

**BRITANNIA CHILD CARE HUB**

**PARENT/GUARDIAN MANUAL**



**BRITANNIA**

**EAGLES IN THE SKY**

**GRANDVIEW**

**MOUNT PLEASANT**



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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, ethnicity, heritage, traditions and lifestyle. 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 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.



## VALUES

- ✓ *We are play-based and child centered, and value the whole child.*
- ✓ *We are part of our local community and are responsive to the needs of local families.*
- ✓ *We are one team with a common mission.*
- ✓ *We are kind and respectful, and act with integrity.*
- ✓ *We adapt to current best practices and research in child development.*
- ✓ *We are environmentally conscious.*

## Children have the right to:

- ✓ A safe place to be (emotionally and physically).
- ✓ Take part in meaningful activities through access to recreation, art, games, play and out-trips.
- ✓ Express themselves in a safe way.
- ✓ Be themselves.
- ✓ Be listened to and treated respectfully.
- ✓ Ask questions, have his/her feelings validated and negotiate solutions.
- ✓ Take responsibility for their choices and consequences.

## OUR CHILD CARE PROGRAMS

All of our Child Care Centre's are independent, non-profit societies, each with their own governing Parent/Guardian board of directors.

Britannia Community Services provides administration, HR and management support. The Britannia HUB is made up of the following centres:

- ✓ Britannia Preschool and Out of School Care
- ✓ Eagles in the Sky Out of School Care and Eaglets daycare
- ✓ Grandview Terrace Daycare and Out of School Care & Family Resource Centre
- ✓ Mount Pleasant Infant/Toddler and Daycare programs.

The Hub provides over 267 licensed spaces.

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 as laid out in this Child Care Parent/Guardian manual.

Britannia Child Care HUB Services in partnership with our Child Care societies ensure we have good quality care; spaces; affordable fees; buildings; facilities; and resources that meet the licencing requirements with professional, trained staff.

We are committed to ensuring that our families have the greatest of confidence in our programs, whilst looking after the youngest and important members of our community.



## INCLUSIVE PHILOSOPHY IS...

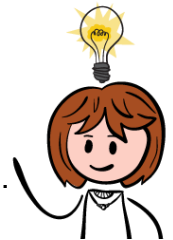
- Believing that every child belongs
- Having a “child-is-a-child-first” attitude
- Being accepting of diversity
- Making changes for the program not the child
- Promoting self-reliance
- Being empathetic
- Working in partnership with all who are or could be involved with the care of the child.

Inclusion is a right of all children and families.

Inclusion benefits all children.

Inclusion is an evolving process.

Inclusion is a collaborative process.



## ALL OF OUR CHILD CARE 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. Staff will work in partnership with the child's family and with any external support services to support the inclusion of children with special needs or who require additional support, once criteria for inclusion are met.

## 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 Centre's in each of the developmental areas listed above:

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

Our Centre's include activities for science and discovery, fine motor and gross motor toys, 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 they grow.

## GRADUAL ENTRY APPROACH

Adjusting to a new child care experience can be stressful for Parent/Guardians and children. Admission to Britannia's programs for younger children allows for gradual entry as agreed upon by staff and families. Gradual entry provides Parent/Guardians with the information they require to feel secure in their choice of Centre and to ensure that staff have the information they need to work with the child.

Gradual entry provides:

- ✓ An opportunity to gently integrate and ease a child into a group setting, its routines, activities, and rules
- ✓ An opportunity for the separation between a child and Parent/Guardian to occur in a gradual and positive manner
- ✓ An opportunity for a positive relationship to develop between staff and children
- ✓ An opportunity for children transitioning from daycare to kindergarten to ease into an older age program.

With this approach, your child will attend the Centre with a gradual buildup of hours in each visit. At the same time, the Parent/Guardian gradually decreases the amount of time they stay with the child during this period. Please discuss this important transition time with your Child Care staff.





## ACTIVE PLAY AND SCREEN TIME

We recognize that our programs play an important role in each child's development. Physical activity improves overall health, reduces risk of illness, osteoporosis and heart disease. Physical activity increases the quality of life for the individual.

All staff provide a diverse spectrum of activities that inspire imagination, free play and structured learning throughout the day. Staff teach and encourage an overall healthy environment and engage children in active play. Active play raises a child's heart rate increasing their breathing. The activity can be moderate to vigorous and include running, jumping, skipping, crawling, walking fast, and walking uphill. Active play will take place in each program throughout the day. Children will be limited to a maximum of two hours of sedentary play in a consecutive time frame.

