

# Port Coquitlam Children's Centre

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*operated by the Port Coquitlam Daycare Society*



## *Family Handbook*

*Located in the Meridian Village Townhouse Complex*

## **Welcome to the Port Coquitlam Children's Centre**

Dear Families:

The board of directors and staff of the Port Coquitlam Daycare Society (PCDS) welcome you to our facilities! We are looking forward to working closely with you to provide quality care for your child.

The purpose of this handbook is to provide families with an overview of our society and centre operations. It provides a foundation of information for staff and families who are working together, based on generally accepted early childhood practices and principles.

PCDS board and staff are committed to creating and maintaining cooperative, collaborative partnerships with families. If you have questions or suggestions regarding the society or centre, please do not hesitate to bring them to the attention of the centre staff. Your feedback is important to us as we strive to meet your childcare needs.

Once again, a warm welcome to the families of the Port Coquitlam Daycare Society!

## **Society Overview**

The Port Coquitlam Daycare Society was established on May 5, 1975, to provide child care services for parents and children residing in Port Coquitlam. Our centre is a non-profit, charitable organization registered under the B.C. Societies Act located in the Meridian Village housing complex, which is owned and operated by the Metro Vancouver Housing Corporation.

### **A. Goal**

The goal of the society is to develop and deliver an integrated and comprehensive continuum of childcare services that reflect family and community values and needs by providing childcare programs which:

- Are of exemplary quality and reflect the best available knowledge of early childhood development.
- Reflect the diversity of the community, are culturally competent, and include children who require a range of support.
- Are accessible, affordable, and flexible.
- Provide administrative and financial accountability, and long-term financial viability.
- Provide a supportive working environment.
- Support unique programs and facilities that operate in a manner which is consistent with the society's overall goals and objectives.

### **B. Objectives**

The objectives of the society are to:

- Encourage, develop, and maintain an ongoing relationship with the city of Port Coquitlam and Metro Vancouver Housing Corporation.
- Encourage parent input through decision-making and in day-to-day programming, where appropriate.

### **C. Board of Directors**

The board of PCDS is made up of both parents and community members. The board of directors is responsible to the members of the society, who are the families of the children enrolled in PCDS operated facilities. Our board of directors is composed of the following positions: President, Vice-President, Secretary, Treasurer and Members at large.

### **D. Members Families**

Upon registering at a PCDS facility, parents and the society enter into an agreement whereby both parties agree to work together for the benefit of the families and the childcare facility. Parent participation is an integral part of PCDS's goals and objectives. All registered families are members of the Port Coquitlam Daycare Society and must fulfill certain responsibilities to keep their membership in good standing.

### **E. Annual General Meeting**

One member of each family registered is required to attend the Annual General Meeting. Sign up sheets will be posted prior to the meeting. A \$2.00 society membership fee will be collected once per year from each family.

The Constitution, Bylaws and Minutes of the Board Meetings of the Port Coquitlam Daycare Society can be viewed in the office. Please make an appointment with office staff to view them.

### **F. Volunteer Duties**

All families are asked to participate in volunteer duties. Volunteer duties may include board representation, participation on committees of the board, fundraising activities, clerical duties, cleaning, weekly laundry, maintenance work, etc.

### **G. Finances**

We are a part of the Child Care Operating Funding Program (CCOF) which includes the Child Care Fee Reduction Initiative Program and Wage Enhancement Program. We also utilize the Affordable Child Care Benefit Program to ensure families are receiving the lowest possible fees. Please speak to office staff about this funding if you need more information.

### **H. Registration and Fees**

**All new clients are required to pay a one-time registration fee, deposit, first month fees, and fully complete registration forms in order to secure your space. Note that there will be NO REFUND for ANY REASON once payments are made.**

When space is available for you to register your child between the first and the 15<sup>th</sup> of the month, the full monthly fee is required to secure your space. If the space is available on or after the 15<sup>th</sup> of the month, half of the monthly fee is required.

