

# Childcare Parent/Guardian Manual



- Britannia Childcare
- Eagles In The Sky Childcare
- Grandview Childcare
- Lord Nelson Childcare
- Mt. Pleasant Childcare

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## **OUR CHILD CARE MISSION STATEMENT**

To provide a range of safe, stimulating and nurturing child care programs that respect and embrace each child and family.

## **OUR CHILD CARE PHILOSOPHY**

- Each child, parent, guardian, family, volunteer and staff member is a valued and respected member of our child care family.
- Our child care family is made up of diverse cultures, ethnicities, heritage, traditions and life styles. This diversity is respected, valued and celebrated.
- The richness of our child care programs is a reflection of our community, our child care family and the unique gifts and skills they provide.
- All children deserve to be supported and encouraged to reach their potential in ways that are meaningful and appropriate to their individual gifts and challenges.
- All children deserve to be in a caring environment that fosters their opportunities to be successful and raises their self-esteem.
- All children deserve an equal and unconditional opportunity to laugh, play and share with friends while learning in our programs.

## **OUR CHILD CARE PROGRAMS**

- Each of our programs is a unique reflection of its history, the community it serves, its staff members and its families, past and present.
- All of our programs are committed to and share the philosophies, policies and procedures laid out in this handbook.

## PROGRAM CONTENT

We believe that children learn about themselves, others and the world around them through play. We set up the environment that allows children to naturally learn and practice important skills that encourages development in all areas; social, emotional, intellectual, physical and creative.

The following are some of the lifelong skills your child will develop in our child care centres in each of the developmental areas listed above:

Social	Communication skills, friendship skills, conflict resolution, sharing and cooperation
Intellectual	Language and self expression, problem solving, critical thinking
Physical	Large muscle skills and fine motor skills, safety skills, self care skills (health, hygiene, etc.)
Creative	Self expression and concept development
Emotional	Development of healthy self esteem, self confidence, self awareness and abilities to deal appropriately with emotions.

Our centres include activities for science and discovery, fine and gross motor, play dramatic play, art, music and dance, reading, sports in both inside and outside play settings. We strive to foster an environment where each child feels comfortable in learning and trying out different activities, becoming more self reliant and independent as he/she grows.

## **GRADUAL ENTRY APPROACH**

Programs for younger children allow for gradual entry. Gradual entry is a process where during the child's first week; she/he attends the centre with a gradual buildup of hours in each visit. At the same time, the parent or guardian gradually decreases the amount of time she/he stays with the child during the entry week.

## **ALL OF OUR CHILDCARE PROGRAMS ARE INCLUSIVE**

We recognize that each child in our care will have different abilities and challenges. We strive to provide a variety of opportunities to foster the development of each child's social, emotional, physical, creative and intellectual skills.

Children who require extra support to participate as fully as possible will be linked with Supported Child Care Consultants to ensure their inclusion in our programs.

## **GUIDANCE, BEHAVIOR AND CARING POLICY**

Our goal is to assist children to learn self-discipline, self-confidence, self-control and sensitivity to others. We strive to assist this on going development in each child by:

- Creating opportunities for, and supporting positive behavior
- Focusing on prevention of problems
- Encouraging cooperative play and learning
- Utilizing problem-solving approaches

### **We Use 3 Basic Rules for Children's Behavior:**

- **BE RESPECTFUL and SUPPORTIVE**
- **BE SAFE**
- **BE RESPONSIBLE**

## **We Do Not Permit Behaviors Which:**

- Interfere with the rights of others
- Present a clear risk of harm to oneself, to anyone else, to property or to the environment

## **We Use the Following Guidance Strategies:**

- Modeling and actively supporting appropriate behavior and problem solving skills
- Guiding the child to be an active and positive participant in dealing with the outcomes of her/his behavior
- Recognizing and acknowledging the child's feelings when setting limits
- Encouraging children to express feelings in appropriate ways
- Redirecting the child, or giving a choice of more appropriate activities



## STAFF

Our staffing component is made up of a Child Care Manager who is responsible for all the programs plus Supervisors for each of the child care centres. The number of additional staff for each program is dependent upon the type of program and is in accordance with child/staff ratios set by BC Child Care Licensing Regulations. All of our child care staff members(regular and auxiliary) have training and education including a valid first aid and clear criminal record in accordance with BC Child Care Licensing Regulations. Staff members are involved in professional development on a continuing basis and have an opportunity to share new learning with other staff members. The Child Care Supervisors of each program meet with each other and the Manager on a regular basis to exchange ideas on programming and policy.