"Screen time" is defined as the use of any electric device that has a screen, including hand held devices, TV, computer, electronic games, phones, game consoles, and tablets/pads. All child care programs restrict the use of all electronic devices and discourage families from sending them to the program. Children will be asked to keep the devices in their pockets or in their bags. Children in the half day program will not have access to screen time. For full day programs children may have screen time but for no more than half hour for the entire day.



## BEHAVIOUR MANAGEMENT PRACTICE

Our Mission is to provide a range of safe, stimulating, and nurturing Child Care programs that respect and embrace each child and family. Our vision is to provide excellent child care that respects and nurtures the whole child, supports the needs of families, and builds a culture of kindness, respect, integrity, and inclusiveness in our community.

At Britannia Child Care HUB we believe in giving children the tools needed to develop self-confidence, self-discipline, self-control and sensitivity in their interactions with others. Our goal is to maintain at all times a positive, caring and relaxing environment. We take into consideration all of the following factors when guiding children:

- ✓ Each child's individuality and level of development
- ✓ Their family experience, background and family culture
- ✓ Their environment – toys, games, space and surroundings, people in the program (children and adults), and the time and program schedule.

All Staff at the centre, create opportunities and help the children think through different situations and work together to determine what constitutes positive behaviour. All staff take time to observe and learn the behaviour patterns and triggers of the children in the program. Focusing on the prevention of problems, encouraging cooperative play and learning and utilizing problem-solving approaches through giving children appropriate choices to allow them to decide and come to their own conclusions.



## WE PROMOTE

### *With 3-5 year olds:*

- ✓ Establish clear consistent limits with straightforward explanations: A child throwing blocks around: "Blocks are for building, because if we throw them they can hurt our friends' bodies, and we need to keep their bodies safe." Repeat if behaviour occurs again.
- ✓ Always focus on the behaviour not the child: "Slow down, please. We need to walk when we're inside the school".
- ✓ State what is expected: "In five minutes we will be going outside, so what do we need to put on? That's right, our jackets!"
- ✓ Provide reasonable choices
- ✓ Reinforce appropriate behaviour: "Thanks for ... and describe what you are thanking the child/ren for."
- ✓ Be patient and attentive, children need to have time to process the information and respond.
- ✓ Be available for children, you don't always need to be involved but they need to know they can go to you if need be.
- ✓ Acknowledge their feelings before setting limits then offering choices. For example: "I see that you really want the book (name) is using at this time. You can have a turn as soon as they are done. Would you like to play with the cars or read a different book now?"
- ✓ Let them problem solve, "What do you think would happen if..."
- ✓ Have the children make a "being safe" set of rules list and post it on the wall. Always frame "rules" with what you want the children to do, rather than not do.



### *For School Age Children:*

- ✓ Promote friendship and respect: encourage and provoke communication by engaging in conversations.
- ✓ Assist the child in recognizing, acknowledging and expressing feelings in an appropriate manner. Promote open dialogue through encouraging the child to find out if the other child is okay and if not, to ask the child what that other child needs to feel better. We have chosen this method over insisting on saying sorry, because it encourages empathy among children and mutual respect.

Promote turn taking: For example, if an individual child would like a turn with an item that another child is using they will be encouraged to ask that child for a turn. It is very important to remind the children to ask for a turn when it is clear that the other child is completely finished with it. It can be very unsettling for a child to give up what they are working on to "share" with someone else. Our approach tends to minimize conflict and encourage communication and respect within the classroom.

- ✓ Role-play: Play and engage children, model and actively teach how to play safely and collaboratively through problem solving skills.
- ✓ Make sure to give children notice of when the next activity will take place and stick to the time given. Five minutes should always be five minutes and not starting cleaning up two minutes right after. If you are making a change, and giving the children less or more time than expected, then explain why you are changing the time and/or activity.
- ✓ Have transitioning activities ready or the next activity available to children right away.

- ✓ Follow the children's interest at all times, be ready to improvise and go with what they would like to do.
- ✓ Setting boundaries that reinforce safety and respect.
- ✓ Stating expectation clearly in language the child can easily understand.
- ✓ Set reasonable achievable expectations.
- ✓ Hold children accountable for their behaviour.
- ✓ Provide positive reinforcement by giving recognition for a job well done, provide a smile, nob or thumbs up etc; acknowledge acts of kindness, offer verbal recognition.
- ✓ Support self-regulation by asking questions to provoke reasoning.

