

Dear Families,

On behalf of the Board of Directors and staff at Port Coquitlam Daycare Society (PCDS), we warmly welcome you to our community! We are excited to partner with you in providing a nurturing, enriching, and high-quality childcare experience for your child.

This handbook is designed to give you an overview of our society's mission, values, and daily operations. It serves as a guide to help you understand our policies, procedures, and the collaborative relationship we strive to build between families and our educators.

At Port Coquitlam Children's Centre, we believe in open communication] and strong partnerships with families. Your questions, suggestions, and feedback are always welcome and we encourage you to connect with our team at any time. Together, we can create a positive and supportive environment where your child can thrive.

Welcome to Port Coquitlam Children's Centre

MARCH 2025

Fees & Registration

To secure your child's enrolment at Port Coquitlam Children's Centre, the following fees are required:

Registration Fee: \$50.00

Deposit: \$200.00

First Months Fees: Inclusive of Child Care Fee Reduction Initiative (CCFRI) (Program Dependent)

Society Membership Fee: \$2.00 collected annually - March

Please note: Once payments are made, no refunds will be issued.

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. We are in the Meridian Village housing complex, which is owned and operated by the Metro Vancouver Housing Corporation.

Goals

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.

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.

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.

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.

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.

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.

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.

Registration & Fees

To secure a childcare space, all new clients must:

- Pay a one-time registration fee \$50.00, deposit \$200.00, and first months fees
- Submit fully completed registration forms

Important: All payments are non-refundable for any reason.

Fee Structure

- If registering between the 1st and 15th of the month, the full monthly fee is required.
- If registering on or after the 15th, half of the monthly fee is required.
- Monthly fees are due on the 1st of each month via e-transfer.
- A \$10 late fee per day will apply if fees are not received by the 1st.
- If fees are unpaid by the 5th, services will be suspended until full payment is made.

Alternative payment schedules must be approved in advance by the Administrator or Manager.

If fees remain unpaid and an acceptable payment plan is not arranged, the account may be sent to a collection agency and/or legal action may be taken. Any collection costs will be the responsibility of the client.

Fee Increase Notification & Disclaimer

Please be advised that fees are subject to increase at any time to reflect the rising costs of operation, staffing, supplies, and overall service quality.

In the event of a fee increase, families will receive a minimum of 30 days written notice. Continued enrolment at our centre confirms your acceptance of any updated fee structure.

Child Absences & Payments

Monthly fees are required in full, regardless of absences, to ensure your child's placement remains secured. As the centre operates on a monthly budget and full enrolment policy, fees must be paid during vacations, sickness, or any other absences.

Withdrawal Notice or Change of Schedule

A one-month (4 weeks) written notice is required if you choose to withdraw your child from the centre. Failure to provide this notice will result in forfeiture of the initial deposit. This notice should be submitted by the last day of the month preceding your child's final month of enrolment. If such notice is not provided, you will be responsible for paying one months fees in lieu of notice. Fees for the final month are due in full, and partial months attendance will not be refunded. Please note that if a deposit was paid, it will be applied to your last months fees only if proper notice is given.

*For children aged 5 and those transitioning to kindergarten, care will conclude on the last day of June prior to their kindergarten year. School Age Care is not guaranteed and requires placement on our Waitlist. For children aged 10 transitioning to grade 5, care will conclude on the last day of June prior to their grade 5 year.

Centre Closures

The centre will be closed on **ALL** statutory holidays and **Easter Monday**. The centre also closes twice annually - one week during December, returning the first working day of January as well as one week in the summer (typically the last week of July). The centre closes at noon for staff meetings and/or professional development 2 times annually.

* **There are no fee reductions for any of these closures.**

Receipts

Monthly receipts are issued for cash payments only.

Your e-transfer confirmation serves as your monthly receipt.

Annual tax receipts are issued in February for the previous year.

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.

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, modelling 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!

Staff & Administrator

The Centre Administrator, reporting to the Board of Directors, is responsible for ensuring high-quality childcare services that align with the society's goals. This includes overseeing daily operations, managing staff, collaborating with families and community partners, and implementing board policies.

PCDS is committed to building a skilled and adaptable staff team. All supervising staff hold Early Childhood Education (ECE) licenses or equivalent qualifications, maintain current first aid certification, and undergo criminal record checks. Staff also participate in ongoing professional development to stay current in the field of childcare. Our team is always available to discuss your child's progress and welcomes suggestions to enhance the centre experience. Substitute staff are brought in as needed for staff absences due to illness, professional development, vacation, or administrative duties. Priority is given to substitutes familiar with our centre and children.



PCDS also supports practicum students training in Early Childhood Education by coordinating with educational institutions to provide hands-on learning experience.

Wait List

The Port Coquitlam Daycare Society maintains a waitlist for available childcare spaces, primarily operating on a first-come, first-served basis based on the submission date on the form. However, priority enrolment is given to:

- Siblings of children who are **currently** enrolled in our programs
- Families residing in the Meridian Village Housing Complex

Hours of Operation & Centre Closures

☐ Daycare Program - Room 1
7:15am-5:15pm

☐ Daycare Program - Room 2
9:00am - 2:30pm

☐ Daycare Program - Room 3
8:00am - 5:00pm

☐ School Age Care Program (ages 5-10)
7am - 515pm

The centre will be closed on ALL statutory holidays and Easter Monday. The centre also closes twice annually - one week during December, returning the first working day of January as well as one week in the summer (typically the last week of July). The centre closes at noon for staff meetings and/or professional development 2 times annually. There are no fee reductions for any of these closures.