Thereafter, monthly fees are due in the office on the 1<sup>st</sup> day of each month in the form of e-transfer. If fees are not received by the 1<sup>st</sup> of each month a \$10.00 late fee will be applied to your account. If fees are not received by the 5<sup>th</sup> of each month, services will be suspended until full fees are paid. Authorization for an alternative payment schedule must be approved in advance by the administrator or Manager.

If outstanding fees have not been paid, and if a payment schedule acceptable to the society has not been made and adhered to, the Society may commence legal proceedings and/or turn the account over to a collection agency. Any costs of securing payment will be the responsibility of the client.

The centre operates on monthly budgeting and full enrolment. To reserve a childcare space, full fees must be paid for any period for which the child is away from the centre, including vacation, sickness, or other absence. In the case of new enrolment, fees are pro-rated.

Monthly receipts will be issued for cash payments only. Your e-transfer receipt will act as monthly receipts. Yearly income tax receipts will be issued in February for the previous year.

## **I. Withdrawal or Change of Status**

One month's written notice must be given on or before the 1<sup>st</sup> of the month to withdraw a child from the centre. Payment of one month's fee may be given in lieu of notice.

A child will be considered actively registered until the end of their final month (whether you choose to use the space or not).

## **General Program Information**

The Port Coquitlam Children's Centre and The Port Coquitlam Daycare are group childcare facilities licensed by the Community Care Licensing Authority under the Community Care and Assisted Living Act. PCDS always maintains appropriate program legal liability insurance for all programs.

The Port Coquitlam Children's Centre is licensed to care for 53 children between the ages of 2 1/2 and 5 in 3 Daycare programs and 20 children between the ages of 5 and 10 in the School Age program.

### **A. Philosophy**

Our philosophy is based on the knowledge that children learn through play. The environment is thoughtfully set up with many success-oriented opportunities to encourage growth of the "whole child" through art, science, literature, music and free play.

The program is designed so the children will have many different positive experiences. Each child will have the opportunity to develop socially, emotionally, mentally, and physically in a safe, inclusive, happy, and natural environment.

We strive to increase each child's natural curiosity about the world around them and we model how to be environmentally responsible. The program reflects a natural setting to play in and explore. It includes plants, natural materials, and resources with an emphasis on recycling and resourcefulness. We take a collaborative approach within our centre and welcome everyone's input and ideas to continue to promote environmental education for children.

We encourage autonomy, self-confidence, and responsibility by instilling problem-solving skills, modeling independence, and encouraging individuality. We acknowledge the children's accomplishments and always validate the child's emotions. Doing this, shows the children that they are smart, they are unique, and they are important!

## **B. Staff**

Reporting to the board of directors, the administrator is responsible for ensuring that high quality childcare services (as defined in the goals and objectives of the society) are provided to support children and families in the communities served. The administrator is responsible for facilitating and maintaining appropriate consultation and collaboration with all partners - families and children, staff, board, Metro Vancouver, community members, and for providing the management required to carry out the policy decisions of the board of directors. The centre administrator is responsible for planning and overseeing the day-to-day operations of the centre, including the staff team, parents, and facility liaisons. PCDS is committed to developing an effective and flexible staff team.

All supervising staff members are licensed in the field of Early Childhood Education or carry equivalent degrees or certificates appropriate to their specific program. All staff must hold a current first aid certificate and participate in the criminal record search process under the Criminal Records Review Act. All staff must attend professional development courses, seminars, and conferences to keep up to date in the field of childcare. Our staff is always available to discuss the progress of your child and is open to any suggestions that might make the centre a more meaningful experience. If you have a particular skill or talent you might like to share with the children, or even some available time, please mention it to one of the staff.

Substitute childcare staff will be called in when regular staff are away for reasons of illness, professional development, vacation, or administrative duties. The centre maintains a list of substitute staff and the supervisors provide information and direction to substitutes, giving priority to those who have frequently worked at the centre and therefore know the children.

