in immediate termination

### **EXPOSURE TO COMMUNICABLE DISEASE**

- Parents must to inform the daycare within 24 hours of diagnosis or exposure to serious illness or communicable disease
- The staff must notify the Licensing Officer of a Reportable Communicable Disease. *(click "SICK POLICY" tab for a List of Reportable Communicable Diseases)*

### **IMMEDIATE & COMPLETE DISCLOSURE**

- within 24 hours of diagnosis or exposure to serious illness or communicable disease/virus failure to do so puts staff & children at risk & WILL result in termination
- this facility is legally required to notify Licensing Officer of all Reportable Communicable Diseases

### **MEDICATION ADMINISTRATION** Section 53 or CCLR

#### **ADMINISTERING MEDICATIONS**

Medications will be administered to children only when absolutely necessary or prescribed by a Doctor

#### **MEDICATION CONSENT FORM**

Written consent from parent/guardian, including:

- date, time, dosage, location, Dr. name, pharmacy name, prescription #, DIN & who administered the medication

## **ORIGINAL CONTAINER**

- Medication must in the original container and include usage instructions for or physicians instructions

## **ACCESSIBILITY**

Medications are kept in a metal lock box that is inaccessible to children

## **ALLERGIES & MEDICAL CONDITIONS**

- Children with serious allergies and known serious medical conditions will have their information in MEDICAL CARE PLAN
- Medical Care Plan is located in their personal file daycare binder for immediate reference to staff

## **12. RELEASE OF A CHILD** Section 50, 56 (a) & 57(2)(j) of CCLR

### **RELEASE OF A CHILD FROM CARE** Section 57(2)(j) of CCLR

A licensee must keep, for each child, a record showing any person who is not permitted access to the child

### **ACCESS BY OTHERS** Section 50 or CCLR

### **PROHIBITED ACCESS TO A CHILD**

Staff will NOT release a child from care if:

- a custody or court order is on file that restricts the person's access to the child
- an unauthorized person attempts to pick up a child
- an individual not listed on the registration form attempts to pick up the child
- an authorized person appears to be incapable of providing safe care; appears to be impaired by alcohol and/or drugs, or no car seat is available or is aggressive or physically unable to manage the child

### **REASONABLE PREVENTION**

- a licensee must take reasonable steps to prevent an incapable or unauthorized person; the person will be asked to leave, if that fails then the RCMP will be called to intervene the licensee must the health & safety of all staff & children in the centre

### **EMERGENCY RELEASE**

If a parent phones or texts during the day to inform staff that a person not listed on the Authorization Form is scheduled to pick up the child the parent must:

- must text or email a photo of the person picking up the child
- inform the person scheduled to pick up the child that they must show & permit a photo of their Government Picture ID
- inform the person scheduled to pick up the child that they must fill out a "An Emergency Release Form"

## **13. BEHAVIOURAL GUIDANCE PROCEDURES**

Section 51(1)(2) of CCLR

### **PROTECTION**

A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Section H of CCLR

## **DISCIPLINE**

- **LEARNING:** by which children develop socially acceptable & appropriate behaviour as they grow to maturity
- **INTENTION:** is to help children become self-regulated as they learn appropriate and acceptable behaviour patterns.
- **PROCESS:** is continuous guiding of behaviour & is offered while acceptable behaviour is occurring as well as before, during and after unacceptable behaviour may be displayed
- **GOAL:** to assist children developing self- control, self-confidence, and sensitivity in their interactions with others.

## **PROHIBITED DISCIPLINE** CCLR 31 (1) (b) May 14, 2004

Children will NEVER be subjected to, including as a form of punishment:

- shoving, hitting, shaking, spanking or any other form of corporal punishment
- harsh, belittling or degrading treatment, whether verbal, emotional or physical that would humiliate the child or undermine the child's self respect
- confined, physically restrained, without adult supervision, apart from other children
- deprived of meals, snacks, rest or necessary use of toilet

## **TYPES OF BEHAVIOUR NOT TOLERATED IN THE FACILITY** section 52 of CCLR

- verbal or physical abuse in any form - to children or staff
- shoving, hitting or spanking by staff or another child, or confinement or physical restraint by another child
- confinement or physical restraint by specifically trained & certified staff, who is authorized in a child's care plan if the care plan (*includes respectful instructions*)
- harsh, belittling, or degrading treatment by staff or children, whether verbal, emotional, physical, humiliates the child & undermine the child's self-respect;
- spanking or any other form of corporal punishment;
- separation without supervision by a responsible adult, from other children;
- deprivation as a form of punishment; NO deprivation of meals, snacks, rest or necessary use of the toilet