**Britannia Child Care HUB**  
**Does not do the following:**

- ✓ Corporal punishment of a child.
- ✓ Using harsh or degrading measures on a child that would humiliate or undermine a child's self-respect. Such as, but not limited to: treating a child with disrespect, yelling, making a child feel unimportant or unwanted, humiliating a child, dismissing their communications.
- ✓ Deprive a child of basic needs, including food, shelter, clothing or bedding
- ✓ Use 'Time- out' for behaviour challenges at any time
- ✓ Isolate a child from a group or away from supervision
- ✓ Use punitive or derogatory terms
- ✓ Have power struggles with the children.
- ✓ Emphasize negative past behaviour
- ✓ Use "I told you so", "This is the third time I'm telling you", "You should listen to me"
- ✓ Physical redirection. Pulling a child's arm or pushing will not be tolerated.

When dealing with a situation of ***Teasing/Bullying***, we:

- ✓ Immediately request the child(ren) to stop.
- ✓ Ask why this is happening?
- ✓ Talk it out with both groups and have both sides listen to the other person's perspective how they feel when being teased (made fun of) .
- ✓ Ask both parties how they are feeling.
- ✓ Then ask both parties to consider what it would be like to be in the other person's shoes.
- ✓ Conclude with a joint resolution. In the case of needing to use a **consequence**, we use natural and logical consequences:
- ✓ Loss of choice for a preferred activity that day.
- ✓ Given an alternative activity to play with another peer group.

Some of the other things that we believe to be important in Guiding and Caring:

- ✓ Talk with the children; not at them.
- ✓ Set a good example with our own behaviour.
- ✓ Encourage children to set good examples for each other.
- ✓ Show respect and be respectful to children.
- ✓ Talk to children when they are misbehaving privately, rather than in front of a group.
- ✓ Praise children when you see them doing and being kind.

We encourage **Kindness** amongst our staff, which in turn encourages positive modelling for all the children. We acknowledge that children are learning and allowed to make mistakes. Our goal is to provide them the tools to be the best person they can be.





## OUR STAFF

Our staffing component is made up of a Manager of Child Care Services who is responsible for all the programs, and is based at the Britannia Community Services Centre. Each of the child care Centre's has a Senior Supervisor/Program Coordinator who manages the day to day operational and management requirements at the Centre. The number of additional staff for each program is dependent upon the type of program and is always in accordance with child/staff ratios by British Columbia Child Care Licensing Regulations.

All of our child care staff members (regular and auxiliary) have training and education including a valid first aid certification and a clear criminal record in accordance with BC Child Care Regulations. In our Infant Toddler and Daycare programs our staff are required to have a valid Early Childhood Educator certificate license. In our Out of school care programs, our staffs have a minimum or equivalent Responsible Adult certificate.

Staff members are involved in professional development on a continuous basis and have an opportunity to share new learning with other staff members. The Child Care Senior Supervisors/ Program Coordinators of each program meet with each other and the Manager of Child Care Services 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.

**Early Childhood Education Practicum Students and Volunteers** are sometimes placed in our child care programs. 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.

**Other professionals** who may visit the Centre include but are not limited to, Supported Child Care Consultants, Practicum Instructors, Speech and Language Therapists and Occupational Therapists. These professionals are visiting to help support the staff in working with the varying needs of the children we serve.



## 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.

In general, there are a range of strategies within the Centre to facilitate communication between staff and Parent/Guardian as follows:

- ✓ Britannia Child Care Parent/Guardian manual
- ✓ Registration meeting with Supervisor/ Program Coordinator
- ✓ Program information sent home with children
- ✓ Newsletters
- ✓ General information on notice boards
- ✓ Opportunities to talk with staff at drop off and pick up times
- ✓ Opportunities to talk by phone email or have a private meeting if a Parent/Guardian or staff member needs to discuss a particular issue in private

In addition:

- ✓ Staff endeavor to keep families informed on a regular basis of their child's well-being while in the program.
- ✓ Staff are provided a debriefing time within their shift to discuss information about the children, families, staff duties and any significant events that have occurred.
- ✓ Staff understand they will receive and have access to confidential information about children and families. They agree to keep personal information in the strictest confidence in keeping with our confidentiality policy.
- ✓ In order to best serve children's needs, there are times when it is appropriate for staff to exchange information about children participating in two or more of Britannia's Child Care Hub. The kind of information shared may include, but is not limited to, matters involving attendance, illness, transportation or behaviour. Procedures for sharing information are explained to Parent/Guardian and are followed consistently. In the event it is necessary to refer to clinical records, developmental reports or other private information, a Parent/Guardian will be asked to sign a consent form before such information is disclosed.

