



# PARENT'S HANDBOOK

Please be sure to read this handbook.  
It is important that you're familiar with its contents.

Revised September 2021

## Polices at a Glance

### Closures

- Statutory holidays - we are closed (\*NEW\* incl. **Sept. 30<sup>th</sup>** – National Day of Truth and Reconciliation)
- Christmas holidays – refer to program newsletters for exact dates
- Snow days - we are closed if public schools are closed (you will be notified via email by 7am)

### Notices

- **If your child is going to be away/sick, please call in as soon as possible**
- **One month's written notice prior to withdrawal**
- We ask that you provide inside footwear for the rain/snow seasons

### Other Fees Information

- Spring Break fees and school closure days are \$10/day
- Pro-D days are included in monthly fees. **(Fees are subject to change)**
- **Summer Holding Fee** is \$150 per child if your child will not be attending the daycare for the months of July and/or August.
- **Fee increase as of September 2021**
- 2% interest will be applied to late payments
- It is important that funds are available on the date of your cheque to avoid NSF charges

We look forward to getting to know your family, as we work together to provide a great experience for your child at The Open Door!

If you have any questions about the information in this handbook, please feel free to contact The Open Door office, from 8:30AM to 4:30PM

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## **THE OPEN DOOR WELCOMES YOU!**

The Open Door Childcare Centre has been operating as a licensed child care facility since November 1982. As childcare providers, our main goals are to offer quality care for the children in our centre and support to the families of our community! Our centre offers programs for children from 2 ½ to 12 years of age, including Preschool, Daycare, and an After School Program.

As a ministry of the Abbotsford Church of the Nazarene, we believe that children are a gift from God. Therefore, we strive to provide a supportive and loving Christian atmosphere for both the children and their families. Some of the stories, songs and activities that your children will participate in will be Christian in content.

For more information regarding our Centre's philosophy, please refer to our Mission Statement, Core Values and our Statement of Philosophy on the next page.

Please be sure to read this Parent Handbook thoroughly as its contents are important for you and your family to know and understand. If you have any questions regarding any of our policies, please come and speak with us to gain clarity. We look forward to getting to know you and your family!

## **Mission Statement:**

Following the ways of Jesus and guiding children to do the same.

## **Core Values:**

The Staff at The Open Door Child Care Centre are committed to:

1. Partnering with Parents/Guardians by respecting their family values and sharing information; working together for the good of their child.
2. Providing high quality care that fosters the physical, cognitive, social, emotional and spiritual development of each child.
3. Creating and maintaining an environment that is safe, fun and educational.
4. Modeling Christ's love to the children and their families through our actions, words and activities.

## **Statement of Philosophy:**

At The Open Door Child Care Centre, we believe that:

CHILDREN are unique individuals with special gifts, talents and abilities. We strive to provide an environment that fosters positive emotional, social, cognitive, physical and spiritual development, through providing a variety of activities that incorporate all learning styles and personalities. We believe that all children are a gift from God and will be treated as equals regardless of race, gender, culture or creed.

FAMILIES are entitled to be involved in a meaningful way in their child care experience. We view our relationship with the parents/guardians as a partnership, one that will enable us to provide high quality care for their children while they are involved in work commitments, educational and/or personal fulfillment or while child care is part of a care plan for a family. By respecting family values and sharing information, we will work together for the good of the child.

OUR STAFF are qualified professionals that are entitled to work in an environment which recognizes and respects their training, skills and commitment to child care. The staff is committed to following the example of Jesus Christ, valuing children and showing love to all people irrespective of their background, culture or creed.

An ENVIRONMENT that is safe, fun and educational will be provided for the children and their families. This means meeting and exceeding the standards of health and safety that licensing sets forth. It also means that discovery, learning and play will be encouraged and enjoyed with the children.

THE CENTRE is a family-focused centre and desires to be a support and resource to the families in our community by providing a caring, supportive and vital community service.

## Hours of Operation

Our centre is open from 7:00am to 5:30pm, Monday to Friday.

### We will be closed for the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- B.C. Day (Civic Holiday)
- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

**We will be closed for:** Christmas Break from December 25<sup>th</sup> to January 1<sup>st</sup> inclusively. Please refer to your program newsletter for exact dates.

## Registration

In order to register your child at The Open Door, the following forms *must be completely filled out and signed before* your child attends the centre:

1. Registration Package including Parental/Guardian Contract needs to be completed and signed. If there is a question on the form that does not apply to you, N/A needs to be written in the spot provided, and needs to be renewed annually.
2. Immunization – check yes or no
3. All emergency supplies need to be handed in
4. Registration fee of \$50.00 paid and \$150.00 deposit paid (deposit is fully refundable upon one month's notice of withdraw from the centre.)
5. In-house registration (for families currently registered) for the upcoming year begin in February. Registration opens to the public in March.

