

# Parent Handbook

## Contents

- Philosophy
- Abuse summery
- Centre & registration
- Conflict policy
- Fee structure
- Financial policy
- Health &Illness & Medication
- Guidance policy
- Rest policy
- Smoking policy

### **Osoyoos Child Care Philosophy**

The Osoyoos Child Care Society acknowledges that parents / guardians make decisions for their children based on their family's needs, values and belief which include the health, safety and well-being of their child.

The Osoyoos Child Care Centre will employee staff that are qualified, experienced and able to build on a child's needs, interests and curiosity while maintaining British Columbia Child Care regulations.

Each child is unique and requires staff who is dedicated to promoting learning. Staff will provide an environment that is supportive, accepting, and interesting which sets the stage for natural curiosity and hands on learning. Play based learning is fundamental for all children to strengthen the foundation of early learning.

**Developmental areas identified to promote growth and learning are:**

Large muscle- climbing, jumping

Small muscle- coloring, printing, puzzles, beads

Cognitive- Thinking or processing thoughts or ideas

Creative - Using mental images to create with different mediums

Social & Emotional- building relationships, understanding emotions and the impacts of both

Literacy & language- exposure to written, verbal, visual or auditory, communicating with material such as books, pictures

Music, Math and Movement

**Abuse summary**

All employees and Early Childhood Educators are required by law to record and report abuse to Ministry of Children and Family Development. Failure to report is punishable by a fine or imprisonment.

**Abuse includes the following**

**Physical-** Deliberate physical assault or actions by a person the results in mark on a child's body. It can also include using unreasonable force to discipline a child

**Sexual-** When a child is used for sexual gratification and includes exploitations of a child.

**Emotional-** Acts or omissions or withholding life sustain nurturing by others that serious impact on a child's sense of emotional well-being.

**Neglect-** Failure to meet the basic needs of food clothing shelter health care, supervision and protection from unnecessary risk of a child

**There are two types of disclosures that are reportable;**

Direct- A child states in their words

Indirect- through behaviors or actions of a child- Documentation that is not typically normal for the child

**Staff suspected of Abuse**

**Staff suspected of Abuse:**

Any staff member who has had allegations of abuse brought against them will be suspended and removed from the centre premise until the allegations have been reported to the licensing officer or Licensing Direct and investigated.

If an allegation has been brought against the manager, the Board licensee will be contacted and will request suspension and removal from the centre until the matter has been reported to Licensing Direct or Licensing officer for further direction or until an investigation is completed.

**Centre Information**

Programs and hours of Operation

Day Care                    Monday thru Friday                    8:00 am – 5:00 pm daily

Infant & Toddler        Monday thru Friday                    8:00 am – 5:00 pm daily

Kids Klub                    Monday thru Friday                    2:30 pm – 5:30 pm daily

Non instructional Days, early dismissal will be schedule according to school calendar.

Spring Break and summer vacation days are 8:00 am -5:30 pm

## **Centre Closure for Statutory Holiday**

Notice of closures will be posted in each program and notices will be documented in the centre calendar each month.

### **Absences/Sickness/ Vacations:**

Parents/Caregivers are required to contact the Centre if the child will be absent.

The safety of your child is extremely important to our Centre.

### **Absences from Kids Club:**

Staff will do the following to ensure your child is safe

- Attempt to contact family to check on the child's location.
- contact school office for further information about child
- document all information or communication made

Inconvenience or annoyance to families is not our intention it is your child's safety is our primary concern.

## **Centre information**

### **Open Door Policy**

Parent(s)/guardians are welcome at the centre at any time.

When you arrive please make a list of questions you have so that we are able to discuss them when it is safe.

Please do not be offended if staff are engaged or seem distracted with supervision of children.

Staff will be happy to make an appointment to address your question or concerns.

### **Visitors to the Centre**

Authorized visitors and community partners are welcomed in the Osoyoos Child Care Centre.

All visitors are required to report to the main office before visiting any program.

All visitors must complete a disclosure form if they will be observing or interacting with children. This measure is to ensure for safety and wellbeing of all children in attendance.