PCDS also welcomes practicum students undergoing training in early childhood education. We co-ordinate with teaching institutions to place practicum students into our centre and assist them with their learning.

## **C. Waiting List and Enrolment**

The Port Coquitlam Daycare Society maintains a waiting list for spaces, which generally operates on a first come, first served basis. However, priority will be given to the children of families already enrolled in the centre and of families living in the Meridian Village Housing Complex.

## **D. Days and Hours of Operations for All Programs**

Our childcare centre is open Monday to Friday, with exception of the following holiday closures:

**New Year's Day**

**Family Day**

**Good Friday**

**Easter Monday**

**Thanksgiving Day**

**Remembrance Day**

**Canada Day**

**Labor Day**

**Victoria Day**

**Truth & Reconciliation Day**

**We are also closed for one-week preceding BC Day and closed from December 24<sup>th</sup> until the first working day in January.**

The centre also closes at noon for staff professional development twice per year. One day in May and one day in October. All Daycare children will need to be picked up by noon and there will be no pickup of School Aged Care children on those days.

### **Additional Closures for Daycare 2 Program**

In addition to the above, the Daycare 2 Program follows the School District 43 calendar from September to June and is closed for July and August, 6 professional days, school holiday closure days, and all of spring break. There are no fee reductions for any of these closures.

### **Additional Closures for School Age Program**

In addition to the above, the School Age Care Program will provide care for six Pro-D days, all of spring break, and July and August. There is an additional charge for all full days. We will not provide care for any additional school closures and we do not pick-up on early dismissal days. There is no fee reduction for school closures or early dismissal days.

## **E. Forms**

Licensing regulations and standard childcare practices require that several forms be completed by registered families and maintained at the centre. These forms include, but are not limited to:

- Parent/Society Agreement
- Registration Form
- Health and Personal Information Form including an Immunization Record
- Emergency Consent Card
- Permission for Outings and Picture Taking Forms
- Medication Administration Permission Forms

It is extremely important that all forms are kept up-to-date, particularly emergency and permission forms. Please notify staff immediately regarding any changes in information (e.g. telephone numbers, emergency contacts, custody information, allergies, etc.).

Information provided on these forms will be held in confidence under the Port Coquitlam Daycare Society Privacy Policy and will be released only as deemed appropriate by its representatives. Three small pictures must accompany the registration forms.

**Children will not be admitted until all completed forms and pictures are submitted.**

### **F. Gradual Entry**

Starting at a new childcare centre is an important event in your child's life. For some children this will be their first large group experience. Gradual entry is a common childcare process where the amount of time spent in care gradually increases, while your child gets comfortable in their program. Each child's gradual entry schedule will be established based on your child, and classroom, needs. Gradual entry schedules are set up by their program's supervisor.

**If, for any reason, PCDS is not a fit for your child, NO REFUNDS will be provided.**

## **Health and Safety**

PCDS maintains high standards of health and safety practices for the children and staff. We are a well-maintained, clean, and safe environment to best support the development of each child. We follow all BC Health and Safety guidelines.

### **A. Illness**

**Children who are not well enough to participate in all program activities, both indoor and outdoor, should not attend the centre.** If your child contracts a communicable disease, notify staff immediately so that other families can be alerted.

The following are definite indicators that a child should **not** be at the centre:

**A developing or acute cold** - with listlessness, fever, runny nose and/or eyes, coughing, sore throat. Once temperature, energy and wellbeing are normal, children are welcome to return to care.

**Difficulty in breathing or persistent, hacking cough** - children with a persistent hacking cough cannot participate in the program as this increases the risk of spreading germs.

