



WELCOME FAMILY HANDBOOK

(Ages 30 mo to 5 year olds)

6050-176 Street, Cloverdale
PHONE: 604-596-7722 ext. 156
FAX: 604-596-7721

Welcome!

Dear Families:

Welcome to PICS Child Care Centre. We look forward to working with you as we strive to provide quality care for your child in a safe and caring environment.

Please take some time to read over this booklet and be informed of our policies and procedures. We invite you to become familiar with our staff and program. If you have any questions, concerns or suggestions please don't hesitate to call or drop by the Centre.

Our Philosophy

We believe that:

CHILDREN are unique individuals and should be treated with respect and dignity regardless of race, beliefs, or special needs. All children need to be loved, nurtured and guided to grow physically, emotionally, mentally and socially in the best way possible.

FAMILIES are very important for a child and their development. Therefore we encourage each family to be involved in their child's program as much as possible. We respect each family's differences and strive to work together in order to uphold values that will build strong community. It is for this reason that we have an open door policy. Please feel free to come and observe your child or volunteer in the centre any time you like. For family and friends who would like to visit your child, arrangements **must** be made, in advance, with the centre.

STAFF are entitled to a work environment, which recognizes and respects their training, skills and commitment to child care, as they put the child's needs before their own.

THE CENTRE enhances the lives of children, their families and the community by providing a caring, supportive and vital community service.

Our Goals

We will:

- Provide quality care and meet individual developmental needs as effectively as possible.
- Provide a creative, stimulating and challenging program.
- Teach children to respect and value themselves and others, thus developing interactive social skills.
- Help the child to be aware of their emotions and how to deal with them in an appropriate manner.
- Be supportive of families as we work closely together for the best interest of their children.

Our Staff

All staff are fully qualified according to licensing regulations set by Fraser Health. Our staff continue to take workshops and various courses in order to enhance their program. All staff are trained with a valid first aid certificate.

In order to maintain our required ratio by Child Care Licensing, qualified substitute child care staff will be called in when regular staff are away for reasons of illness, vacation or personal development.

Early Childhood and Secondary Students

From time to time, the Centre will participate in accepting community college students enrolled in Early Childhood Education Programs and secondary school students. We will introduce them to you and your child.

Volunteers

We also welcome volunteers into our Centre. They are trained to participate in activities that will enhance the program. Some of the ways a volunteer may be involved are baking and preparing snacks, assisting with cleaning/preparation work, accompanying us on walks/field trips, or reading to children. Volunteers will not be responsible for primary care giving responsibilities or supervision of children. You will have an opportunity to meet the volunteers as they participate in the program.

Criminal Record Searches

All staff, substitutes, students and volunteers will complete the Criminal Record Search process prior to starting at the child care Centre in accordance with Child Care Licensing Regulations.

Gradual Entry

Our goal is to help children and families feel welcome and supported by our staff. We want to ensure that everyone feels comfortable, and can trust the staff as we begin to work together. Through a few basic steps we hope to make this experience a positive start at the Centre and/ or in a new program. These steps will be arranged with you and the staff in your child's new class at the time of registration. Gradual entry steps may vary depending on each child's individual needs.

Our Program

The Centre believes that play is the main learning medium for children. We work hard to provide many age appropriate activities that will focus on each child's needs and development. This will include a variety of opportunities that encourage exploration, stimulate curiosity, and invite social interaction. The staff strives to be supportive, gentle and encouraging while working to build the child's self-esteem. Reasonable limits are set and the children are provided with a safe, bright, and loving environment.

Parts of each day may be spent outside in the play area or in the gym as well as on walks or short field trips in the neighborhood. Caregivers will work with families to establish routines that meet the needs of the children, the family and the Centre.

Ratio

1 teacher is present for every 8 children at any given time.

Days and Hours of Operation

The Centre is open from 7:00am to 6:00pm, Monday to Friday.

PICS Childcare Centre closes for all Statutory Holidays including Family Day, Easter Monday and Boxing Day. Centre is also closed the week before and the week after May long weekend for Rodeo Days (**50% fee discount is given for the month of May**). No refunds will be granted for any other days away from the Centre.

Photo Taking

At daycare pictures are a valuable part of our program. The children love to see themselves and their friends posted on the wall, it is a great tool to help build friendships. Pictures are also a great way for children to remember different events and help create a more lasting impression of things they have learned and experienced. Therefore, staff and families are encouraged to take pictures/videos of the children during various activities and events. Please see the registration application for the consent form(s).