## **TERMINATION OF CHILDCARE AS A RESULT OF VIOLENCE OR ABUSE**

- this facility is not equipped to provide care for children with violent behavioural issues
- there is a zero tolerance for physical or verbal abuse or threats to children or staff
- written notice of termination will be given to the parent or guardian if:
- a child physically abuses a child(ren) or staff & causes injury
- multiple incident forms have been filled out & the behaviour(s) do not change
- a behavioural care plan has been established applied & the child still CONTINUES to harm or threaten other children or staff

## **GUIDANCE STRATEGIES & TECHNIQUES FOR CHALLENGING BEHAVIOURS**

### **Prevention**

- Establish clear, consistent & simple positive limits are explained to children
- Focus on the behaviour rather NOT the child
- Expectations are stated (not posed as questions) & choices offered
- Children are given time to respond
- Appropriate behaviour is acknowledged
- Minor incidents are ignored
- Children can ask an adult for help & an adult will be alert and close by

## **Intervention**

- Child's attention gained in a respectful way
- Proximity and touch will be used
- Reminders of expectations
- Feelings will be acknowledged before setting limits
- Redirecting or diverting the child

## **Solutions**

- Adults model problem-solving skills
- Appropriate choices are offered
- Natural and logical consequences
- Limiting the use of equipment
- Opportunities for children to make amends
- Severe Challenging Behaviour Interventions
- Give the child a Think About - when a child loses self-control, they can be given a quiet place within the room to sit, when the child has regained emotional control they may choose to return to the group. A guideline: is 1 minute sitting per the age of the child. Example: 3 min think about for a 3 yr old child

## **STAFF PROCEDURES FOR THE FOLLOWING SITUATIONS**

### **Defining Lead & Support Roles In Guidance Situations**

- ECE staff takes the lead role
- substitutes, peers or volunteers may provide support to children. When deemed ready by the supervising ECE staff, a sub or student may be allowed to participate in supporting the ECE during a guidance situation

### **Reporting Incidents To Families**

- only permanent staff are permitted to speak to families about sensitive incidents
- at pick-up time permanent staff will immediately privately inform parents if;
- time away/out (only in the severest cases) is used – when, where and how
- If a child's behaviour escalates, or poses a threat to him/herself or other children in care; then child will require a Non-Reportable Incident Report & may require an individual behaviour management plan
- Behaviour management plan will be developed collaboratively with the licensee, parents/community professionals, signed by parents & licensee (the consulting professionals)
- If the child is violent towards or injures staff or other children; Christian Country Childcare has the right to immediately terminate childcare services

### **Inappropriate Behaviour**

- State the behaviour that is inappropriate & what is the appropriate behaviour
- Use redirection
- Be a role model
- Initiate problem solving & critical thinking analysis

### **Escalating Behaviour**

1. Stay a safe distance to deal with the behaviour
2. Move other children to a safe distance
3. Talk softly and calmly the child, focusing on the behaviour
4. Provide space for the child to calm down
5. Initiate problem solving when the child is ready
6. Integrate the child back into the group when ready

7. Document the incident on a Non-Reportable Incident Form (located in the red daycare binder)
8. Keep original copy in the child's' file
9. Verbally inform the parents at pick up time
10. Ask the family sign the original copy of the incident form; file original in the child's file
11. Provide a copy or photo of the original document to the parent
12. Document the parent's response & time on the back of the original copy, after the parent(s) leave & sign your statement

## 14. NOTIFICATION OF ILLNESS OR INJURY

Section 20 CCLR

**NOTIFICATION** Schedule H of CCLR (page 41 of CCLR)

Parent or Emergency Contact must be immediately notified if, while under the care or supervision of the licensee, the child becomes seriously ill or is injured or is involved in a reportable incident

**NON-REPORTABLE INCIDENTS** Section 56 (f) CCLR

Minor incidents, illnesses or unusual events recorded in the daily logbook

Staff Procedure

1. Comfort, support & reassurance to the child
2. Provide Emergency 1st Aid if necessary
3. Complete a Non-reportable Incident Form & document it in the daily logbook  
(*form is located in the red binder*) use factual, professional language & clearly identify the incident
4. The Licensee will review the information, including facility follow-up action/corrective measures & sign it
5. A permanent staff member will privately present the form to the family @ pick-up time
  - have the family sign the form
  - provide them with a signed copy
6. File the original ink-copy in the child's personal file

