

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 child care 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. The Port Coquitlam Children's Centre and The Port Coquitlam Daycare are located in the Meridian Village housing complex, which is owned and operated by the Metro Vancouver Housing Corporation. We are grateful to Metro Vancouver for offering the premises.

All centres are operated by a non profit, charitable organization registered under the B.C. Societies Act as The Port Coquitlam Daycare Society.

A. Goal

The goal of the society is to develop and deliver, with meaningful parent involvement, an integrated and comprehensive continuum of child care services that reflect family and community values and needs. In order to achieve this goal, the society will endeavor to provide child care programs which:

- Are of exemplary quality and reflect the best available knowledge about early childhood development.
- Reflect the diversity of the community, are culturally competent, and include children who require a range of supports.
- Are accessible, affordable, and flexible.
- Provide for 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.
- Expand existing programs to provide more child care spaces in the Port Coquitlam and surrounding communities.

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 child care 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 in order 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

As with most child care programs, the majority of funding comes from parent fees. We are enrolled in the Child Care Operating Program which consists of the Fee Reduction Program, The Affordable Child Care Benefit Program and the Wage Enhancement Program. Please speak to office staff about this funding if you need more information.

H. Fees

The centre operates on monthly budgeting and full enrolment. In order to reserve a child care space, full fees must be paid for any period of time 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

There is a non-refundable registration fee to enroll in any of the programs offered by the PCDS and a deposit may be required to hold a child care space. Fees are due in the office on the 1st day of each month in the form of e-transfer. If fees are not received by the 1st of each month a \$10.00 late fee will be applied to your account. If fees are not received by the 5th 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.

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 the 1st of the month to withdraw a child from the centre. Payment of one month's fee may be given in lieu of notice.

If an increase or decrease in the number of days a child attends PCDS is desired, or if the days of attendance need to be changed, please contact the centre staff.

General Program Information

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

The Port Coquitlam Children's Centre is licensed to care for 25 children between the ages of 2 1/2 and 5 in the Daycare program, 29 children between the ages of 5 and 12 in the School Age program and 20 children between the ages of 2 1/2 and 5 in the Preschool 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 the 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. In doing this, it 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 child care 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 child care. 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 child care 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 the opportunity to participate in the practicum portion of training programs for early childhood education students. The supervisors co-ordinate with teaching institutions the placement of practicum students into the centre and ensures adequate staff supervision for practicum students.

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 children of families already enrolled in the centre and of families living in the Meridian Village Housing Complex.

D. Days and Hours of Operations

Our child care centres are open Monday to Friday, 7:00 a.m. to 5:30 p.m., 12 months per year with the 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

BC Day – one week before this day (no fee reduction)

Christmas Eve – first working day in January (no fee reduction)

E. Forms

Licensing regulations and standard child care practices require that a number of 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 child care centre is an important event in your child's life. For some children this will be their first large group experience. In order to assist families with the transition to a new child care centre, the program supervisor on a family-by-family basis can arrange gradual entry. Gradual entry is a common child care process where during the child's first week, they attend the centre with a gradual build up of hours each visit.

Health and Safety

COVID-19 PROCEDURES ARE ATTACHED AND SHALL REPLACE OUR GENERAL HEALTH AND SAFETY PROCEDURES UNTIL FURTHER NOTICE.

PCDS encourages excellent health and safety practices for the children and staff. A clean, well-maintained and safe environment, balanced with nutritious food and opportunity for both rest and exercise is provided. Children wash their hands before and after eating, and wash their hands after using the toilet.

Information on common infections in the child care setting is available on the Parent Information board.

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 at once 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 well being are normal, coughing and runny nose may continue without the child being infectious.

Difficulty in breathing or persistent, hacking cough - children with a persistent hacking cough cannot participate fully in the program and increase the risk of spreading germs.

Pain - any complaints of unexplained or undiagnosed pain.

Fever - over 38.1 degrees centigrade (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 24 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 child care hours. In the event a child becomes ill, PCDS will provide him/her a quiet area to rest on a couch/mat, etc. 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 alternate emergency contact should be designated

PCDS will not deliver or pick up sick children from the 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 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 for nits until no eggs are found.