Families are encouraged to discuss any questions or concerns with 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 mutually agreeable time to meet.

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/Guardian involvement can be limited in today's busy schedules.

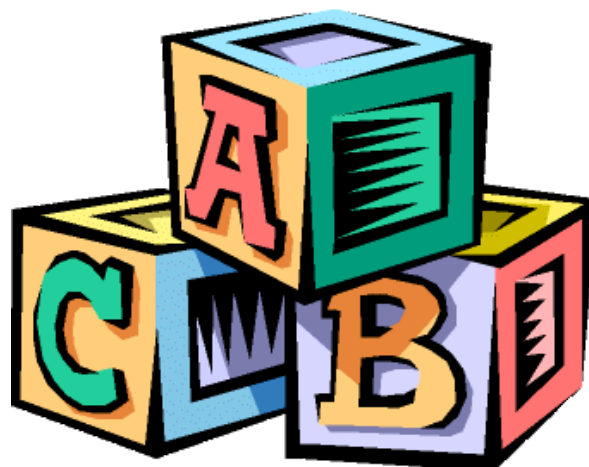
## REGISTRATION AND FEES

All of our programs are not for profit - we depend upon fees to maintain the programs. All revenue raised from fees are kept within the Child Care 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 & Family Development (MCFD). Please contact [Affordable Child Care Benefit](#) at 1 888 338-6622 for more information. Subsidy agreements are with the Parent/Guardians and MCFD BC.

Parent/Guardians are responsible for the full fee payment regardless if MCFD does not cover subsidy portion or MCFD requests a refund.

***Note:*** A child starts in a program when either a payment has been made or we receive confirmation of subsidy and the Parent/Guardian portion of fees.



## HOW TO REGISTER

Contact numbers for each program are listed on the back page of this manual. Registration is on a program by program basis and is undertaken with the Senior Supervisor/Program Coordinator 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.

## WITHDRAWAL

- ✓ Families are required to provide one month's written notice if their children (or child) are being withdrawn from the program by the last day of the previous calendar month.
- ✓ Daycare only- Parent/Guardian must give notice by the 20th day of the previous calendar month in order to inform Child Care Operating Funding (CCOF) and parent fee reduction initiatives. Failure to give notice of withdrawal seriously affects the program and the opportunity for other children to participate.
- ✓ Parents/guardians will be required to pay one month's fees in lieu of giving one month's notice.



## OUR FEE POLICY:

- ✓ Fees are due and payable on the first of the month.
- ✓ Depending on the Centre, payment may be made by postdated cheque, auto bank payment (PAD) or by *credit, debit, and cash at the Information Centre (Brit only)*.
- ✓ Fees are required regardless of a child's absence due to sickness, vacation etc. Monthly fees are not adjusted due to illness, absences, vacation, statutory holidays or other time off.
- ✓ For Daycare and Preschool programs - fees are not adjusted for gradual entry, winter break, Christmas, Spring Break closures or professional days
- ✓ Months including holidays, non-instructional days, and Winter or Spring Break require full payment.
- ✓ Some programs charge additional fees for additional days outside of registered days.
- ✓ One month's written notice, by the last day of the previous calendar month, is required when withdrawing your child from the program or one month's fee payment in lieu of one month's notice.
- ✓ **DAYCARE ONLY**- Parent/Guardian must give notice by the 20th day of the previous calendar month in order to inform CCOF and parent fee reduction initiatives.
- ✓ We will charge the family any bank charges plus the original dollar amount for any non-sufficient funds cheques.
- ✓ A nonrefundable registration fee is charged as part of the registration process.
- ✓ Termination of Services may be required if fees for services are not paid and suitable arrangements cannot be agreed upon

## GENERAL POLICIES

### ADMINISTRATION OF MEDICATION

Staff will only administer medication prescribed by a doctor in its original container. The Parent/guardian is required to complete and sign Permission to Administer Medication Consent Form. The only medication given to a child is that prescribed by a physician in its original container. The original container will have the prescription details as prescribed by the doctor and filled by the pharmacy.

Nonprescription medication can only be administered if it is a prescription by the physician and must have the doctors/pharmacy prescription details on the bottle.