**REPORTABLE INCIDENTS** Section 55(1) (2) & Schedule H of CCLR

Major incidents that require professional or medical intervention including allegations of abuse. List of Reportable Incidents in CCLR Schedule 1 & H

Staff Procedure

1. Comfort, support & reassurance to the child
2. Provide Emergency 1st Aid if necessary
3. Immediately contact the Licensee
4. Every staff member present must document the entire incident in full detail on lined pieces of paper include; you name, title, time, date, location, who was present, a detailed description of the incident, using factual, professional language & clearly identify the incident. Each signed document must be given to the licensee by the end of the shift
5. The family will be privately notified by the licensee
6. The licensee will complete the Reportable Incident form using the information provided by the licensee & or staff members in their signed statements & verbal interviews. The Licensee will also review the information, including facility follow-up action/corrective measures & sign the form



7. The triplicate Reportable Incident form (*located in the red binder*), will be completed by the licensee within 24hrs of the incident & emailed it to the Licensing Officer or call the report into the licensing officer directly @ 604-949-7700

8. The triplicate Reportable incident form will be filed as follows: white copy is placed in the child's private file, the yellow & Pink copy are mailed to: the Licensing officer at #300 205 Newport Drive Port Moody BC V3H 5C9 (within 24hrs of the incident)

## **ABUSE REPORTING POLICY**

Notification of Illness or Injury - Section 55(1)(2) and Schedule H of CCLR

### **Reportable Incident (*allegation of abuse*) Reporting Protocol**

- Report must be made within 24hrs to: Licensing Officer, Medical Health Officer, Ministry Of Children & Family Development
- the incident must be reported following notification of a "Reportable Incident"
- The Licensee must immediately notify a parent or emergency contact if, while under the care or supervision of a Licensee or staff that their child: becomes seriously ill or is injured, or is involved in, or may have been involved in, a reportable incident as described in Schedule H (*as listed below*)

## **REPORTABLE INCIDENTS & DEFINITIONS** CCLR Schedule 1 & H

"abuse" the Licensee shall ensure that a person in care is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse or sexual abuse or neglect as those terms are defined in Schedule F."

"aggressive or unusual behaviour" means aggressive or unusual behaviour by a person in care towards other persons, including another person in care, which has not been appropriately assessed in the individuals care plan;

"attempted suicide" means an attempt by a person in care to take his or her own life

"choking" means a child has choked on an item and required assistance to clear the airway

"death" means death of a person in care

"disease outbreak or occurrence" means an outbreak or the occurrence of a disease above the incident level that is normally expected;

"emergency restraint" means any use of a restraint that is not approved and documented in the care plan of the person in care

"emotional abuse" is defined as "Any act, or lack of action, which may diminish the sense of well being of a person in care, perpetrated by a person not in care, (e.g. Verbal harassment, yelling, confinement).

"fall" means a fall of such seriousness, experienced by a person in care, as to require emergency care by a physician or transfer to a hospital

"medication error" means an error in the administration of a medication which adversely affects a person in care or requires emergency intervention or transfer to a hospital;

"missing or wandering person" means a person in care who is missing;

“motor vehicle injury” means an injury to a person in care that occurs during transit by motor vehicle while the person is under the care and supervision of the Licensee;

"neglect" is defined as "The failure of a child provider to meet the needs of a person in care. (e.g. food, shelter, care, supervision)."

“other injury” means an injury to a person in care requiring emergency care by a physician or transfer to a hospital;

" physical abuse" is defined as "Any physical force that is excessive for, or is inappropriate to, a situation involving a person in care and perpetrated by a person not in care."

“poisoning” means the ingestion of a poison or toxic substance by a person in care;

" sexual abuse" is defined as "any sexual behaviour directed towards a person in care by an employee of the licensee, volunteer or any other person in a position of trust, power, or authority and includes;

- any sexual exploitation whether consensual or not, and
- sexual activity between children if the difference in age or power between the children is so significant that the older or more powerful child is clearly taking sexual advantage of the younger
- or less powerful child, but does not include consenting sexual behaviour between adult persons in care.”