**\*Please Note:** For your convenience, a "registration checklist" is provided for you, along with the registration package.

### **RATES**

**\*Please note:** Payment is due at the beginning of each month No refund for days missed in any program. **\*Rates are subject to Change\***

1. Registration Fee: \$50.00
2. Deposit (Refundable): \$150.00/child

For information on current rates, please contact  
The Open Door office at 604-859-8406.

## **Privacy and Confidentiality Policy**

To ensure that all information regarding your child and family is kept confidential, all registration forms are stored in a locked filing cabinet or cupboard. The information on your registration forms will only be used by The Open Door staff members that are working directly with your child and family. This information will help us provide quality care and meet your child's needs. Due to licensing regulations, all registration forms will be kept on file for a minimum of 2 years, after which The Open Door will ensure proper disposal of the information.

The Open Door will not release any information regarding your child or family to other families in our Centre. We ask that parents/guardians respect the privacy of other families in our Centre and their right to confidentiality.

If your child would like to exchange phone numbers with another child in the Centre, parents/guardians are more than welcome to do so on their own terms.

## **Enrollment**

Parents/guardians are required to enroll their children into either full time (4-5 days/week) or part time (1-3 days/week) care. Charges will be based on a flat monthly rate, whether or not your child is present.

If you need any extra days over and above what your child is scheduled for, we will try to accommodate you, but switching days is not permitted.

### **Gradual Entry**

The Open Door has developed a gradual entry policy, as we acknowledge that starting child care can be an overwhelming transition for some children and their families. This policy allows families the opportunity to integrate their children slowly into our care, until your child becomes familiar with teachers, schedules and new environment. If you desire to use the gradual entry process for your child, please communicate with the Director or Program Coordinator to make the necessary arrangements.

### **Priority Policy**

When the Centre is operating at full capacity we will implement our priority policy. This policy is in place to ensure that there are no misunderstandings when it comes to scheduling. For example, a full-time schedule will have priority over a part-time schedule.

### **Waiting List**

When there are no spaces available in a program, families will be placed on a waiting list, and will be contacted when a space opens up for their child. If you already have a child enrolled in the Centre, you will have priority over new families. If you do not already have a child enrolled in the Centre, our registration is on a first come first served basis.

## **Fee Policies**

We operate on a pre-payment system. You will receive a monthly invoice via e-mail at the beginning of each month. Please note that we accept postdated cheques and e-transfers. No cash if possible.

**\*All payments are due on the 1st of each month.\***

### **Late Payment Policy**

If payment is not made by the 15th of the month the following steps will take place:

1. A 2% interest fee will be added to the outstanding balance.
2. If the payment has not been made by the end of the month, written notice will be given indicating that a payment plan is set up and the full balance is to be paid within 30 days.
3. If full payment is not made by the end of the payment plan, services will be terminated. Further action will be taken for any outstanding balances.



## **Billing Adjustments**

We ask that parent/guardians provide the office with as much notice as possible for health and employment situations. Special arrangements can be made with the Open Door Office for circumstances such as strikes, lay-offs and parent/guardian illnesses (this excludes family vacations).

### **Short-term Job Lay-off, Strike of Parent/Guardian Illness**

Short-term = a maximum of two (2) weeks that your child will be away from the centre. Charges will be deducted from your invoice provided that The Open Door office and the Program Coordinator have been given written notification as soon as possible.

### **Long-term Job Lay-off, Strike or Parent/Guardian Illness**

In the event that parents/guardians are faced with a long-term lay-off strike and/or illness, the following policy has been put into place:

#### **(Long-term = a minimum of three (3) weeks and a maximum of eight (8) weeks),**

1. If you choose to withdraw your child, but would still like your child's space reserved, you will be billed for a part-time rate during your child's absence.
2. If you are unable to pay, you will be required to withdraw your child and will be placed on our waiting list. You will be required to re-register and pay the Registration Fee.

## **Summer Payment Policy**

There is a summer payment policy if you wish to take your child out of the centre for July/August, yet want them to return in September. This fee will secure their spot and guarantee them a space in September. If the fee is not paid, you will lose your child's spot and will be put on the waiting list. The fee for the summer is \$150/child.

## **Extended Leave of Absence Policy**

If you are taking your child out of the centre for an extended period of time (1 month to a maximum of 3 months), and want to keep their spot for when they return, there will be a fee of HALF or the amount of your regular invoice. For example, if you typically pay \$300/month, you will be charged \$150 for the month that you are away. If you do not wish to pay this fee, your child will lose their spot and will be put on the waiting list.

## **NSF Cheques**

NSF Cheques will result in a \$25.00 service charge. Cash or money order may be required after one NSF cheque. After three NSF fines you will be asked to withdraw your child from the program.