**Pain** - any complaints of unexplained or undiagnosed pain.

**Fever** - over 38.1 degrees Celsius (100.5 degrees Fahrenheit).

**Headache or stiff neck** - should see a physician.



**Communicable disease, infected skin, undiagnosed rash or open cold sore** - requires a doctor's note stating the above medical conditions are not contagious to be able to return to the centre. If contagious, please notify us of your child's condition so other families can be informed and take precautions.

**Vomiting, Diarrhea or stomach cramps** - a child cannot come to daycare if they have had the above symptoms in the last 48 hours. If your child becomes sick during the daycare/school day, they cannot return the next day.

**Pink Eye** - a child cannot come to the daycare if they have pink eye. They can return 24 hours after they have started antibiotic treatment.

Because children often become ill rapidly, it is essential that families can be reached by telephone during childcare hours. In the event a child becomes ill, PCDS will provide him/her a quiet area to rest. The staff will assist and comfort the child until the parent arrives. While every effort will be taken to maintain a healthy environment, it is important for families to plan alternate arrangements in the event their child becomes ill.

**If a parent is not available to pick up the child within one hour of the phone call, an alternative emergency contact should be designated.**

**PCDS will not deliver or pick up sick children from public schools.**

**Children must be symptom free prior to returning to the child care centre. A doctor's note may be required.**

### **B. Head Lice**

All children enrolled at PCDS are required to participate in regular head lice checks when needed by a staff member. If head lice or nits are found on a child, the parent is contacted and must come pick up their child. A notice is posted for all parents at PCDS stating a confirmed case of head lice has been found in the centre. Staff will then follow PCDS procedures to help stop the spread of head lice in the centre.

The child with head lice will be allowed to return to the centre once the 1st lice treatment is completed and **all nits are removed**. Upon arrival, **a staff member must check the child's head to make sure all nits have been removed and the parent must sign a Lice Treatment Form, which will be provided.**

After the 1st lice treatment has been completed, a staff member will check the child's hair upon arriving at the centre, every morning for a full 2 weeks from the first treatment date. **If at any time during these checks nits (eggs) are found, the parent will be contacted to pick up the child.**

### **C. Immunization Policy**

When you register your child with our centre, you must fill out the Immunization Record provided in the registration package.

**If your child is not immunized, and a communicable disease is present in the centre, you will be notified immediately by telephone to discuss next procedures. If your child needs to be away from the centre, during the period of the outbreak, full fees are still due.**

#### **D. Administration of Medication**

PCDS will administer both prescription and non-prescription medication to children in accordance with the regulations. For non-prescription and prescription medication families are required to provide:

- Written authorization, including the dosage and times the medicine is to be given must be completed on a medical consent form.
- Medication in the original container, clearly labeled with the child's name, name of medication, the dosage, the date and the instructions for storage and administration of the medicine.

**Please note a “Prescription/Non-Prescription Medical Form” is to be filled out to allow staff to administer both prescription or non-prescription medications. Please hand any medication to staff.**

**\*\*\* Medication is not to be left in lunch kits or backpacks\*\*\***

#### **E. Emergency Procedures**

##### Injury and Illness

If your child is seriously injured or becomes ill, you will be notified by telephone immediately. If we cannot reach you, your alternate contact person will be called. In the event of an emergency/accident, when the parent cannot be reached, the parent gives the Society the permission to conduct treatment as necessary. This will be at the parent's expense and without incurring any legal or financial liability. When the parent is contacted, the responsibility for treatment becomes that of the parent and their direction will be followed.

##### Power Outages

In the event of a power outage, we will continue to provide childcare until all children are picked up. If we are informed that the power outage will continue throughout the day, we will contact parents and request they pick up their children as early as possible. In the event the power is out more than one business day, we will close the centre until the power is back on.

##### Emergency Closures

**In the event of an emergency public school closure: WE WILL NOT WALK OR DRIVE TO PICK UP CHILDREN FROM ANY PUBLIC SCHOOL FOR ANY REASON.**

### Extreme Weather Conditions

The PCDS will follow the public-school closures of School District 43 due to extreme weather. If schools are to be closed before morning classes begin, an announcement will be made on local radio stations CKNW (980), CKWX (1130) and CBC (690) by 8:00 a.m. if possible.