### **Arrival and Departure Procedures**

To ensure the safety of children at the centre, there is a sign in/out sheet in each program. Parent(s)/guardians are required to sign their child in with an arrival time and out with a departure time.

Staff is required to document if a child is absent, sick or on vacation on a specific day or normal attendance.

**Parental Access-** Parents are encouraged to observe any of the Osoyoos Child Care programs while in operation. We request that parents who have questions or concerns or would like further information to request a meeting with staff or manager at a different time.

When staff are working with children that is our primary focus and disruption will create disorder when children become unsupervised.

### **Release of children**

The Osoyoos Child Care Centre policy for release is person who is picking up a child must be minimum 14 years of age, provide photo identification, and be indicated on the registration authorized to pick up, or be indicated as an emergency contact.

Parents are encouraged to update this at least once per year.

In the event of emergency parents may contact the centre and provide a name of pick up person,

**REMEMBER TO INFORM** this person they must have photo id with them.

It is not staff intent to create a headache/hardship for families by requesting photo ID however it is our priority to keep your child safe and secure while in our care.

### **Students**

All families must be informed about the presence of student on site.

Students expressing interest in learning about early childhood education must have on file.

Resume, Criminal Record Check, TB test, Physician letter, character references on sight prior to attending the centre.

School and contact person must be documented prior to student being on site.

### **Ratio in each program**

Definitions ECE ( Early Childhood Educator, ECE IT Early Childhood Educator with Infant and Toddler certification, ECEA, Early Childhood Educator Assistant, RA, Responsible Adult which has completed licensing requirements to care for young children.

Day Care 1 ECE staff caring for eight children, 2 staff (1 ECE & 1 ECEA) caring for max of 16 children

Infant & Toddler 1 ECE IT staff caring for a max of 4 children or 2 staff (1 ECE IT & 1 ECE) caring for a max of eight children

After School- 1 ECEA or RA staff caring for 12 children of who are under the age of six, or 1 staff caring for 15 children who are over the age of 6 years

### **Documentation of equipment indoors and Outdoors**

To maintain your child health and safety the child care centre does a bi annual inspection of all equipment outdoors, (spring)

**Monthly** – each program will inspect their equipment and toys used within the program to maintain safety and clean weekly or bi weekly as needed.

Any equipment that is not able to be sanitized, or possess a safety risk will be discarded and replaced as financially viable.

### **Sanitation**

Each program will use a bleach solution to sanitize equipment in accordance to regulations.

Any equipment that requires attention that staff is unfamiliar with or not equipped to handle it will be documented in log books and information passed on to management to address.

If families have concerns it is requested to document the safety concern with staff or in writing so the issue can be addressed as quickly as possible.

**Registration:** All confidential information must be kept securely and accessible to staff and authorized personal.

### **Completed registration requires the following.**

- Photocopy of immunization records OR Contentious Objector letter
- Any relevant documents for health and safety of child enrolled (custody agreements)
- Incident/accident forms
- Photo of child along with completed emergency cards
- Digital photo to be taken and included in file and emergency cards
- The custodial/registering parent is the only authorized parent to make changes to the child file.
- This person has signed the registration and is responsible for the child care account.

**Clothing:** a complete change of clothing, (underwear, shirt, pants, socks) along with weather suited outdoor attire. Extra indoor shoes are needed.

Children are required to wear footwear at all time while in attendance.

**Food- Required each day of attendance** as per the Canada Food Guide and the age and development of children within the program.  
- 2 Snack Am & Pm

**Food served in the Infant & Toddler room** must be cut into quarter sections to prevent choking- this includes all food  
Lunch which consists of food groups suggested in the Canada Food Guide

**Information on food and drink given to children-** Licensing requires that all families be informed about food their child might consume during the time at the centre.

The program staff will document food that children have been offered while in attendance.

Staff will consistently monitor allergies or concerns from families prior to offer any food item.

Food served sheet to be posted along with date and time and this sheet should be attached or filed for reference. This is a licensing requirement.

**Food Safe-** Staff at the centre have completed the food safe training have their certificate posted on the bulletin board in each program.

**Food safety** all surfaces disinfected before using

Avoid preparing or serving food when you have an illness

Cover or use disposable gloves when working with food if you have any abrasion to your hands

**Water-** The centre does provide bottle drinking water to all children in attendance of the centre. Each child has a labeled cup or personal water bottle which can be refilled as needed.