## **Government Subsidy**

For those who qualify for government subsidy, application must be made by you. The parent is responsible for paying the difference between the subsidy rate and the rate charged by the centre. Parents are responsible for keeping their subsidy and **are responsible for the full fee if their subsidy is not kept.**

## **Withdrawal Policy**

If you wish to withdraw your child from the program, we ask that written notice be given to the Director or Office Administrator one month prior to withdrawal. If proper notification is not given, regular fees will apply, whether or not your child is in attendance. As well, you will lose your deposit that was paid at the time of registration. The Open Door is operated by the Abbotsford Church of the Nazarene and is registered as a non-profit organization. In order to meet our budget, our departments need to be kept full. Your proper notification of withdrawal will enable us to do this.

## **Guidance and Discipline**

The word "discipline" comes from the word "disciple". These words describe the process by which children learn and grow into maturity. That process includes:

- Learning acceptable/appropriate behaviour
- Character development
- Morality
- Interpersonal skills
- Self-discipline and self-confidence
- Decision making (choices)

We believe that discipline involves not only the correction of unsuitable behaviour, but the affirmation of appropriate behaviour, through encouragement and reinforcement.

The discipline policy at The Open Door provides a safe and positive atmosphere, for both the children and staff. There are several discipline techniques that are used by the staff at The Open Door, these include:

- Natural and logical consequences
- Redirection
- Limiting use of equipment and/or withholding privileges
- Time-out
- Providing opportunities for children to make amends
- Suspension (please see suspension policy)

All guidelines are set clearly and in an age appropriate manner.

Children are encouraged to develop their problem solving skills during disagreements. A teacher will step in when necessary to assist in helping solve the disagreement. Parents/guardians will be notified when the child's behaviour becomes a serious issue and the director will work with the parents to find a suitable solution.

### **Child Suspension Policy**

As a child care centre, we are committed to providing a healthy and safe environment for all children in our care. The Open Door may suspend a child from the Centre, for a few days, in the following circumstances:

1. All other forms of discipline have been tried and child's behaviour still has not changed
2. Child's behaviour could have compromised the health and safety of the other children in the centre and/or the staff
3. Bullying (bullying will not be tolerated at The Open Door)

Our Before and After School Programs have a "three letters/yellow note" to the home policy. These are the following guidelines:

1. First and Second letters – a warning.
2. Third letter – one day suspension from services.
3. Any letters following – one week suspension from services.

The Open Door has the right to suspend indefinitely or terminate services if the previous three guidelines have not been effective.

## **Termination of Services**

The Open Door Child Care Centre is committed to providing a caring and supportive environment for all families. However, The Open Door reserves the right to terminate services if any of the following situations occur:

- Fees are not paid according to the Parental/Guardian Contract in the Registration Questionnaire and Parent Handbook.

- Centre is unable to resolve an issue with the enrolling parent/guardian using conflict resolution steps.
- Providing care for your child hinders the health and safety of the other children in our care and/or the staff to a degree that is unacceptable.
- Probationary period where the child is not adjusting well and placement is unsatisfactory (up to three months).
- All children enrolled in The Open Door are required to be toilet trained, with the exception of children with special needs. If, after one month, your child is found to be inadequately toilet trained you will be asked to withdraw your child from the program until they are trained.

The Director will give one month's written notice to the enrolling parent/guardian or will refund fees for the current month in lieu of notice (after three months' probation).

## **Questions and Concerns**

Parents/guardians are encouraged to discuss questions and concerns regarding any aspect of the child care program with the Director or Program Coordinator. If an issue arises, the goal is to resolve differences of opinion and conflict, using the conflict resolution steps outlined below:

### **Conflict Resolution Steps**

The Open Door acknowledges the importance of having positive relationships with the parents/guardians of the children in our care. We are dedicated to providing a peaceful, positive and comfortable environment for our families and staff. As differences of opinion and conflict do occur at times, the following conflict resolution steps have been put into place:

1. Parents/guardians are encouraged to discuss their concerns with the Program Coordinators. If you do not feel that you were understood and the results that you were looking for were not obtained or if parent/guardian does not feel comfortable speaking to the Program Coordinator (see step 2).
2. Refer your concern to the Director. The Director will try to reach a conclusion that will be satisfactory to all parties involved. Each situation will be treated individually and with importance.

If, after the first two steps, you are not satisfied with the outcome, issues may be referred to The Open Door Committee.

If a satisfactory conclusion still cannot be reached, parents/guardians may be asked to withdraw their child from our centre, pending on the severity of the situation.