**In the event you have dropped your child off before the announced closure, YOU WILL BE CONTACTED AND MUST RETURN TO PICK UP YOUR CHILD.**

**In the event the public school closes during school hours, THE CENTRE WILL NOT PROVIDE PICK UP SERVICE TO ANY CHILDREN.**

## Nutrition

### **A. Lunch and Snacks**

PCDS is committed to promoting the health and well-being of all children in our care. We realize that the best way to do this is to work in partnership with parents.

We encourage healthy lunches, snacks, and beverages. Although we schedule snacks and lunch at certain times, children will be allowed to eat when they are hungry.

**We do not have the ability to heat up children's lunches. For warm meals, please send warm food in a thermos.**

**We also do not store lunches in our refrigerator. All child lunch kits must be insulated with an ice pack every day, to maintain internal food safe policies.**

**Please label all containers with your child's name.**

**Mabel's Labels** is a company that sells colorful, indestructible, and easy to use labels. They have Iron-On, Stickies, Bag Tags, ID Wristbands, Allergy Alert labels and more. You can personalize your labels with names, nicknames, initials-whatever you choose. They are dishwasher, microwave, laundry safe and kid tested. Please visit <https://mabelslabels.ca/en-CA/fundraising/support> and search Port Coquitlam Daycare Society to order. Orders are dispatched within 24 hours and a portion of the proceeds come back to us.

### **B. Birthdays/Special Occasions**

We will celebrate your child's birthday on their special day. Please feel free to send a purchased fruit and/or veggie tray. To celebrate other special occasions and holidays, the staff will post a sign-up list of supplies needed. Please only bring what is asked of you.

**All items must be store bought and in their original packaging, with expiration date clearly labeled. You must provide a dated receipt for all baked goods. WE CANNOT ACCEPT HOME BAKED ITEMS OR PRE-CUT FOODS.**

### **C. Special Diets for Individual Children**

It is the responsibility of the parent to inform the facility of your child's special dietary needs. Parents shall provide food for special diets for their children.

Staff are aware that cultural factors affect how and what children eat. PCDS will also take into consideration that cultural differences will affect food choices. If there is any information around your child's dietary needs, please share.

### **D. Life Threatening Food Allergies**

It is the responsibility of the parent to inform the facility of their child's allergies. Parents must fill out the allergy signs and symptoms information section, located on the registration form. Please provide as many details as you can, so staff can ensure the child's allergy is handled safely and appropriately. **If the allergy is life threatening, the parent must fill out the "Medical and Allergy Emergency Plan" form.**

## **Peanut Butter/Nutella/Nut butter Restriction**

**We ask that parents DO NOT send peanut butter, Nutella, or other nut butter products (ex. Almond butter) in snacks or lunches. We have several staff and children in the centre with allergies and find these products challenging to control.**

### **E. Kitchen Standards and Food Safety**

PCDS will maintain a high standard of food safety by ensuring all Food Safe requirements are being followed.

All potentially hazardous foods including those that are high in protein, moist and have a neutral pH will be stored in a refrigerator that is equipped with a thermometer (temp. <4°C). All utensils and dishes will be washed, rinsed, sanitized, and stored according to Food Safe procedures. Safe food handling practices are required for all food preparation.

## **Program Elements**

### **A. Guidance**

Our guidance objective is to help children acquire the skills they need to:

- Problem solve and resolve conflict.
- Develop social skills.
- Gain emotional regulation.
- Build confidence.
- Maintain dignity.