Home Toys

The Centre provides all of the necessary equipment in order to allow for your child's development. Please ensure home toys are left at home before entering the daycare. This will eliminate the struggle of leaving the toys with you at your departure or sharing with the other children. We will offer "Show and Tell" or "Toy Day" programs that will allow your child to bring in things from home. Check with your child's teacher(s) about this opportunity.

Clothing and Possessions

As the children participate in a variety of indoor and outdoor play activities each day, it is helpful if your child wears washable, comfortable clothing that is appropriate for the weather.

Please provide:

- a full change of clothes
- outdoor clothes (jacket / sweater)
- for rainy days – boots and a muddy-buddy or rain suit

- in the winter – a pair of mitts, a hat and warm outdoor clothes
- in the spring – a sun hat
- in the summer – a sun hat , sunscreen and a water bottle

Please make sure that all items brought to daycare are labeled with your child's name.

Inside Shoes

Children and staff members are required to have a pair of shoes as inside shoes. We ask that they be easy to put on and take off, comfortable, supportive for walking and even running in the gym.

Arrival and Departure

When you arrive, it is important to sign your child in on the sign in sheet and take the opportunity to talk to staff about your child's needs. Please take time to settle your child and say goodbye. Please call the Centre by 10:00 am and let us know if your child will be absent.

At pick-up time, please try and speak to the staff before you sign the sign out sheet.

Release of a Child

Please inform staff if you have made arrangements for an authorized pick-up person to pick-up your child. If an emergency arises during the day, alternate arrangements can be made over the phone. If the Centre staff does not know the person picking up your child, we will need information from you about the person (their name, address, telephone number and physical description). The person will be asked to show photo identification to the daycare staff and be expected to sign out your child.

Unauthorized Person

If an unauthorized person arrives to pick up your child, the child will remain under the supervision of the daycare staff. The staff person will explain the policy that written authorization or a phone call with their description and approval from the enrolling parent/guardian is required to release a child. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, other children and the staff. If necessary, a staff person may need to call the police for assistance.

Alleged Impaired Authorized Pick-Up

It is the staff's legal responsibility to the extent that this is possible, not to release a child to an authorized person who appears to be incapable of providing safe care (i.e. intoxicated or otherwise). If a staff member believes that a child will be at risk, the staff person in charge will:

- Offer to call a relative or friend to pick-up the person and child or
- Contact the Ministry of Children and Family Development.

If the person is driving a vehicle, the staff person will explain that driving while under the influence of drugs or alcohol is against the law and staff is obligated to ensure the safety and well being of the children and adult. If the presumed impaired person chooses to get in the car with or without the child, staff will immediately notify the police. The senior staff person will call the Ministry of Children and Family Development if they feel that the child is in need of protection.

Late Pick-Up

All families and authorized pick up persons must pick up their child by closing time. A parent shall be considered late picking up their child(ren) beyond 6pm. A fine shall be imposed on all late pick-ups. In the event that a parent is late to pick up their child, there will be a late fee of \$1.00 per minute, **with a minimum charge of \$5.00**. This money is to be paid to the closing staff person.

If by 5 minutes beyond closing time, the parent or authorized pick up person has not arrived, staff shall begin making phone calls.

When there is an emergency and the pick-up person is not able to pick up the child at his/her regular pick up time, the pick-up person is expected to notify the Centre as soon as possible. Alternate arrangements to pick up the child should be made to ensure the child is picked up by closing.

If late pick-up is a repeated problem, the manager and the enrolling parent/guardian will meet and all efforts will be made to successfully address the problem. If unresolvable, then two weeks notice may be given and termination of services required.

If a child has not been picked up 30 minutes past pick-up time, the Centre has not been contacted, and all efforts to reach an authorized pick-up person are unsuccessful, the Manager shall call the Ministry for Children and Families. The Manager (or designate) shall also try to leave a message for the family and/or with an authorized pick-up person.

Guidance and Discipline

At PICS Child Care Centre the staff will assist children in developing respect, self-control, self-confidence and sensitivity in their interactions with others. Guiding children's behaviour is an ongoing process. Guiding children's behaviour is done while appropriate behavior is occurring, as well as before, during and after socially unacceptable behavior is displayed.