## **Child Abuse/Neglect Policy**

According to the Child, Family and Community Service Act anyone suspecting child abuse/neglect must report the matter to a child protection social worker immediately. Failure to report suspected abuse and/or neglect may result in a maximum fine of \$10,000, a six month jail sentence or both. Therefore, The Open Door must report as soon as we have reason to believe that a child "has been, or is likely to be, physically harmed, sexually abused or exploited by the parent or by another person and the parent is unwilling or unable to protect the child, or if the child has been or is likely to be physically harmed because of neglect by the child's parent".

## Preschool Program

Our Preschool terms generally follow the elementary school schedule; however, there may be variances with length and days of holidays. The Preschool Program runs from the day after Labour Day until the third week of June, and is not in session over the Christmas holidays. Please note that the Centre will be closed all statutory holidays as mentioned above. Classes will be held when public schools have professional development days.

### Daily Schedule

<b>Monday/Wednesday/Friday</b>		<b>AM</b>	<b>Tuesday/Thursday</b>	<b>PM</b>
8:45am	Arrival/Table Toys	9:00am	Arrival/Table Toys	12:15pm
9:15am	Circle/Craft Time	9:30am	Circle/Craft Time	12:45pm
10:15am	Gymnasium	10:15am	Gym/Outside Play*	1:30pm
10:50am	Snack Time	10:40am	Snack Time	2:00pm
11:10am	Free Play/Outside Play*	11:00am	Free Play/Outside play*	2:20pm
11:25am	Clean Up/Home	11:10am	Clean Up/Home	2:25pm

**\*Outside play – rain or shine.** Calendars for each month are provided to give more specific information about activities/events.

## Daycare Program

### A Typical Day

7:00-10:15am	Arrival/Free Play
10:15 – 10:45am	Morning Snack
10:45-11:30am	<u>Circle Time &amp; Centre Time:</u> Science experiments/Math activities/Gym/Games/Outside play/Cooking/Free play/Guided dramatic play or structured activities)
11:30-12:15	Indoor/Outdoor play <b>*Outdoor play – rain or shine*</b>
12:15-12:30pm	Clean up & Wash up
12:30–1:00	Lunch
1:00-2:30	Naptime/Quiet time
1:30	Children that are awake go to the gym or other classroom
2:45-3:15	Afternoon snack
3:15-5:00	Indoor/Outdoor play <b>*Outdoor play – rain or shine*</b>
5:00-5:30	Quiet play

\*Calendars for each month are provided to give more specific information about activities/events.

### Toilet Trained

All children are required to be toilet trained.

### Quiet Time/Nap Time

All Children are required to have a “quiet” time after lunch. This provides the opportunity for children to rest or sleep. Individual cots are provided by the Centre for your child. Please bring a blanket from home for your child to use during this time. Children that do not nap will rest quietly for half an hour and then have play time in the gym.

## Before and After School Programs

Daily activities may include: board games, beading, crafts, books, puzzles, coloring, homework club, arts and crafts, movies, computers, baking, gymnasium games, and outdoor games (sports). In class calendars for each month will be posted to give more specific information about activities/event

## Arrival and Departure

### **Arrival**

Parents/guardians are required to accompany their children to and from the program staff each day. Parents must sign their child in and out daily. When signing in please indicate any special information for our staff members. By signing in and out you officially sign over the care of your child.

Please advise us by telephone before 9:00am if your child is sick, not attending the centre, arriving at a later time than usual.

***If your child is in one of our Before and After School programs***, we request that parent/guardians please have their children at the Centre **NO LATER THAN 8:00am** so that we can make sure they are at school on time.

If you arrive and the children are not in the classroom, there will be a sign posted on the bulletin board above the sign in and out sheet directing you to their location (i.e. gymnasium, playground, etc.).

### **Departure**

Our centre closes at 5:30pm. If it is after 5:30pm you are considered late.

**Parents/guardians will be billed \$1.00 per minute that they are late, whether or not the parents/guardians have called to inform the Centre.** These late fees are due at the office. Upon fourth late pick up charges will be doubled (\$2/min).

### **Late Pick-up Protocol**

In the event that your child is not picked up by closing, the following process will begin:

1. 5:30 pm the Centre is closed, and no one has arrived to pick up your child,
  - Staff will phone parents/guardians.
  - Staff will phone emergency contact numbers
    - If an emergency contact person came to pick up your child, a message will be left at the parent/guardian's home and place of work
2. 5:45 pm if your child(ren) is/are still at the Centre the director will be contacted.
3. 6:00 pm if parents/guardians and/or emergency contacts could not be reached,
  - The director will contact the Ministry of Children and Family Development (MCFD) to come and pick up your child.
4. If Ministry of Children and Family Development (MCFD) was contacted and came to pick up your child, a note will be left for you as to where your child is, and whom they are with, will be placed on the outside door.

**Please Note:** If it is after the Centre closing time, you are considered late. It is very important for you to keep us up to date with your alternate emergency numbers, changes in work phone number, home phone number, new address and where we can contact you.