Drivers of any vehicle for fieldtrips are required to have a clear Criminal Record Search, a clear Driver's Abstract and the appropriate BC Driver's license and insurance.

**Early Childhood Education Practicum Students** we are recognized by post secondary institutions specializing in Early Childhood Care and Education as a practicum placement opportunity. They enhance our programs by helping to develop and participate in activities. They are supervised by staff at all times and also are required to have a clear criminal record search before entering the program.

**Volunteers:** we welcome and value volunteers into our program. They are placed into our program through the Volunteer Coordinator at Britannia and are supervised by staff at all times. They are required to have a clear criminal record check prior to starting in each program. **Other professionals** who may visit the centre include, but are not limited to, Supported Child Care Consultants, Practicum Instructors, Speech and Language and Occupational Therapists. These professionals are visiting to help support the staff in working with the varying needs of the children we serve and continue to be a great resource to the centre.

## COMMUNICATION AND FAMILY INVOLVEMENT

Open communication plays an integral part in developing and maintaining a strong partnership between families and child care staff. It is important that there is an exchange of information between the families and staff, this information can improve the staff's ability to care for your child. It is essential that families discuss any questions or concerns with regular staff members. Please keep in mind that our focus must be directly on the children during program hours and we may ask you to schedule a time that works for both the family and staff.

All of our child care centres are non-profit societies, each with their own Parent Board of Directors. We encourage family involvement in the centre in various ways from sitting as a board member, helping on fieldtrips or special events or helping out with a project. Any help families can give helps to cut down on costs to the centre. We understand that parent involvement can be limited in today's busy schedules.

## GENERAL POLICIES

### ADMINISTRATION OF MEDICATION

Staff will only administer medication prescribed by a doctor in its original container. In order for staff to give medication, the parent/guardian is required to complete and sign a Permission to Administer Medication Consent Form. Parent/Guardian must submit this form and medications directly to staff.

### IMMUNIZATION

Each child should have the series of immunizations as recommended by Vancouver Coastal Health. Children who have not been immunized will be asked to stay at home if there is an outbreak of a contagious disease.



## ROUTINE PRECAUTIONS

Our programs follow the Universal Precautions as a practical and effective way of preventing transmission of communicable diseases. These practices include hand washing, cleaning of all items contaminated and proper disposal of soiled items.

## NUTRITION

Nutritious, healthy eating habits are encouraged in our programs. We are sensitive to any restrictions or allergies. Nutritious, diverse snacks are provided in all programs; which are sometimes prepared with children's help creating a learning opportunity in food preparation and healthy choices. Lunches are provided in some full day programs. Food required in special diets must be provided by the family. Full day Out of School care programs require the child to bring a bag lunch. We ensure that there is sufficient time to eat; we will not force a child to eat. Please be advised that some of our programs are nut free.

## PLAY GROUND SAFETY CHECKS

Staff members do a safety check of our yards, public playground or parks before children are allowed access; staff members do a safety check for dangerous items such as broken/sharp objects, needles etc., if found these are disposed of in a safe manner. Outdoor play equipment on centre sites is routinely checked for safety.

## EMERGENCY PROCEDURES

### **Injury or Illness:**

As part of enrollment in our programs, parents/guardians are required to complete a childcare emergency consent cards. This allows medical action to be taken if required when the parent/guardian is absent. In the case of serious injury/ illness requiring emergency care, a staff member will accompany the child to

the closest hospital. Staff will notify the child's parent/guardian immediately. If the parent/guardian cannot be reached, staff will leave a message and contact the emergency contact person listed on the registration forms.

**Emergency Situations:**

All staff maintain first aid certification. Children and staff practice fire and earthquake emergency evacuation drills as per licensing regulations. Vancouver Coastal Health monitors emergency drills on a regular basis.

**In case of fire:**

Long-term power failure, extreme weather conditions or an evacuation due to the safety of the facility, children will be taken to a pre-arranged safe place.