Positive guidance techniques will be used to encourage appropriate behavior. They include:

- Establishing clear, consistent, and simple limits
- Stating limits in a positive way, rather than a negative way
- Focusing on the behaviour, rather than on the child
- Stating what is expected, rather than pose questions
- Providing real choices
- Allowing time for children to respond to expectations
- Reinforce appropriate behaviour, with both words and gestures

- Encourage children to use staff as a resource when there are occasions that they cannot resolve issues on their own.

Inevitably there will be occurrences of inappropriate behaviour: it is at these times that there may be a need to intervene. The following intervention strategies or combination of these strategies will be used to help ensure that guidance is supportive, rather than punitive.

- Gain attention in a respectful way
- Remind children of the appropriate behaviour
- Acknowledge feelings before setting limits
- Redirect or divert when appropriate
- Model problem-solving skills
- Offer appropriate choices
- Use natural and logical consequences
- Provide opportunities for children to make amends. Rather than demand a superficial apology, encourage genuine opportunities for children to restore relationships an incident of hurt or harm.

Any serious concerns will be discussed with the family so that we can work together to encourage appropriate behaviour.

If challenging behaviour persists:

- If necessary, staff shall remove the child from the area where the inappropriate behaviour occurred until he or she calms and is able to accept re-direction. Whenever practical, the child will remain with staff in the main playroom. If it is necessary for a child to be removed from the playroom, a staff person will accompany the child until he or she has calmed.
- With parent's consent, specialists (e.g. Childcare Consultant, Psychologist or Behaviour Specialist) may be invited to assist staff and parents in identifying social and behaviour goals and developing specific strategies and techniques to support achievement of those goals.
- If continued aggressive behaviour is a potential threat to the safety of staff or children, then the staff and parents will develop a Behaviour Management Plan which includes procedures to ensure the safety of children and staff. The Behaviour Management Plan is to be reviewed by the staff and the family on a regular basis.
- The staff will determine whether the procedures and adaptations required by the Behaviour Management Plan can be accommodated by the Centre, and if the Centre cannot meet the child's needs, the staff may ask the family to find alternative care.

Health and Safety

Our Centre has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities of all children. Our goal is to promote good health, safety and nutrition by providing the children with a clean, well maintained and safe environment.

Illness

The ministry of Health, the same governing body that regulates the public school system, monitors the health policies of the daycare. We are not licensed to care for children when they are ill, consequently you will need to keep your child at home, or make alternate arrangements, if your child:

- has a fever (100°F or 38.3°C) **(within the previous 24 hours)**
- is vomiting, nauseated or has diarrhea **(within the previous 24 hours)**
- has a heavy nasal discharge, constant cough, or sore throat
- has an earache, stomach ache or headache
- has an unknown rash or infected skin or eyes **(must have doctor's note to return)**
- has a communicable disease **(must have doctor's note to return)**
- has severe itching on body or head **(must have doctor's note to return)**

Parents are also required to keep a child home if the child is not well enough to take part in the regular program of the facility. If your child is on antibiotics, please keep them at home if they have taken it for less than 24 hours. Please ensure that you accurately complete the health and nutrition information on your child's Registration form as well as the immunization sheet.

Our daycare is designed to meet the needs of children who become ill while in our care. In this event we will settle your child in a quiet resting area and attempt to contact a parent. If the parent is unavailable then we will try to reach the emergency contacts. If the situation becomes urgent, we will follow the emergency procedures outlined.

Medical Emergency

If your child becomes injured or ill while under our care, the staff will immediately assess the situation and proceed with one of the following procedures.

If First Aid treatment is required:

A staff qualified in First Aid will assess the injury and provide treatment accordingly. Our staff will be sensitive to the child's feelings and try to comfort the child. The incident will be reported to the family when the child is picked up from the Centre and an Incident Report will be processed.

If Medical attention is required:

A staff qualified in First Aid will attend to the needs of the child while another staff person will:

- contact the family/guardian, or the emergency contact(s) if the family/guardian is not available
- contact the child's doctor if the family / emergency contacts cannot be reached
- if the child's doctor is not available, proceed as if it is an emergency medical situation.

If Emergency Medical attention is required:

A qualified staff will administer First Aid until ambulance attendants arrive. Our staff will:

- drive the child to emergency or call and request an ambulance depending on the severity
- contact family and/or emergency contact(s) to meet staff at the emergency facility and provide access to transportation for the family/contact, if required
- access the child's file for medical information and permission

- accompany the child or the family to the medical facility with medical information, which will also be faxed to the emergency facility they will be transported to
- provide information to doctor and family/emergency contact
- support the child and the family/contact person
- one (1) staff will remain with the child for up to two (2) hours or 6:00pm, until a family member or alternate contact arrives. Once 2 hours or 6:00pm has passed, we will follow the same procedure as stated in our **Late Pick-up Policy**.
- complete the Incident Report and process.