## **Release of Children/Parental Access**

### **Release of Children**

As a child care facility, our main concern is for the health and safety of the children in our care. Therefore, the children will only be released to authorized persons who are currently named on the registration form. If you have made other arrangements regarding your child's pick up, please inform the staff immediately by providing the full name and physical description of the person(s). The person picking up your child will also be asked to provide photo identification in order for our staff to verify the information and will be expected to sign your child out.

**\*Please Note:** It is the Open Door's policy that all people authorized for pick-up be 19 years or older.

If an unauthorized person arrives to pick up your child, we will not release the child until we have the consent of the parent/guardian. If the parent/guardian cannot be contacted the child will remain at the centre until an authorized person can come pick them up. This procedure will take place even in the event that the child knows the unauthorized person picking them up.

If an authorized person or parent/guardian arrives to pick up a child and appears to be incapable of providing safe, adequate care and the staff person believes the child could be at risk, the staff member will not release the child and one or more of the following steps will be taken:

1. Contact an alternate, authorized person.
2. Contact the Director. In turn the director will Contact the Ministry of Children and Family Development; and/or contact the police.

### **Parental Access**

Our policy at The Open Door ensures parental/guardian access to their children at any time while at the centre. For security purposes, The Open Door can and will deny access to a child if the following orders are in place:

1. Custody order
2. Restraint order
3. Court order denying parental/guardian access.

We will also assume that the enrolling parent/guardian is responsible for ensuring that we have been provided with up to date information concerning the legal guardianship of their children.

**\*\*The Open Door will not deny access to a parent/guardian for any other reason. To ensure that your child does not get released to an unauthorized parent or guardian, please attach copies of custody restrictions and court orders to your child's registration form. \*\***

**\*Please note:** Staff will call the police if assistance is required to enforce a custody or court order.

## **Absentee/Transportation**

\*This section is only applicable to children in our Before and After School Programs

### **Absentees**

If your child is ill and/or not attending school, please inform our office by the following times:

- 7:30am - if your child will not be needing transportation to school.
- **2:00pm - if your child does not need to be picked-up from school.**

This is necessary so we do not send staff to the school to pick up your child. If The Open Door is not informed by the above set times, the following steps will be taken:

- First time - verbal reminder
- Second time - written reminder
- Third time - could lead to suspension of pick up

## **Transportation To and From School**

Your child's safety is our main concern. Therefore, the following policies have been put into place:

- transportation is provided by the Open Door van/bus
- daily van/bus inspections completed and recorded
- driver is required to have class four license
- emergency first aid kit must be in van/bus at all times
- all children must be buckled in before starting the vehicle
- all children must remain seated and buckled in until the van/bus comes to a complete stop and is turned off
- emergency contact information for each child must be in the van/bus at all times.

**\*As of July 1, 2008**, it is the law that all children age 4 ½ - 9yrs or under 4'9" must be restrained in a booster seat. The Open Door will supply an approved booster seat for your child while in our van/bus.

The Open Door provides transportation to and from the following elementary schools in our community:

- McMillan Elementary (walk)
- Auguston Traditional (bus)
- Mountain Elementary (bus)
- Sandy Hill Elementary (van/bus)

**\*\*CHILDREN MUST BE AT THE CENTRE NO LATER THAN 8:00am\*\***

## **Cancellation of School Transportation**

If weather and road conditions are deemed unsafe for traveling, the Centre will ask parents/guardians to find alternative transportation for their children. Please see, Centre Closures Due to Snow for more information.

## **Walking To and From School**

Children attending McMillan will walk to school in a group accompanied by a staff member. The staff member will have an emergency first aid kit, a copy of your child's emergency card, and a means of communicating with the Open Door office, in case of emergencies. The same absentee fees will apply if the centre has not been informed of your child's absence and sends a staff member to the school to pick up your child.

Please ensure that your child is dressed appropriately for the weather! Please send an umbrella with your child if it is raining.

## **Parking**

As a safety precaution for the children we ask that parents/guardians park in the designated parking areas only. **Parking in the bus lane at the front entrance is strictly prohibited.**

Parents/guardians are also requested to ensure that their vehicles are turned off and doors are locked, while picking up and dropping off their children. This is to ensure the safety of the children in the parking lot and to help prevent theft. The Open Door takes no responsibility for lost or stolen property.

## **Field Trips**

Taking field trips is a regular part of our curriculum here at The Open Door. The purpose of a field trip is to provide fun, educational experiences for the children. A wide variety of field trips are being planned throughout the school year, and some spontaneous trips may also occur. This is especially important over Spring Break, summer time, and on Pro-D Days (non-instructional days).

Parents/guardians are required to fill out the "Field Trip" portion in your registration package in order for your child to participate. Some extra costs may apply prior to an outing.