**RELEASE OF CHILDREN**

Staff is obligated to ensure the safety and well being of children. Children will only be released to those persons as authorized and listed by the parent/guardian on the registration forms. Please note if an unauthorized person comes to pick-up staff will follow these steps:

- contact parent/guardian for authorization, if parent is unavailable they will leave the message informing them they have denied the release of the child.
- they will call an authorized person to come pick up child, staff will not release a child to a person who appears impaired from drugs or alcohol. In such situations, staff will offer to call a relative or friend to pick up the person and child or, contact the Ministry for Children and Families Emergency Services. If the person is driving a vehicle and chooses to get in the car with the child, staff will immediately notify the police.

## **CUSTODY**

When enrolling a child in the program, parents are asked to provide a copy of the current custody agreement and related court orders if applicable. Staff will follow the written custody agreement and court orders at all time.

### **Changes In Custody**

If the child is no longer in the custody of the enrolling parent/guardian the new guardian must complete the registration package to continue services. This includes children in the care of the Ministry for Children and Families. If the child is being withdrawn from the program, the parent/ guardian is required to provide one month's written notice on the first day of the month.

### **Custody Disputes**

Childcare staff are not permitted to become involved in custody disputes. They cannot provide documentation for either party. Staff will appear at custody proceedings only when subpoenaed.

## **SUSPECTED CHILD ABUSE**

If staff have reason to suspect abuse or neglect of a child, this concern will be reported to the Ministry for Children and Families as required by law. Information regarding this issue and current provincial legislation is available upon request from the staff.

## **MISSING CHILD**

Incidents of children going missing from licensed child care programs are exceedingly rare. Should a child willingly leave the group and go into an unsupervised area or leave the site without consent he/she is at risk. Staff will, in such cases determine an appropriate natural consequence for the child's behavior and the parent/guardian will be informed of the situation. As a precautionary measure, we have developed procedural steps that would be taken in the event a child does go missing for

any reason. Our staff makes every effort to enable children to participate fully and safely in our programs. Our aim is to prevent critical situations from occurring. Our staff check attendance at the start of their shift and at hourly intervals throughout the day. A head count of children is undertaken at least every 15 minutes to ensure the exact number of children in attendance are accounted for. Headcounts are increased during all transition periods in the program. It is a requirement that all children in licensed child care programs be monitored by a staff member at all times.



## **CHILD SIGN IN/SIGN OUT**

To ensure the safety of all children in care, all parents are required to sign their child(ren) in to the centre at the beginning of the day and sign their child(ren) out at the end of the day on the attendance sheet provided.

## **LATE PICK UP**

Authorized persons must pick up the child from the centre before closing time. If an emergency arises, the pick up person is expected to notify the centre as soon as possible and make alternative arrangements for pick up.

## **FAILURE TO PICK UP**

If a child has not been picked up by closing time and the authorized person has not called the centre, the staff will try to contact the family and then the emergency contact person listed on the registration forms. If a family is late to pick up their child, there will be a late fee of \$5 for the first 5 minutes and then \$1 per minute after that. If a family is late 3 times it may result in termination of services.

In the case where a child is not picked up within 30 minutes of closing and the staff has not been able to contact the parent/guardian or emergency contact person, Emergency Services of the Ministry for Children and Family Development will be contacted. The Ministry for Children and Family Development Intake Social workers will then take custody of the child. Once the Ministry has been contacted, release of the child is the decision of the Ministry/Intake Worker.

## **WITHDRAWAL**

Families are required to provide one calendar month's written notice on the first day of the month if their child(ren) is being withdrawn from the program. eg. March 1st to March 31st. Failure to give notice of withdrawal seriously affects the program and the opportunity of other children to participate. Parents/guardians will be required to pay one month fees in lieu of giving one month's notice.

## **TERMINATION OF SERVICES**

We are very committed to providing a caring and supportive environment for all children and families. However termination of services may be required should one or more of the following situations arise:

- Fees are not paid according to the policies and procedures as outlined in the Family Handbook, Program Handout Sheet that form part of the Parent/Guardian Agreement.
- The family does not abide by the expectations in the Parent/ Guardian Agreement and successful resolution of the differences has not been achieved.
- A family member harasses, threatens abuse or commits a violent act towards a staff person, child or other family involved in the program.
- Problems of late pick up have not been satisfactorily resolved.
- The child's behavior is consistently and severely disruptive and/or puts at risk the welfare of other children, families or staff. Prior to termination of services, efforts to find additional supports to accommodate the child in the program will have been undertaken and such supports found to be either unavailable or not successful.

## FORMS AND RECORDS

Licensing regulations and standard child care practices require that a number of forms be completed by registered families and maintained at the centre.