### **Promoting Hygiene**

Children and staff are required to model and practice daily hygiene while toileting, cleaning surfaces prior to and after eating and while being active throughout their day.

**Hot Water-** As designated by BC child Care regulations the hot water temperature must be consistent 49 degrees Celsius.

Weekly checks of the thermometer in fridge will be recorded in communication book and any food items will be discarded to maintain a healthy environment.

**Cleaning,-** As each program ends staff are required to maintain the cleanliness of the room which includes, all surfaces, floors, bathrooms and garbage's.

Monthly or as identified each program will rotate and clean all toys and equipment used by children.

The centre provides janitorial services twice during the week to maintain a high standard of cleanliness with the building. Hazardous Materials- are stored, locked, or inaccessible to children in attendance

**Fundraising:** Osoyoos Child Care Centre is a not for profit organization, which needs to raise funds for continued services, replacement of equipment and resources for all programs;

All families are expected to sell a reasonable number of tickets for events along with one of the next two options.

1. To volunteer a minimum of 5 hours of support during fundraising event(s)
2. Or donate a cash amount of no less than \$50.00 per year toward fundraising events. A tax receipt for your contribution will be provided.

### **Financial Policy**

**Osoyoos Child Care invoices are pre-paid for child care services each month.**

Centre charges rates for under 4 hours of care OR over 4 hours of care (full day)

The centre offer a pre-learning time, which is similar to preschool

- Payments are due the first day of each month – Exception is a payment contract
- Any errors or a missed/added day of attendance is carried forward to the next invoice month.
- One-month delinquent payment is reason for suspension and/or termination of your childcare space.

### **Termination or withdrawal**

Two-week written or documented notice is required for termination or withdrawal



## **Refunds/Repayment/Credits**

The centre will provide refunds within 30 days if below conditions for withdrawal are met.

- Account is paid on the first of the month or according to family contract
- Two weeks written/documented notice is given
- Child Care account is paid while awaiting approval from subsidy,
- Payment from subsidy has been received and is for the correct amount

**Absences** –absences are billed to parents

**Unforeseen closures of centre-** will be credited to your childcare account in the next billing month.

**Board Member** – There are no special privileges or financial benefits offered to Osoyoos Child Care Board member.

**Statutory Holidays** are not billed to families

***Osoyoos Child Care Centre- Fee Schedule 2015/2016***

## Schedule of Fees

<b>Infant &amp; Toddler</b>	-4 hours	+4 hours
0-18 months of age	\$32.00	\$44.00
19-36 months of age	\$29.00	\$41.50
Space holding fee for absences of 30 day (During a holding fee, others may use care space until return)		\$150.00
<b>Drop in Fee</b> (no committed days in program)		\$50.00 per day 36 month younger
<b>Daycare (3-5 years)</b>	-4 hours	+4 hours
30 months to 36 months of age	\$29.00	\$41.50
3 years to 6 years of age	\$24.00	\$33.00
Space holding fee for absences of 30 days (During a holding fee, others may use care space until return)		150.00
<b>Drop in Fee</b> (no committed days in program)		\$45.00 per day over 36 months

<b>Kids Klub</b>	-4 hours	+4 hours
5- 6 year olds	\$15.50	\$33.00
6 years old +	\$12.50	\$29.00
Space holding fee for absences of 30 days (During a holding fee, others may use care space until return)		\$100.00
<b>Drop in Fee</b> (no committed days in program)		\$40.00 full day over 6 years (Drop in Fee policy change Feb , 1 2015)

\*All early dismissal, Pro- D Days, school closure days, spring break are billed as full day of attendance regardless of your child's actual attendance time. The change provides the viability of program continuation.  
(Policy Change March 30, 2015)

Kids Klub billing rates are in effect from September until the end of the school year.

***Summer Care will be invoiced full day attendance only; there are no half days rates.***

**Grievance/concern Policy;**

Management and staff will comply with this policy to meet the needs of families and community members that work, support or are invested in our child care centre.

All humans have flaws and though we try our very best sometimes it is not enough.