We will ensure that no staff subjects a child to:

- Shoving, hitting, shaking, spanking, pulling of arm or hand, or any type of physical guidance.
- Any form of corporal punishment
- Harsh, belittling or degrading treatment, whether verbal, emotional or physical, that would humiliate the child or undermine the child's self-respect.
- Confined, physically restrained, or kept, without adult supervision, apart from other children.
- Deprived of meals, snacks, rest, or necessary use of the toilet as a form of punishment
- Emotional, physical, or sexual abuse or, physical or emotional neglect.

We strive to help every child reach their full potential by assisting them in their social, emotional, and physical development and growth.

We will always try to guide the children by talking to them using problem solving, modeling and redirection. If the child's behavior, or the level of intervention, escalates, a parent meeting will be set up to discuss further steps to support the child. Further steps may include outside intervention from community resources or from a medical practitioner.

## **B. Conflict Resolution**

Families are encouraged to discuss any questions or concerns they have regarding the childcare program with staff. As all staff are directly involved in providing care for the children, they may suggest that an appointment be made if lengthier discussions are required. The board and staff of PCDS are committed to working cooperatively with families when any concerns arise.

- If a concern arises between an individual staff and a family, they are encouraged to discuss the issue openly and attempt to reach a mutually acceptable resolution. If the issue is not resolved to the satisfaction of both parties, the program supervisor is contacted. If mutual resolution is not achieved at this level, the manager may become part of the process.
- If a family is concerned about programming, they are encouraged to discuss this concern with the supervisor of the program in which their child is enrolled. If a resolution cannot be reached, the manager will be contacted.
- If a concern arises from a board policy or decision, the family is encouraged to contact the administrator and openly discuss the issue. If a mutually agreed upon resolution is not possible, a board representative will be contacted.
- If a family's concern cannot be addressed through any of these steps, they may choose to withdraw their child. If so, the withdrawal policy is applicable.

### **C. Suspected Child Abuse**

If staff has reason to suspect abuse or neglect of a child, this concern will be reported to the Ministry for Children and Families as required by law.

### **D. Clothing and Possessions**

Part of every day is spent participating in a variety of art and play activities. Although the centre uses washable paints, there is no guarantee that clothing will not become stained. Please leave “good clothes” at home.

Please send your child in comfortable clothing appropriate for the weather. We play outside, rain or shine. In the winter, please ensure that your child has a hat, mitts, and warm outer clothing. In summer, please provide a sunhat and sunscreen. **Absolutely, no flip flops - All shoes must have a back strap.**

**Please label all possessions (each item) to be left at the centre with your child’s name.**

PCDS has a limited supply of extra clothing and if your child wears this home, please launder, and return to the centre. Please make sure that your child always has a change of clothing at the centre.

### **E. Rest Time**

Rest time is a healthy part of a child’s development. Children in our Daycare 1 and 3 programs have a rest time each day after lunch. Older children who do not need sleep, may rest on their mats for a short period of time and/or may stay up and do a quiet activity, if space allows.

### **F. Excursions and Field Trips**

Simple nature observations help to widen the child’s horizons by providing information about the world around them. Spontaneous walks happen regularly, and the staff escorts the children on many outings in the vicinity of the centre. Families pre-sign a permission form to cover such trips. A “Permission for Outings” form is included in your registration package. Other field trips will be taken throughout the year, and you will be notified well in advance. Parents will need to sign a “Parent Consent” form as these trips will be on public transit, school bus or involve a booked tour.

### **G. Photo Taking**

Staff will take pictures of children, often during the day, when they are engaging in activities for the families to see on Brightwheel. Additionally, practicum students may take pictures for school assignments. You will find a “Picture taking Permission” form that requires your signature in your registration package. If you have any questions or concerns, please speak with a staff member. **No pictures or video will be added to any social media websites.**

## **H. Active Play**

It is recommended that active play and physical movement be incorporated in the childcare environment daily for a total of 120 minutes. This will include facilitated play directed by staff and could include group games such as soccer, follow the leader, tag, etc. Also included will be non-facilitated play like balance beams, catching, throwing, kicking, skipping, hopping, building block towers, dancing, etc.