### GENERAL ILLNESS

If a child cannot participate in daily activities due to illness, they should stay at home until the symptoms have disappeared. If a child becomes ill at the Centre, the Parent/Guardian or an emergency contact will be requested to pick up the child as soon as possible.

### IMMUNIZATION

Each child should have the series of immunizations as recommended by Vancouver Coastal Health (VCH). Parent/Guardian are required to fill in the VCH immunization form at registration and must indicate on the form if the child is immunized or not immunized.

Children and staff who have not been immunized will be asked to stay at home if there is an outbreak of a contagious disease.

## COMMUNICABLE ILLNESS

Children must remain at home if diagnosed with any contagious disease such as chicken pox, measles, mumps, roseola, vomiting/diarrhea/flu, impetigo or conjunctivitis. This is policy as outlined by the Vancouver/Richmond Health Board and the BC Child Care Licensing Regulations. The child may return if they are no longer contagious, confirmation by a doctor's note and the Health Department and/or VCH Licensing officer give clearance.

Children in our programs are given routine checks for head lice. In cases where lice is found, we will ask you to treat the child before returning to the Centre the next day.

Parent/Guardians are responsible for keeping staff informed of any conditions their child may have that could potentially be passed along to other children in the program.

### ROUTINE HEALTH PRECAUTIONS

Our programs follow the Routine Precautions as a practical and effective way of preventing transmission of communicable diseases. Routine precautions are infection control guidelines designed to protect staff, volunteers, and children from exposure to diseases spread by blood and certain body fluids. In order to be safe, we assume that all body fluids and surfaces are potentially infectious. Routine precautions are followed at all times. Some of these practices include, but are not limited to: hand washing, wearing disposable gloves, 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, multicultural snacks are provided in all programs. Lunches are provided in some full day programs. 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 ask staff if the program is 'nut free'. We ask that families identify any food allergies at time of registration. Programs may restrict food items that pose a health risk to any child. Families with children with severe restrictive food diets may be asked to provide food.

## **PLAY GROUND SAFETY CHECKS**

Before children arrive at our Centre's, public playground or parks, staff members do a safety check for dangerous items such as broken/sharp objects, needles etc. 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, Parent/Guardians are required to complete a Child Care Emergency consent card. 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 drills once per month; earthquake drills every three months and code emergency drills twice a year. 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. Parent/Guardians will be notified of the chosen site for each program at the time of registration.

## **CUSTODY**

When enrolling a child in the program, Parent/Guardians 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 a new registration package to continue services. This includes children in the care of the MCFD. If the child is being withdrawn from the program, the Parent/Guardian is required to provide one month's notice on the last day of the previous calendar month or pay one month's fee in lieu of notice.

### ***Custody Disputes***

Staff is 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

The Britannia Child Care Hub and its employees have a legal responsibility to immediately document, report all suspected incidents of abuse, and neglect to the Ministry for Child and Family Development (MCFD). Beyond this requirement, our programs are proactive in implementing safeguards to prevent and detect child abuse

If staff have reason to suspect abuse or neglect of a child, this concern will be reported immediately to the MCFD as required by law. Staff are not allowed to discuss any child suspected or confirmed cases of child abuse or neglect with parents/guardians/ families.

## FOR SCHOOL AGE PROGRAMS

Parent/Guardians are required to notify the centre, prior to school dismissal time, if their child will not be attending the child care program. Staff will notify Parent/Guardians if their child has not arrived at the centre or designated meeting place within 15 minutes of school dismissal time. If Parent/Guardians neglect to advise the centre that their child will be absent and/or staff cannot locate the child at pickup time, staff will follow the Missing Child Procedure, which includes calling 911.



## MISSING CHILD

Our staff make every effort to enable children to participate fully and safely in our programs. Our goal 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 (e.g. lunch time, staff changes etc.) and when on a field trip away from the Centre.

It is a requirement that all children in licensed child care programs be monitored by a staff member at all times. Each of our programs have established clear play area boundaries. Additional safety rules are applied when the children are on a field trip or off site.

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 they are at risk. In such cases, staff will 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.



## 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. If an unauthorized person comes to pick-up a child, staff will follow these steps:

1. Contact Parent/Guardian for authorization. If Parent/Guardian is unavailable staff will leave a message informing them they have denied the release of the child.
2. They will call an authorized person to come pick up child.

Staff will not release a child to any person or parent/guardian who appears impaired from drugs or alcohol. In such situations, staff will offer to call a relative or friend to pick up the child or, contact the Ministry for Children & Family Development (MCFD) 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.