It might be a misunderstanding, lack of communication, or a person not being validated respected or listened to regarding their concerns.

All concerns brought forward will be documented and include the following information:

- a. Person/child name
- b. Date
- c. Problem
- d. Contact number

When a grievance occurs or brought to the attention of management, collectively we will

- Listen with an open mind
- Take notes if needed to forward the information on to manager
- Leave out personal opinions or thoughts
- Ask for solutions or input
- Seek to see the problem from another perspective

Ask for a contact number to reach you for follow up to grievance

As professionals we strive to seek balance and acceptance and search for solutions that build on a strong foundation of trust and respect.

Often in small communities there is talk that is negative going on which can influence a person's thoughts or opinions.

The manager with staff input will read and hear details then contact the concern individual and set a time for open honest discussion. As a representative of the centre the manager will conduct themselves with respect and provide clear impartial suggestions and work actively to resolve the issue.

Each grievance will be reported to the board licensee and will be included with the board report and include all documentation.

## Health & Illness Policy

When a child is unable or unwilling to participate in normal daily programming they are registered in, or display any of the following symptoms parent will be notified and pick up maybe requested.

- Fever- when a child is warm to touch without exerting themselves or because of layers of clothing
- Cough that interrupts play and speaking
- Vomiting that is abnormal for child
- Diarrhea-watery, green, foul smelling, frequent need of toilet
- Weeping sores anywhere on body that poses a risk to others through exposure
- Discharge from eyes, nose that is not normal for the child (discharge may be yellow)
- Unidentified rash anywhere on the body that is not typically normal
- Complaining of pains in body such as ears, throat, stomach, back

**Any child who has any of the above conditions must be away for 24 hours minimum.**

Any child who is prescribed antibiotics may attend **after 24 hours** starting medication or when they are able to participate in a normal day of play with peers.

Children who have been given medication to mask, lessen illness so they may attend is putting staff and other children at risk. Please be responsible with your child's health.

The centre is required by licensing to report communicable disease outbreaks to Interior Health Child Care licensing officer within 24 hours of exposure

Other communicable diseases listed below are reportable to interior health and are reason To have child removed from the centre:

Acquired Immune Deficiency	Anthrax	Botulism	Cholera	Brucellosis
Congenital infections	Jacob Disease	Cyclosporine infection		Diphtheria
Encephalitis	Foodborne Illness	Gastroenteritis		Genital infection
Influenza – all types	Hepatitis- all ABCE	HIV		Streptococcus
Lyme disease	Measles	Meningitis viral and bacterial		Mumps
Shellfish poisoning	Whooping cough	Rabies		Reyes syndrome
Rubella	Respiratory syndrome	Small pox		Tetanus
Tuberculosis	Typhoid Fever	Venereal Disease		
Waterborne Illness	West Nile Virus	Yellow Fever		

## **Illness or Injury**

If a child becomes ill or received, an injury that is questionable staff will do the following:

In the event parent/guardian cannot be reached, a message will be left with a time and date then staff they will contact emergency person to pick up your child.

If Staff is unable to contact parent or emergency and the child is at risk due to wait time staff will access emergency transportation. Remembering shock can be a serious condition and life threatening.

### **Emergency transportation –**

If attempts have been made to have the child removed from centre staff will provide the child with a safe place to rest away from others until parent or emergency contact are reached.

If the child's health become a risk staff will phone 911 to have the child taken to hospital and MCFD will be notified to ensure child is provided protection.

- Call out for assistance from second staff member this may be verbally or using the intercom system within the building

Calling licensing direct @ 1-877-980-5118 providing the information needed.

Contacting parents or emergency person on emergency card and notify MCFD.

A call to licensing direct @ written report to licensing direct within 24 hours

### **Staff will use universal precautions** when dealing with sick or any type of bodily fluids

Handling soiled garments from bodily fluids (urine, feces, vomit, saliva, blood, nasal discharge)

- Staff will put on disposable gloves
- Gather a plastic bag for garments
- Assist child in bathroom with the stall door open- staff may request other child leave the bathroom to allow for privacy concerns.
- Staff must be visible to avoid being alone with a naked child.
- Support child taking charge of changing clothes
- Assist in an additional sanitation of toileting area to maintain cleanliness
- Place garments in second bag to avoid contamination
- Place garments in location to be taken home by parents/or place in laundry room to avoid contamination of another area.
- Disinfect area with bleach solution or germicide
- Dispose of gloves
- Wash hand thoroughly

## **Medication Policy**

The use of medication is to support the health of an individual to overcome a viral or bacterial illness. The centre staff will work with families to continue medical treatment of their child when their child is able to attend the program.