General information as well as notification of special events will be posted. A newsletter and other notices will often be sent home to keep you updated on events.

## Special Events

### **Birthdays**

Parties are great fun and kids love them! Please feel free to provide special treats (i.e. cup cakes, cookies, etc.) to allow us to celebrate your child's birthday. Let us know ahead of time so we can plan accordingly.

**NO NUTS (includes Tree nuts) please!**

### **Extra-Curricular Activities**

Parents/guardians are requested to make alternative transportation arrangements for their children if they are participating in after school activities. If your child still needs care after their extracurricular activity, the person(s) bringing your child to the centre will be required to accompany your child directly to the program staff and sign your child in. According to government regulations, children are not allowed to walk, by themselves or in a group, without a staff member with them.

### **Professional Development Days**

The After School Program will operate from 7am-6pm, on Pro-D days. We ask that parents/guardians inform the Centre one week prior to the Pro-D day, whether or not your child will need our care. This allows us time to arrange for appropriate staffing and to plan our program according to how many children will be attending. If we have not received proper notice, we may not be able to guarantee care on that particular Pro-D day for your child. Sign-up sheets are put out 1½ - 2 weeks prior to the deadline. At this time Pro-D day fees are included in your monthly fee. **\*Fees are subject to change**

## Clothing and Possessions

Children should wear comfortable, washable clothing that will allow them to participate in all aspects of their Programs; painting, crafts, water play, playdough and outdoor play. Each child is provided with a "hook" and "cubbie" where he or she may keep their personal belongings. **Please do not allow your child to wear or bring expensive jewelry or other valuables (toys) as they may be lost or broken.**

In rainy or cold weather, boots and a jacket (hats, mittens, etc.) should be worn to allow for outdoor play. During the summer months, hats, sunglasses and sun block can be kept on their hook. All clothing items and personal belongings are to be clearly labeled with your child's name.

The Open Door is not responsible for lost, stolen or damaged items.

## Food

### **DAYCARE**

Each day you will need to send a morning snack, lunch, afternoon snack, and a drink with your child. *Nutritious foods only please!* We ask that parents/guardians do not send pudding, cake, chocolate bars, etc.

**Please be sure to inform staff and indicate on the Registration Questionnaire of any food allergies that your child may have.**

**\*Please note:** All of our classrooms at The Open Door are "peanut/tree-nut free zones." We ask that you please refrain from sending any peanut/tree-nut products to daycare with your child. This is for the protection and safety of any child who may have a serious allergy to nuts. \*



## ***Birthdays***

Parties are great fun and kids love them! Please feel free to provide special treats (i.e. cup cakes, cookies, balloons, etc.) to allow us to celebrate your child's birthday. Let us know ahead of time so we can plan accordingly. **NO NUTS (includes Tree nuts) PLEASE!**

## **PRESCHOOL**

Each day we ask you to send one item for snack to share with our class. Nutritious foods only please. Some items may include apples, bananas, oranges, cucumbers, goldfish crackers, popcorn, etc.

## **BEFORE & AFTER SCHOOL PROGRAMS**

For Pro D Days, spring break and summer days you will need to send a morning snack, lunch, afternoon snack, and a water bottle with your child. *Nutritious foods only please!* We ask that parents/guardians do not send pudding, cake, pop, chocolate bars, etc.

On a regular school day please remember to send an extra snack in your child's lunch to have after school.

Please be sure to inform staff and indicate on the Registration Questionnaire of any food allergies that your child may have.

At the Open Door we ask that you **please refrain from sending any peanut/tree nut products** to daycare with your child. This is for the protection and safety of any child who may have a serious allergy to nuts.

## **Health and Illness**

Children who are ill can NOT be present at The Open Door. Please keep your child at home if you feel that your child is too sick to attend school or to participate in the program (including participation in outdoor activities).

**If your child is ill and will not be attending The Open Door, please contact The Open Door office that morning.** Should your child become ill and exhibit any of the following symptoms while attending the centre, you will be called and asked to take him/her home:

- Pain – any complaints of unexplained or undiagnosed pain
- An acute cold with fever, runny nose, coughing, sore throat
- Difficulty breathing - wheezing or persistent cough
- Fever of 100°F (38.3°C) or higher
- Sore throat, trouble swallowing and/or swollen glands
- Infected skin or eyes, or an undiagnosed rash
- Headache and/or stiff neck
- Diarrhea or loose stool - two or more times in the last 24 hours
- Abdominal cramps
- Nausea and/or vomiting - two or more times in the last 24 hours
- Severe itching of body or scalp, infected skin, or undiagnosed rash
- (i.e. head lice – a child must be completely clean of head lice before returning to the centre see lice procedures)
- Mouth sores – unless child's physician and/or health unit state that the child is non-infectious
- Children with known or suspected communicable diseases.