In the event that an adult picking up a child becomes abusive towards staff, staff will remind the individual that the Centre does not permit behaviour that infringes on the rights of others, presents a risk of harm to oneself or others, to facility property or the environment. All staff have the right to work in an environment free from harassment and violence. If, at any time, staff feel the health and safety of staff or children are threatened by an adult the police will be contacted.



## CHILD SIGN IN/SIGN OUT

To ensure the safety of all children in care, all Parent/Guardians are required to sign their child in to the Centre at the beginning of the day and sign their child out at the end of the day on the parent/guardian sign in/out sheet provided at each Centre.



## LATE PICK UP /FAILURE TO 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.

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 persons 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 or portion of and then \$1 per minute after that. If a family is late 3 times this 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 MCFD will be contacted. The MCFD Intake Social workers will then take custody of the child. Once MCFD has been contacted, release of the child is the decision of the Ministry/Intake Worker.

## WAITLIST

All families are placed on our waitlist based on the date that they contact the program. However, we may not allocate a place for a child based on that date. We recognize that maintaining a waitlist is not a straightforward endeavour and that a first-come/first-served approach may not be viable. For instance, a Child Care Centre may have to prioritize siblings to help ensure that siblings can be cared for in one location and to support the continued workforce participation of parent/guardians. Centres also take into account if families live in the neighbourhood and the current children enrolled in the program. In addition, the age of a child may trump the date a child is added to the waitlist, as the open space at a centre may require a child of a specific age to meet licensing staff/child ratios. Each Child Care Centre maintains their own waitlist system.

## 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 forms are kept up to date. Parent/Guardians are responsible to update the Centre of any changes.

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/Guardian Agreement
- ❑ Emergency Consent Cards
- ❑ Child Care Facilities Registration
- ❑ Permission Forms
- ❑ Immunization form
- ❑ Legal custody/guardianship documents

## 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 in accordance to the policies and procedures as outlined in the Parent/Guardian manual and Parent/Guardian agreement signed at time of registration.
- ✓ The family does not abide by the expectations in the Parent/Guardian Agreement and successful resolution of the differences have not been reached.
- ✓ 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.



## CONTACT INFORMATION

**MANAGER OF CHILD CARE SERVICES**  
604.718.5816

### BRITANNIA CHILD CARE

1661 Napier Street  
**SENIOR SUPERVISOR** 604.718.5843  
Preschool 604.718.5838  
Out of School Care 604.718.5822

### EAGLES IN THE SKY ASSOCIATION

485 Semlin Drive  
**SENIOR SUPERVISOR** 604.718.5856  
Eaglets Daycare 604.718.5856  
Out of School Care 604.718.5819

### GRANDVIEW TERRACE CHILD CARE SOCIETY

2075 Woodland Drive  
**PROGRAM COORDINATOR**  
604.718.5846  
Daycare 604.718.5847  
Out of School Care 604.718.5854  
Family Resource 604.718.5846

### MOUNT PLEASANT CHILD CARE SOCIETY

960 E. 7<sup>th</sup> Avenue  
**SENIOR SUPERVISOR** 604.718.5844  
Daycare 604.718.5844  
Toddler Care 604.718.5844

**Grandview FAX #** 604-558-3200  
**All Other Centre's FAX #** 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 <https://www.britanniacentre.org/>

### Britannia Community Services Centre

**Pre-School: 3-5yrs** Sept – Jun  
Mon to Fri AM 9:00-11:30/ PM 12:30-3:00

**Out of School Care-5-12yrs** All Year  
Mon to Fri 7:30-9:00 am Brit only  
Mon to Fri 3:00 – 5:45 pm  
School Closure 7:30-5:45 pm

### Eagles In The Sky Association

**Daycare: 3-5yrs** All Year

**Out of School Care-5-12yrs** All Year  
Mon to Fri 7:30-9:00 am  
Mon to Fri 3:00 – 5:45 pm  
School Closure 7:30-5:45 pm

### Grandview Terrace Child Care Centre

**Daycare: 3-5yrs**

**Out of School Care-5-12yrs** All Year  
Mon to Fri 7:30-9:00 am  
Mon to Fri 3:00 – 5:45 pm  
School Closure 7:30-5:45 pm

### Family Resource: 0-6yrs

September – June

### Mount Pleasant Child Care

**Toddler Care: 18 mths – 3 yrs** All Year  
Mon to Fri 7:30 am – 6:00pm

**Daycare: 3-5yrs** All Year  
Mon to Fri 7:30 am – 6:00pm