Medication

The staff can administer prescription medication, provided that it comes in the original container, clearly marked with the current date and dosage on the pharmacist label. Staff will not administer non-prescription/over the counter medications, such as Tylenol and Dimetapp. Non-prescription medication will be administered only under special circumstances (i.e. a note from the doctor) and under the same regulations as prescribed medications.

Parents requiring staff to administer medication must complete and sign *Permission to Administer Medication Form* (this includes children requiring ongoing medication such as children with Asthma).

Children with medical conditions that require medication (i.e. children with seizures) must supply PICS with a copy of the child's medical history and a pharmacist report describing the medications.

Medication must be handed personally to a staff member. The staff member who gives the child his/her medication must initial the permission form and a second staff member must witness the administration of the medication and also initial the form.

To ensure that children have no allergies or side effects from their medication, the first dose of prescription medication must be administered at home by a parent and observed for 24 hours before staff will administer new medication.

Parents must not bring medication in bottles with milk or juice.

Allergies

Any allergies must be listed on the registration form, including the medication and treatment necessary in case of exposure. Their name will then be added to the allergy alert list posted in each classroom.

Allergies can be life threatening. It is the responsibility of parents and PICS staff to ensure that necessary foods are restricted while providing maximum variety of foods. A list of foods to be avoided will be updated regularly and posted. Appropriate emergency procedures will be in place, including staff training, to prepare for the event of an allergic reaction.

Nutrition

Food plays an important part in the development of healthy children. PICS Child Care provides an opportunity for children to learn about healthy foods and eating, and is also a wonderful avenue to celebrate cultural diversity. PICS staff will provide opportunities for children to learn about food and nutrition through games and experiences that reflect positive messages. This includes involving children in food preparation and selection.

Snacks are offered in a setting and manner, which respects the needs of children. A supportive environment is necessary. Staff will sit with the children providing encouragement. Children enjoy eating in a social environment with their peers and care providers.

Children are responsible for deciding if and how much they will eat. Staff is responsible for preparing and presenting foods. PICS staff will provide supplements of fresh fruits and vegetables if needed for snacks.

Parents will provide all snacks, meals and any foods for special diets or special occasions (i.e. birthday cake). All foods provided should be developmentally appropriate and new foods should be introduced at home, before sending to centre.

It is the responsibility of both parents and PICS staff to ensure choking precautions are in place when serving food to young children.

Rest Time

Rest time is an important part of an active child's daily routine. Rest time will begin after lunch time and bathroom routine is completed. As some children finish their lunches in less time than others, there may be a quiet reading period before rest time.

Nap or Quiet Time – Parents will make the decision as to whether or not their child shall nap or have quiet time. Choosing a nap time means your child will be provided an opportunity to sleep. Choosing a quiet time means your child will be provided an opportunity to rest and will not be expected to sleep.

Nap Time – Children napping will have their own cot/mat with a sheet, blanket and cuddly toy, if needed, provided by the parents. Children will be toileted prior to lying down. The staff will supervise the nap room and a child/staff ratio will always be maintained. Children will be relaxed through low lighting, soft music and rubbing of backs, if desired.

Bedding **must** be taken home each Friday (or the last attended day for the week) for cleaning and **must** be returned the first day the child attends the next week.

Children will sleep at their own desired length, unless otherwise required by parents. As children wake, staff will be available to assist the children to join in play as they are ready.

Children whose parents have asked that their children nap, but do not fall asleep that day, will be encouraged to lie quietly for at least 30 minutes. After they have laid quietly for the specified

period of time, they will be allowed to join the rest of the children who are not asleep. Quiet toys and activities will be provided until nap time is over.

Quiet Time – Children whose parents have chosen quiet time will have an opportunity to be quiet for 30 minutes. Children will be expected to be in their own space, which may be on a cot/mat or designated area. During this time, they may listen to quiet music or stories. After 30 minutes of quiet time alone, the children may play quietly with activities that will not wake the other children.

Screen Time

Children are to be exposed to screen time no longer than 30 minutes per day.