**Children may return to their program after 24 hours of being on antibiotics and able to participate in normal daily program.**

**Medication** – will only be administered in accordance of parental or physicians prescription or direction.

A medication form must be completed prior to any medication or supplement is given to children while in the care of Osoyoos Child Care centre.

Medication must be provided in the pharmacy container with dosage amount, drug name, time to be given and document of medication and possible side effects.

This information is provided by the pharmacy when any prescription is filled.

**Allergy-** to be documented on child's registration form and indicated on the allergy form to be displayed in each child care program

**Medication error-** Medication errors must be documented on a reportable incident form completed and submitted to licensing direct within 24 hours of error

- Parent must be informed immediately
- If error creates a medical emergency 911 is to be called and emergency procedure to be followed.

### **Emergency Medical transportation procedure:**

- If the child's health become a risk staff will phone 911 to have the child taken to hospital and MCFD will be notified to ensure child is provided protection.
- Call out for assistance from second staff member this may be verbally or using the intercom system within the building
- Calling 911 and providing the information of location, child's age and impairment
- Contacting parents or emergency person on emergency card and notify MCFD.

## **Guidance Policy**

### **Behavior & guidance & care plans**

Guidance supports childhood growth and development while children are reaching milestones in life. Each child requires different levels of support, interaction and guidance.

Staff will actively engage with parents and coworkers to build on activities to support children to achieve their personal best.

Staff will maintain the child to staff ratio in any program they are working in.

Building a strong relationship with families is fundamental in supporting a child's growth. Staff will use the following skills to support, interact and guide children throughout their day:

- Clear consistent limits and expectations using short simple statements
- A calm, respectfully voice, using language that is appropriate for age and comprehension
- Humor and redirection of different activities
- Statements of expectation- example (hat on, then outside)
- Space and time to experience their emotions, or situation in a safe place
- Environment that is engaging , warm and welcoming, challenging and interesting
- Clean and safe play spaces that encourages positive interaction that builds strong relationships with peers and staff
- Equipment that promotes skills and abilities
- Scanning environment for body language, verbal or change in voice tone of children and being in close, proximity of children when staff are identifying risk taking or conflict with peers.
- Staff will provide choices where safety and well-being are not a risk

Supervision:

As per Division 4 Supervision of children it states Continuous supervision required

39

(1) A licensee must ensure that children are supervised at all times by a person who is an educator, an assistant or a responsible adult.

(2) A licensee must ensure that a second adult is immediately available to supervise children in case the person responsible for supervising children needs a replacement because of urgent and unforeseen circumstances.

- Children will be directly supervised- within arm's reach

- Children will be indirectly supervised – within vision at all times

**Staff will engage with children without creating barriers, i.e.:**

- Provide a bench so children can sit with staff instead of a chair where children can not join them
- Sit on the floor with children instead of sitting in a chair
- Ask to play with children instead of taking the lead
- Allow for messes which are part of learning instead of saying NO!
- Stay away from cliques such as right? Ok? Just a second!

When a child struggles or possess a safety risk for the group, staff will try to redirect and offer choices where appropriate for the circumstances.

This may resemble time away from other children which is when a child chooses another area where the child can gather their thoughts, regain control and calm themselves.

**Staff will label emotions**, while suggesting different activities if needed. If a power struggle begins between staff and child, the staff will remove themselves from the struggle and request another staff to support the child, this action allows the child to maintain their dignity and demonstrates respect for the child.

Staff will be conscious of behaviors that has happened on previous days to avoid negative thoughts to be carried forward to interfere with the child's success in days that follow.

**Lifting children:** Children's feet will remain on the floor. If a staff feels a need to express affection the staff will get down to the child's level This applies to employees who have children in the program they are working in.