Children enrolled in our **daycare programs** (2.5 – 5 years) will participate in a minimum of 60 minutes per day of outdoor active play (indoor active play is acceptable when weather is poor or outdoor physical space is limited). Active play may be accumulated through 15-minute portions of time throughout the day or provided continuously.

Children enrolled in **the school age care program** (5 – 10 years) will participate in 60 minutes of outdoor active play (indoor active play is acceptable when weather is poor or outdoor physical space is limited).

## **I. Screen Time**

Children enrolled in our childcare centre will not have daily screen time but when engaged in any screen time, they will be exposed to no more than 30 minutes in one day. Screen time will never be offered to children under two years of age.

## **J. Music**

All programs in the centre listen to a variety of music that teachers have screened for appropriate lyrics. Children who bring in their own music from home must have the music screened by a teacher before playing it for the group. Teachers are always evaluating and listening to the lyrics of the music played in the centre. If they decide at anytime the music is inappropriate, it will be shut off or the song is changed.

## **Arrival and Departure**

### **A. Drop off and Pick-up of Children**

When registering your child, you will be given a set drop off and pickup time. An adult must accompany children when coming to the centre or leaving the centre. The accompanying adult must sign in/out via the Brightwheel app or centre tablet every day. **Children will only be released to an authorized person(s) listed on the registration form. If someone is coming to pick up your child who is not on the list, you must phone the centre or message via Brightwheel to let them know who is picking up your child. Please let your pickup person know that they must bring photo identification to show staff or staff will not let your child go.** The minimum age for a person to pick up your child is 12 years old.

Please call the centre or message via Brightwheel **by 9:30 a.m.** if, for any reason, your child will not be attending the program that day or if they are arriving late. If you are detained and will therefore be late picking up your child, please phone the centre or message via Brightwheel to let the staff know when to expect you. You may be required to pay a late pick up fine (see Late Pick Up section)b

### **B. Alleged Impaired Person Arriving to Pick up a Child.**

If an authorized individual appears incapable of providing safe care to a child (ex. intoxicated by alcohol or drugs) the staff person in charge will offer to call a relative, friend or taxi to pick up the person and child. If the person declines the ride the staff will call the RCMP and contact the Ministry of Children and Families.

### **C. Late Pick Up**

Late fines apply to families when the child is picked up late. The fine is **\$10.00 for being late and \$1.00 per minute you are late.** Consistent late pick-ups may result in notice of withdrawal of services being issued by the Port Coquitlam Daycare Society.

**Children will not be sent home in taxis unless accompanied by an adult. Under no circumstances are staff permitted to pick up or drive children home.**

If a child is not picked up **2 hours** after their designated pick-up time, he/she is considered abandoned and, if a family member has not contacted the centre, staff **must** carry out the following procedures:

- A staff member will phone your home or place of employment. If there is no answer the alternate person or emergency contacts listed on your registration form will be contacted.
- If no one can be contacted the Ministry for Children and Family Development (MCFD) and/or the Port Coquitlam RCMP will be called to come and pick up your child. The appropriate action will be taken to ensure the safety and well-being of the child.

### **D. Unauthorized Person Arriving to Pick up a Child.**

If an unauthorized person arrives to pick up a child, staff will try to contact the parent to verify if they can take the child. If no contact is made or the parent declines the person to pick up the child, the staff will ask the person to leave the building. The child will stay in the centre with the staff. If the person refuses to leave, staff will call 911.

### **E. Legally Restricted Person arriving to Pick up a Child.**

If a Legally Restricted Person arrives to pick up a child, staff will ask the person to leave the building immediately and notify the proper authorities. If the person is uncooperative, staff will call 911.

Thank you for taking the time to read our **Family Handbook.** Please keep it handy for easy reference during your child's stay at the centre.

**Again, Welcome to the Port Coquitlam Daycare Society!!!**