Diapers

Parents must provide a supply of diapers/pull-ups and wipes if the child is not fully potty trained.

Toilet Training

Staff will immediately discuss a potty training routine with the parents. While your child is being fully potty trained, a diaper will be required to be worn during outside play, no matter the age of the child, especially for sand play.

Birthdays/Celebrations:

Please discuss any special events that you would like to celebrate at the Centre and plan them together with the staff.

Emergency (Fire, Earthquake) Evacuation Procedure

As safety is an ongoing part of the Centre's program, fire drill/evacuation procedures, are posted in the Centre and are practiced once a month. When evacuating the building our procedure will be as follows:

- Collect all the children and attendance list
- Access the emergency equipment bag, including emergency cards, first aid kit, and cell phone
- Proceed to the nearest safe meeting place (Cloverdale Fair Grounds Office- next door)
- Count the number of children to determine if anyone is missing and keep the children together
- Contact emergency assistance and wait for the assisting staff member to meet up with you after checking and locking the facility
- Provide first aid, if necessary
- Wait for emergency assistance
- When another adult is available, contact PICS head office and the families
- Remain with the children until families have picked them up or you have been relieved of duties
- Complete a Serious Incident Report for Licensing

Active Play

Daily program of the daycare includes at least 60 minutes of active play. Parents/guardians must provide weather appropriate clothing for their child to feel comfortable in any weather conditions on any given day, as children will spend time outside on a daily basis.

Field Trips

On suitable occasions, children may be taken out on field trips into the community. We would like to encourage parents and volunteers to come with us whenever possible. Emergency information/consent cards will be taken on all field trips, as well as a portable First Aid Kit. You will find a Field Trip consent form as part of your registration package; this must be signed in order for your child to participate.

Centre Closure

In the event of a fire, extended power or heat failure, extreme weather conditions, an evacuation due to safety of the facility, extreme cases of illness or staff shortage, the Centre may have to close. The staff will care for children until families / emergency contact(s) have picked them up.

Smoking

The child care Centre and its entire property is a non-smoking area as required by licensing. Anyone wishing to smoke must do so off the daycare grounds.

Suspected Child Abuse

The Child, Family and Community Service Act state that all children in the Province of BC “are entitled to be protected from abuse, neglect and harm or threat of harm.” The Act also states that any person who has reason to believe that a child needs protection must promptly report the matter to the Ministry for Children and Families.

Custody and Access

If custody or marital status changes, please advise the office in writing as soon as possible. It is also very important to provide copies of any restraining orders or specific custody orders to the daycare office. Without these on file the Centre staff cannot deny access to the non-enrolling or separated parent.

If custody has not been legally determined and conflict between the parents and/or their family members is evident, PICS Childcare Centre may not be able to care for the child unless both parents and/or other family members sign a written agreement confirming details re-authorization for pick up and access to information about the child.

Withdrawal

Please notify us at least one (1) month in advance if you decide to withdraw your child from the daycare program. This notice must be made no later than the last day of the previous month in writing, or alternatively all deposit held on account will be lost.

Fees

Fees are subject to change; a current fee schedule is kept in the office and is available upon request. Your monthly fee is due payable on the first of each month by post-dated cheques (3 months at a time). If payment has not been made by the 5th of the month, and no arrangements have been made with the office, we reserve the right to refuse service. Any cheques returned from the bank will result in a NSF charge of \$50. All fees are payable whether your child does or does not attend the daycare on the scheduled dates/times as agreed upon to retain the space.

Subsidy

Child care subsidy is available for low-income families through the Ministry of Social Development and Economic Security. If you would like more information please contact the office. Any family who receives subsidy is responsible for keeping it up to date.

Termination of Services

At PICS Childcare Centre, staff are committed to providing a caring and supportive environment for all families. However, termination of services may be required if:

- Fees for services are not paid and suitable arrangements cannot be agreed upon.
- The Centre is unable to satisfactorily resolve an issue with the enrolling parent/guardian.
- Your child's safety or the safety of other children in care is compromised by aggressive language or behavior which cannot be resolved.

Program Concern and Evaluation

Your feedback is important to us. You are encouraged and invited to discuss any concerns that you may have regarding your child's program with the staff members. If your concerns are not addressed to your satisfaction, please speak with the manager. As a regular practice, staff members are encouraged to share all such concerns with Management as a way of helping to improve our service to your children. We are also open for suggestions and always welcome new ideas.

We look forward to working with you!