If at anytime 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. You will also be given written notice upon arrival or drop off.

If you choose to keep your child 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.

We ask that you provide the pharmacy information letter with the medication stating procedures for reactions to the medications.

Please note a “Parental Consent for Medication” is to be filled out to allow staff to administer both prescription and 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 child care 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 so for warm meals, please send a thermos. 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 www.portcoquitlam.mabelslabels.com to order. Orders are dispatched within 24 hours and portion of the proceeds come back to us.

An ice pack must be sent in your child's lunch each day in order to maintain internal food safe policies.

B. Birthdays

We will celebrate your child's birthday on their special day. Please feel free to send a purchased fruit and/or veggie tray. **You must provide the dated receipt and products must be store bought and in original packaging. WE CANNOT ACCEPT HOME BAKED ITEMS OR PRE CUT FOODS.**

C. Special Occasions

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. **Products must be store bought and in original packaging. You must provide a dated receipt to verify date of purchase. WE CANNOT ACCEPT HOME BAKED ITEMS OR PRE CUT FOODS.**

D. 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 the food for special diets for their children.

Parents and 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.

E. 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 detail 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 "Life Threatening Allergy" form.**

The child with the life-threatening allergy needs to know:

- How and what to tell staff when the child is having an allergic reaction.
- What they can and cannot eat.
- Where the emergency medication is kept in the centre for them.

Peanut Butter/Nutella Restriction

We ask that parents DO NOT send peanut butter or Nutella products in snacks or lunches. We have several staff and children in the centre with allergies and find these products challenging to control.

F. 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 procedures in Food Safe 1 & 2. 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 resolve conflicts:

- In socially acceptable ways
- To the child's own satisfaction
- Without loss of pride

We will ensure that no child is subjected 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 to physical or emotional neglect

We want to facilitate children’s development of self-control, self-confidence, and ultimately self-discipline. To this end we actively encourage verbal expressions of feelings and assertion of felt needs.

We will always try to guide the children by talking to them using problem solving, modeling and redirection. If the child’s behavior escalates or the level of intervention is unusual for that child, a parent meeting will be set up to discuss further steps to support the family. 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 child care 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 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 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 hat 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 them to the centre. If your child wears daycare clothes home this means that they have no spare clothes at daycare so please fill your child's spare clothes basket.

E. Rest Time

Rest time is a healthy part of a child's development. Children in the 2 1/2 - 5 daycare program have a rest time each day after lunch. Older children (4-5 years) who do not need sleep may rest on their cots or mats for a short period of time and/or may stay up 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

We may take pictures or video of your child. Examples of this may be during a "family theme", for special occasions, or practicum students taking pictures of the children involved in an activity. 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 active play and physical movement should be incorporated in the child care environment throughout daily routines and activities for a total of 120 minutes. These will include facilitated play directed by staff such as group games, 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 the **daycare program** (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 **2.5 hour preschool program** (3 – 5 years) will participate in 30 minutes of outdoor active play (indoor active play is acceptable when weather is poor or outdoor physical space is limited).

Children enrolled in the **4 hour preschool program** (3 – 5 years) will participate in 40 minutes of outdoor active play (indoor active play is acceptable when weather is poor or outdoor physical space is limited).

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 child care 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.

J. Music

All programs in the centre listen to a variety of music that teachers have screened for appropriate lyrics. The radio will not be played in any programs. Children who bring in their own music from home must have the music screened by a teacher before playing it for the group.

Arrival and Departure

COVID-19 DROP OFF AND PICK UP POLICIES ATTACHED AND SHALL REPLACE OUR GENERAL ARRIVAL AND DEPARTURE POLICIES UNTIL FURTHER NOTICE.

A. Drop off and Pick up of Children

An adult must accompany children when coming into the centre or leaving the centre. No child is to be dropped off or picked up outside the building. The accompanying adult must fill in the sign in/out sheet every day.

Children will only be released to an authorized person that is listed on the registration form. If someone is coming to pick up your child who is not on the list, you must phone (not email) the centre to let them know who is picking up your child. Please let your pick up person know that they must bring identification with them to show to staff or staff will not let your child go. The minimum age for a person to pick up your child is 12 years.

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

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!!!