“unexpected illness” means any unexpected illness of such seriousness that requires the person in care to receive emergency care by a physician to transfer to a hospital

## **LEGAL DUTY TO REPORT ABUSE**

\*\*\*Note: If the alleged abuse occurred when the child is INSIDE the CENTRE\*\*\*

- Prior reporting abuse, staff will meet with the licensee to determine the nature of the allegation and the circumstances. If the licensee feels it is warranted then:
- staff must report this immediately to the local Licensing Officer. A Licensing officer will then conduct an investigation under the Community Care and Assisted Living Act and Child Care Licensing Regulations
- If parents have any concerns about abuse at their childcare facility, they may also contact MCFD or the Licensing Officer at the local health unit. If you witness child abuse or a child reports abuse to you please call your local RCMP detachment non-emergency line

\*\*\*If the alleged abuse occurred when the child is OUTSIDE the CENTRE\*\*\*

- The governing legislation for the reporting of abuse that has allegedly occurred elsewhere in a child's life falls under the Child, Family and Community Services Act;
- staff must report immediately to the Licensee and an intake Social Worker at the Child Protection Division of the Ministry of Children and Family Development as required by law any suspected or disclosed abuse must be reported to the Ministry of Children and Family Development
- To protect the safety of the child & staff in this situation staff and or licensee are not permitted to contact the parent or guardian regarding any report

- It is the licensee's responsibility to report any suspicions or disclosures; it is NOT to determine if abuse has occurred
- any staff or parent or citizen may report suspected abuse anonymously and individually

### **Process For Reporting Abuse Occurring OUTSIDE the Centre**

Steps 1 and 2 below will be followed & reported to an intake Social Worker at the Child Protection Division of the Ministry of Children and Family Development.

### **Process For Health & Safety Plan for Allegation Against Person INSIDE the Centre**

Steps 1 - 5 below will be followed & it will be reported to an intake Social Worker at the Child Protection Division of the Ministry of Children and Family Development & the centres Child Care Licensing Officer

#### **1. Documentation**

- a) If a child, or someone else, discloses abuse: Do not to interview the child(ren), listen carefully to person disclosing, do not interrupt, record account clearly.
- b) Record the incident itself, including objective observations
- c) Record documentations in the daycare logbook, (not loose-leaf paper) of an allegation or suspicion.
- d) Ensure all documentation is signed and dated

#### **2. Informing Appropriate Agencies**

- a) The report is required to be made as soon as possible and preferably by the staff person who observed the incident(s).
- b) The person reporting must be prepared with the child's registration form and the description of the observation or incident(s) (before they call).
- c) The report can initially be made by phone to Licensing or the Social Worker and documentation (i.e. Reportable Incident form, log notes, etc) can be sent later.
- d) Staff should record (in the daily Log Book) who they have spoken to and any directions they are given at the time of the call

#### **3. Informing the Guardian**

- a) Parents directly involved will be informed by phone or in person, as soon as possible.
- b) If all the parents in the program are to be informed, they will be informed by letter. The letter will state that Licensing is conducting an investigation into an allegation of (type of abuse) and that a Health and Safety Plan has been approved by Licensing and will remain in place until the investigation is completed. Contact information for the facility and Licensing will be included

#### **4. Plan Of Action for a Health & Safety Plan**

- a) If the alleged offender is an unpaid volunteer, student, etc.:  
Alleged Offender will not be present during childcare operating hours
- b) If the alleged offender is a paid employee: Alleged Offender will work alongside another staff, and will be supervised at all times children are present. Supervising the Alleged Offender will be Wendy Holden  
Alleged Offender will be suspended with or without pay until the investigation is concluded
- c) If the alleged offender is the Licensee or Manager:  
The daycare will be temporarily closed until the investigation is concluded

- 5 Informing the alleged offender (if safe & appropriate to do so)  
a) The alleged offender will be informed of the allegation and of the Health and Safety Plan that they will be following

## 15. EMERGENCY/DISASTER PLAN PROCEDURES

### **EMERGENCY TRAINING & EQUIPMENT** Section 22 of CCLR

- this policy is posted near the entrance to the daycare
- In case of emergency such as earthquakes, floods, gas leaks and fire, we have implemented the emergency procedures of: BC EARTHQUAKE PREPAREDNESS

### **Evacuation Destination & Meeting Place**

- is located at the end of the driveway, if this is inaccessible or heavy traffic then we will be in the alley, behind the centre
- Emergency facility exit; used in practise fire drills is: walk through the back playground, through the 1st locked gate, through the 2nd locked gate & into the alley. A head count is conducted before leaving the premise and when all accounted for, we will walk to the meeting place. Parents and or contacts will be contacted as soon as possible

### **Natural Disaster**

- We will remain on-site, if it is unsafe then we will proceed to the nearest evacuation centre & contact the families as to our exact location