**Please note:** If your child has displayed any of the above symptoms, please keep your child home for a minimum of 24 hours.

Children who have been diagnosed with a communicable disease (i.e. chicken pox, strep throat, etc.) are asked not to attend The Open Door. Please inform The Open Door immediately so that we can inform the other parents/guardians.

## **\*\*Lice Procedure\*\***

When a child is discovered to have head lice, the staff will proceed as follows:

- The child will be removed from the class and the parent/guardian will be notified of the condition.
- The parent/guardian will be required to treat the child for head lice to ensure the removal of all lice and nits (eggs).
- The child's hair will be inspected by a staff member to be sure proper treatment has been carried out before the child will be re-admitted. The child must be accompanied by a parent/guardian to be inspected. The parent/guardian must wait with the child while the child is inspected.
- The parent/guardian will be informed that treatment of the child should take a minimum of one (1) day and a maximum of three (3) days and that the child may return to the center in less than 3 days if the hair is free of all lice and nits.
- The staff member will notify the director if the condition is not taken care of in three days.

## **Common Childhood Diseases**

Please note the length of absence required to make sure that the child is no longer contagious.

- Pink eye –24 hours after treatment has started.
- Infections such as scabies and head lice –24 hours after treatment and all evidence of infection are removed.
- Tuberculosis –physician/health unit states the child is not infectious.
- Impetigo –24 hours after treatment has begun.
- Chicken pox –rash has fully scabbed over – at least 6 days after the onset of rash (may return on the 6th day).
- Shingles –sores have crusted.
- Mumps –9 days after the onset of parotid gland swelling.
- Measles –6 days after the rash appears.
- Rubella –6 days after the rash appears.
- Pertussis (whooping cough) –5 days after antibiotic treatment is completed.
- Scarlet fever –24 hours after antibiotic treatment has started.
- Strep throat –24 hours after antibiotic treatment has started.

**Parents/guardians who bring their children to the centre with any of the above symptoms will be asked to take their child home or make other arrangements for their child until they are no longer contagious.**

**Please note:** Fees will still apply for the day(s) that your child is ill.

## **Medication**

Only with signed authorization by the parent/guardian will The Open Door staff administer medication. Parents/guardians will be required to fill out forms regarding the medication.

The medication must be left in its original container and clearly labeled. The medication must be handed personally to a staff member indicating dosage and time the medication is to be administered.

**Please do not send any medication in your child's lunch kit or backpack for them to administer on their own.**

**Please note:** There is one exception to this rule according to Child Care Licensing Regulations. It requires that you give permission for your child to have such medication, a care plan is written up, you have informed a staff member of the situation, and have ensured that the medication is such that, without immediate access to the medication by the child, the child's health will be significantly at risk. (ie: Epi-pen, inhalers, etc.)

Medication forms are also required for all non-prescription medications. All medication is kept in a locked box that is kept out of reach of the children.

## **Immunizations**

Your child's immunization status is required before they enroll at The Open Door. It is not mandatory that your child is immunized, however, a status stating whether or not they have been, is.

## **Centre Closure & Emergency Procedures**

As a child care facility, our main concern is for the health and safety of the children in our care. Therefore, the following policies regarding emergency procedures and centre closures have been put into place:

### **Closure Due to Power Outage**

If a power outage occurs during operating hours, we will wait one hour before we begin to phone parents/guardians. If after an hour the power is still out, parents/guardians will be contacted and asked to come and pick up their children or to make alternative arrangements for pick up. If parents/guardians cannot be reached, emergency contacts will be phoned and a message will be left at the parent/guardians home as to who picked up your child.

### **Closure Due to Natural Disaster**

In case of an earthquake, the children will be instructed to crouch under tables, in corners and doorways, and away from the windows. Children will be instructed to stay in their designated places until teachers see that it is safe for them to come out. Your child's health and safety will be our first and foremost concern. All staff at The Open Door are trained and familiar with our emergency protocol and will administer first aid if needed. We ask that parents/guardians refrain from calling the Centre immediately after an earthquake, as we will need our phone lines available to make any emergency phone calls needed. After all emergency phone calls are made (ie. fire, ambulance, and police), parents/guardians will be contacted. If we are not able to contact you, we will start phoning the emergency contacts for your child.

The Open Door requires parents/guardians to provide a three-day supply of food, water, clothing and toiletries for all children and staff. We ask that parents/guardians provide the following list of items upon registration:

- change of clothes
- small blanket
- toothbrush and toothpaste
- hair brush
- face cloth and hand towel
- comfort toy
- water will be supplied by the centre
- non-perishable food items (enough for 2-3 days) such as; granola bars, canned food, etc.