It is extremely important that all contact information are kept up to date. Parents are responsible to ensure changes are updated.

Care will be taken to ensure confidentiality of all records unless court order or legislation requires access to records.

These forms include but may not be limited to:

- Parent Agreement
- Emergency Consent Cards
- Child Care Facilities Registration
- Permission Forms
- Legal custody/guardianship documents



## REGISTRATION

Contact numbers for each program are listed in this handbook. Registration is on a program by program basis and is undertaken with the Supervisor of the specific program where the family wishes to place their child. In the event that the program in which you wish to have your child placed is full, you can ask to be put on a waiting list. Once spaces become available, families on the waiting list will be contacted and offered the space. To keep our waiting list up to date, we will contact families from time to time to see if they are still interested in a space.

## FEES

All of our programs are not for profit - we depend upon fees to maintain the programs. All revenue raised from fees is kept within the childcare programs to pay for staffing, equipment, program supplies etc. We strive to keep our fees as low as possible. Fees for each program are set annually.

Fee schedules for individual programs are provided on the [Program Information Sheets](#).

### **Child Care Subsidy:**

May be available through the Ministry of Children and Family Development. Please contact the appropriate ministry for more information.

### **Note:**

A child starts in a program when either a payment has been made or we receive confirmation of subsidy and the parent portion.



## OUR FEE POLICY:

- Fees are due and payable on the first day of the month. Please provide post dated cheque or pre-authorized account debit form.
- Fees are required regardless of a child's absence due to sickness, vacation etc.
- Months including holidays, non-instructional days, and Winter or Spring Break require full payment.
- One month's written notice on the first of the calendar month is required for the withdrawal of your child from the program, or one month's fees in lieu of notice.
- Cheques should be made payable to the program your child is registered in.
- We will charge the family any bank charges plus the original dollar amount for any non-sufficient funds cheques.
- A non refundable deposit is charged as part of the registration fee. Some programs require a non refundable enrollment fee.
- Termination of Services may be required if fees for services are not paid and suitable arrangements cannot be agreed upon.



## **SAMPLE PARENT/GUARDIAN AGREEMENT**

I \_\_\_\_\_ have accurately completed all forms (please print name)

as required. I have read and understood and agree to abide by the policies and procedures as outlined in the Britannia Community Services Centre Family Handbook for Child Care Programs.

I have read and understood and agree to abide by the policies and procedures as stated in the \_\_\_\_\_ information Sheet. (Name of Program)

\_\_\_\_\_  
(Signature of Enrolling Parent/Guardian)

\_\_\_\_\_  
(Signature of Centre Staff)

\_\_\_\_\_  
(Date)

**CONTACT INFORMATION:**

Manager of Child Care Services 604.718.5816

**BRITANNIA CHILD CARE**

1661 Napier Street Supervisor: 604.718.5843

Preschool (3 - 5yrs) 604.718.5838

Out of School Care(5 - 12yrs) 604.718.5822/39

**EAGLES IN THE SKY ASSOCIATION**

485 Semlin Drive Supervisor: 604.718.5856

Eaglets Daycare (3 - 5yrs) 604.718.5856

Out of School Care (5 - 12yrs) 604.253.0122

604.230.1885

**GRANDVIEW TERRACE CHILD CARE SOCIETY**

2075 Woodland Drive Program Coordinator: 604.718.5846

Out of School Care(5 - 12yrs) 604.718.5854

Family Resource Program(0 - 5yrs) 604.718.5846

Daycare (3-5yrs) 604.718.5846

**LORD NELSON SCHOOL CHILD CARE SOCIETY**

2235 Kitchener Street

Supervisor: 604.713.5863

Out Of School Care (5 - 12yrs) 604.713.5863

**MOUNT PLEASANT CHILD CARE SOCIETY**

960 E. 7<sup>th</sup> Avenue

Supervisor: 604.718.5844

Daycare (3 - 5yrs)

Toddler Daycare (18 mo - 3yrs)

All Childcare Centres share the same fax number: 604.718.5858

**FOR INFORMATION ON OTHER PROGRAMS AT BRITANNIA:**

1661 Napier Street, Vancouver, BC V5L 4X4  
Phone: 604.718.5800 Fax: 604.718.5858  
or visit our web site at: **[britanniacentre.org](http://britanniacentre.org)**