### **Out of Area Contact**

- Is confidential and only given out to registered families
- If the phone lines are down and if long distance lines come back first, we will contact the individuals listed in your emergency contract list & leave a message for the parents
- Parents are to keep the out of area phone number with them at all times so they will be able to pick up any emergency messages & status reports

### **Emergency Kits**

- are located on the property inside & outside the facility
- 1 large kit has enough supplies enough to last 72 hours, 1 1st aid kit is kept on the playground & a copy of each child's contact information is inside

### **Temporary Emergency Shelter**

- we will use the shed until we can set up our tent or safely move into the garage

### **Emergency Evacuation**

- If it is necessary the children, staff will take the evacuation pack and emergency supplies to the designated emergency place

### **Parental Advisory**

- by printing a copy of this Parent Handbook [www.christiancountrychildcare.com](http://www.christiancountrychildcare.com)

### **Staff Emergency Preparedness Education**

- a copy of this document is located online & in the red registration binder
- these procedures have been reviewed with the licensee
- they have knowledge of location emergency kits & keys are prior to 1st day of work

### **Emergency or Disaster Plan**

- staff will assess the building for safety, if the building is unsafe the children will be evacuated into the secure playground or in bad weather; into the shed or garage IF safe to do so
- emergency supplies will be assessed and distributed as needed
- provisions to stay in the building will be made (if possible)
- children will be protected & comforted
- families & emergency contacts will be contacted with up to date info about their children & centre safety
- the battery-powered radio will be turned on to await any emergency instructions for evacuation and location of emergency shelters

**Christian County Childcare staff WILL NOT PICK-UP SCHOOL AGE CHILDREN FROM SCHOOL** if there is a Earthquake/Disaster; parents **MUST** collect their own child(ren) from their school

### **Earthquake/Disaster Care Fees**

Rate: additional \$5.00 per hour (Maximum of \$500.00 will be charged)

## **EMERGENCY FIRE & EARTHQUAKE DRILL PROCEDURES**

### **Earthquake Drill Procedure**

Monthly earthquake drills are practised & recorded on the attendance form

- Staff will blow their whistle & shout "Earthquake Drill"
- Everyone will move to inside walls and crouch low and find cover under tables
- Wait till staff calls "all clear"
- Check each child –call out to each child by name if safe proceed, then to each child & for injuries
- staff will collect all children into the active play room & lock the gate to the hallway do a count, carry the attendance/registration binder & the lead rope located in the teachers cubbie, then take all the children to exit premises through the entrance door. Do a head count after they exit & proceed to the meeting area in the alley behind the house
- Emergency supplies are done monthly to confirm everything is in place & replace expired items

### **Fire Drill Procedure**

Monthly earthquake drills are practised and recorded on the attendance form

- Staff will blow their whistle & shout "Fire Drill"
- staff will collect all children into the active play room & lock the gate to the hallway do a count, carry the attendance/registration binder & the lead rope located in the teachers cubbie, then take all the children to exit premises through the entrance door. Do a head count after they exit & proceed to the meeting area in the alley behind the house
- Check each child by name if safe proceed to each one & check for injuries
- Comfort children
- Review fire safety with the children

## 16. RECORD PROCEDURES

### **COMMUNITY CARE FACILITY RECORDS** Section 56 of CCLR

A licensee must keep current records for each of the following:  
policies and procedures for the safe release of children;

- a record respecting compliance with section 22 (2) (b) & (c) [Emergency training & equipment] policies and procedures that are intended to guide employees in the care & supervision of children
- policies and procedures respecting food and drink given to children
- daily log of minor incidents, illnesses and unexpected events that do not require medical attention

### **RECORDS FOR EACH CHILD** Section 57 of CCLR

A licensee must keep current records for each child showing:

- Name, age, date of birth, medical insurance number and immunization status, date of enrolment, name & telephone number of a parent, medical practitioner, emergency contact & daily attendance

### **Any illness/disease, allergy or medical disability disclosed to the licensee by the child, parent or medical practitioner;**

Any notification of parent, emergency contact or Medical Health Officer made under section 55; Notification of Illness or Injury

- special instructions respecting child's diet, medication, participation in activities or other matter relevant to the child's care
- a photograph or digital image of the child and other information that can be used to identify the child in an emergency
- a record of who is not permitted access to the child
- date on which the child stops attending care

### **Consent Forms**

- to call medical practitioner and ambulance in case of emergency
- release a child to someone other than custodial parent

### **RECORDS KEPT FOR...** Section 60 (a) of CCLR

(1) A licensee must keep all records for 1 year

(5) A licensee must keep "Records for each child" for at least 2 years