**Restraints will only be used if a child is in immediate danger.** Immediate danger is any situation that risks bodily injury to self or others. Incident must be recorded with accurate details, parents must be informed with written documentation or verbal notice, Licensing direct must be informed with 24 hours.

Through observation, documentation and planning staff will develop program care plan that builds on skill sets of the children attending.

Behaviors that are unusual, or present a safety risk to child or other children will require a care plan to be implemented to ensure the safety and well-being of all children

All staff will initial all care plans to demonstrate their awareness or strategies put in place to support the child.



As the primary caregivers, parents are the decision makers with regards to support and resources for their child. Resources from within the child care community can be accessed to support the child while in attendance to ensure the centre maintains an inclusive environment.

Example (Supported Child Development, Speech and language pathologists)

***No staff will jeopardize being behind closed doors under the pretense of supporting a child.*** This type of action puts the child, staff and the centre at risk

If resources are not available in a reasonable amount of time (3 months) the manager and parents will work together to find the best possible solution to meet the needs of the child and centre.

When all avenues of support or intervention have been exhausted a meeting will be scheduled with parents to openly discuss the concerns. They will be encouraged to withdraw the child from the program until such time as resources can be accessed so that the child can participate successfully in the program without prejudice or financial hardship to either family or Osoyoos Child Care Centre.

Any discussion regarding a child's personal information will take place in a quiet area that allows for privacy respect and confidentiality. Conversations such as these will never occur in the presence of children or people not privy to this information.

### **Rest Time Policy**

Rest can mean a time to sleep or participate in quiet activities away from other children but within view of staff. In the child care registration parents are encouraged to discuss this topic that provides a positive outcome for their child.

Families may choose for their child not to rest however the child may ask or demonstrate a need for a rest.

As early childhood educator we will do the following to ensure we are respectful of parent requests along with the meeting the needs of the child

We will:

- Provide a quiet time and space along with a mat, blanket and sheet
- Background music
- Dimmed lighting in the room
- Activities that are self-directed with supervision or outside time to interact with others if staffing ratio allow.

In the event a child falls asleep staff will provide the above items for safety and well-being for the child for a minimum time of 30 minutes.

Staff will inform parents of the rest along with other relevant information of their day.

All nap equipment will be kept in a breathable material and stored separately for each child.  
Cots will be stored in a safe manner in the closet which is locked and inaccessible to children.

### **Smoking Policy**

The Osoyoos Child Care Centre provides a clean, safe environment for all people who utilize our facilities. To ensure the health and well-being this policy will be implemented Dec 1, 2013.

By implementing these guidelines demonstrates a positive and professional example as a community role model.

Under the Tobacco Control Act and British Columbia child care regulations, smoking is not permitted in the following areas:

- Enclosed public place or workplace.
- Within 3 meters of most public or workplace doorways, open windows, or air intakes (i.e. a “buffer zone”).
- Is banned on all public and private K-12 school grounds.
- In motor vehicles when youth under 16 years of age are present.

### **Sun Safety Policy**

Staff will implement the following Sun Safety Policy:

Families will provide sunscreen with child name to be used daily while in attendance

**RATIONALE:**

To protect children at the center from the harmful UV rays of the sun.

**PROCEDURE:**

1. Staff will review the Sun Safety Guide for centre and will role model sun safety behaviors.
2. Children under one year of age will be protected from direct sunlight by the use of shade, stroller canopies, awnings or umbrellas.
3. Whenever possible, outdoor activities will be held before 11 a.m. and after 2p.m or as weather permits.
4. Whenever possible, outdoor activities will occur in areas shaded by trees, umbrellas, awnings or buildings.
5. Staff will look for opportunities to partner with the community to create shade by planting trees or using umbrellas or tents Or some form of shading apparatuses

7. Parents/guardians will be asked to provide the following items for their children attending the center:

- a) A hat preferable with a wide brim
- b) Provide sunscreen or clothing that is light and protects from the sun.
- d) Child arrives with sunscreen applied and staff will reapply as needed throughout the day.

Staff will ensure that children use the above items in a consistent and proper manner.

**Wearing of flip flops or sandals-** children function best when their shoes are secure on their feet.