The Open Door will provide all other requirements for the earthquake survival kit. \*It is also our policy that each program practice earthquake drills on a monthly basis.

### **Closure Due to Fire**

In case of a fire, the children will be our first and foremost concern. The children will be instructed to line up in an orderly fashion and will be led outside by the staff. The Director is responsible to check all areas of the Centre before leaving – this is to ensure that everyone is out of the facility. Once outside we will phone 911. The Open Door will contact the parents/guardians to come and pick up their children once we are informed that it is safe to do so. At this time, the staff and children will be waiting in the back parking lot away from the building and fire trucks. \*It is our policy that each program practice fire drills on a monthly basis.

## **Closure Due to Snow**

On days when snow fall is severe and/or the weather forecast is predicting a snow storm, the centre will close its doors early. Parents/guardians will be informed, as soon as possible, regarding early closure times and will be required to pick up their children at that time. If parents/guardians are unable to pick up their children at the specified time, we ask that alternate arrangements be made, and that the Centre is informed as soon as possible regarding these arrangements.

If the schools in the Abbotsford School District (#34) are closed due to weather and/or road conditions, The Open Door will be closed as well. This is to ensure the safety of the children and their families in our Centre as well as The Open Door staff.

**Please Note:** Due to road conditions, we may choose to have the centre open, but cancel our school transportation. This will occur when we feel it is too unsafe to drive the children and when School District #34 has cancelled their buses entirely or in this area.

## **Lockdown Procedures**

**LOCKDOWN** is implemented when the threat of violence or gunfire is identified. During LOCKDOWN, students and staff are to remain in designated lockdown locations at all times. Do not evacuate until room is cleared by law enforcement or an **ALL CLEAR** signal is given by site administration. This response is considered appropriate for, but not limited to, the following types of emergencies:

- Gunfire
- Threat of extreme violence outside the classroom
- Imminent danger in the surrounding community

Lockdown requires closing and locking doors immediately after which no one is allowed to enter or exit.

## **Emergency Notification**

If any of the above emergencies and/or centre closures take place The Open Door will make an announcement on Country 107.1 FM and Star 98.3 FM.

In case of a local natural disaster and our phone lines are not working parents and staff are able to contact Clare McMillian, Director of the National Church of the Nazarene. He can be reached at 1-416-998-7490 (cell).

In Case of evacuation our Safe Site Location is Grace Church 2087 McMillan Road. (604) 859-9937

# **Facilities**

## **Gym**

We have access to a full sized gym, which is especially appreciated on a rainy day. We provide bicycles, balls, tumbling mats, games and various other toys and activities for the children.

## **Playground**

Our fenced-in playground provides hours of fun for the children with slides, climbing structures, picnic tables, and sandboxes. The playground is located in the upper parking lot, behind the church building.

For security reasons, access to the church foyer is closed. If any doors are locked, please do not unlock the doors. To access the playground from the main floor, use the gym and exit through the south doors.

As a child care centre, we often make use of the community facilities in close proximity to the centre. If your child is not in their room, there are signs posted directing you to their location (ie. a local park, gym, sanctuary, etc.).

**Please Note:** There is no smoking allowed while on the premises, whether inside the building or in the parking lot thank you.

## **Church Building**

Each program at the centre makes use of the facilities within the church building. We have access to a variety of areas such as the church sanctuary, kitchen, gym, etc.

## **The Child Care Centre**

The child care centre is licensed with the Fraser Health Authority to provide care for 96 children/day. We offer this care through five programs.

<b>Programs</b>	<b>Time</b>	<b>Ages</b>
<b>Preschool</b>	Program #1 Mon/Wed/Fri - 8:45am – 11:30am	4 year olds
	Program #2 Tue/Thu - 9:00am – 11:15am	3 year olds before December
	Program #3 Tue/Thu - 12:15pm – 2:30pm	4 year olds
<b>Daycare</b>	Monday – Friday - 7am – 5:30pm	30 months to school age
<b>K1</b>	Monday – Friday - 7am – 5:30pm	Children registered in Kindergarten or Grade 1
<b>Grade 2-3</b>	Monday – Friday - 7am – 5:30pm	Children registered in Grade 2 or Grade 3
<b>Grade 4-6</b>	Monday – Friday - 7am – 5:30pm	Children registered in Grade 4 to 6

Enrollment in one program does not guarantee a position in other programs. It is our aim to accommodate children from one program to the other; however, this depends on space available in each program. Children who have been here the longest will be given priority.

## **Photos & Video Opportunities**

With your permission, staff may take pictures of your child to be used at the centre for the enjoyment of the families and staff. Please ask for a copy of your favourite ones. There is a permission form in the registration package, please fill it out and hand it in upon registration. The Open Door will respect the requests of the parents/guardians who do not wish to have their child photographed.