Daycare 2 Program Calendar

The Daycare 2 Program follows the School District 43 calendar from September to June and remains **closed** during July and August, as well as on:

Six professional development days

School holiday closures

Spring Break (2 weeks)

Please note: that fees are not reduced for any of these scheduled closures.

School Age Program Calendar

Our School Age Care Program offers care for six professional development (Pro-D) days, full spring break, and throughout July and August. **Full days of care are available at an additional cost and are not included in your monthly fees.** We do not provide care for unexpected school closures or early dismissal days.

To secure care for Pro-D days or holidays, you must sign up at least three full days in advance on the provided sign-up sheet. If you sign up and do not attend, you will still be billed unless you cancel at least 48 hours prior to the scheduled care day.

Please note: that fees are not reduced for any of the school closures or early dismissal days.

Required Forms & Updates

To comply with licensing regulations and childcare standards, families must complete and submit all required registration and consent forms before their child's admission. It is essential that these forms remain up to date, especially emergency and permission forms.

Please inform staff **immediately** of any changes, such as updated contact details, emergency contacts, custody arrangements, or medical information. All provided information is kept confidential under the Port Coquitlam Daycare Society Privacy Policy and will only be shared as necessary.

Children will not be admitted until all forms are completed in full.

Gradual Entry Process ●

Starting at a new childcare centre is a significant transition for your child, especially if this is their first experience in a group setting. To support a smooth adjustment, we follow a gradual entry process, where the time spent in care increases progressively as your child becomes comfortable in the program.

Each child's gradual entry schedule is determined by the program supervisor, considering both the child's individual needs and the classroom environment. We strongly recommend that parents do not remain in the program during gradual entry, as this can create confusion and make the adjustment process longer. Instead, we suggest a steady increase in attendance duration as outlined by the program supervisor.

It is important to note that separation anxiety is a normal and expected part of this transition for both children & parents. Some children may take longer to adjust than others, and our staff are experienced in providing the support and reassurance needed during this time. We also maintain open communication with parents and will keep you informed about your child's progress throughout their gradual entry period.

If, for any reason, PCDS is not the right fit for your child, no refunds will be provided.

Health and Safety Policies ●

At Port Coquitlam Daycare Society (PCDS), we prioritize the health and safety of both children and staff by adhering to stringent health and safety practices. Our facility is meticulously maintained to provide a clean and secure environment that supports each child's development. We strictly follow all BC Health and Safety guidelines to ensure the well-being of everyone in our care.

To ensure a healthy environment:

Participation: Children should only attend if they can engage in all activities, both indoors and outdoors.

Communicable Diseases, Infected Skin, Undiagnosed Rash, or Open Cold Sores: A doctor's note confirming that these conditions are not contagious is required for the child to return. If contagious, parents must inform us immediately so we can track and report symptoms as required by Child Care Licensing Regulations and inform families of precautions.

Indicators for Keeping Children at Home:

Cold Symptoms: Listlessness, fever, runny nose/eyes, coughing, sore throat.

Breathing Difficulties or Persistent Cough: Children with a severe cough should stay home to prevent germ spread.

Unexplained Pain: Any undiagnosed pain warrants keeping the child at home.

Fever: A temperature over 38.1 °C (100.5 °F) requires the child to stay home.

Headache or Stiff Neck: Consult a physician before returning.

Vomiting, Diarrhea, or Stomach Cramps: Children should be symptom-free for 48 hours before returning.

Pink Eye: Children can return 24 hours after starting antibiotic treatment.

An at a glance guide is provided to help navigate your child's symptoms and make informed decisions about whether or not they should attend.

KEEP ME HOME IF...



Children with certain illnesses or infections **MUST** remain at home to receive proper care and to prevent the spread of infection among other children and staff. Children should not attend daycare if they are unable to actively participate in daily activities (including outdoor play), have been given medicine to suppress symptoms, require a level of care that exceeds what teachers can safely provide, or have an infectious illness or disease. In the event that a communicable illness is confirmed within any program, families will be promptly informed.

An at a glance guide to navigating our illness policies and protocols upon returning to daycare after illness.

Symptom(s)	May return to daycare...
Fever 38.1 & above	A fever is classified as 38.1 C and above. The child may return 48 hours after the fever has abated <u>without</u> the use of medication.
Cold, Cough, Or Sore Throat	Nasal discharge must be clear, cough inconsistent and seldom and no unexplainable sore throat. Children with a persistent hacking cough and green/yellow nasal discharge cannot participate in the program as this increases the risk of spreading germs.
Vomiting, Diarrhea & Stomach Cramps	The child may return 48 hours after the last bout of diarrhea, vomiting and stomach cramps.
Unexplained Pain/ Discomfort/Rash	May return once the cause of pain/discomfort/rash is established and has been appropriately treated.
If the child has been prescribed antibiotics	May return 24 hours after their first dose of antibiotics with improving symptoms.
Ear Infection	May return 24 hours after their first dose of antibiotics with improving symptoms. Free of fluid draining from the ear, irritability and inability to participate.

Symptom(s)	May return to daycare...
Pink Eye Conjunctivitis	May return 24 hours after their first dose of antibiotics with improving symptoms. Free of pain, watery discharge or pus.
Hand, Food & Mouth Disease	May return with doctor's note - free and clear of all symptoms - mouth ulcers, open blisters, fever, rash, lethargy etc
Impetigo	May return with doctor's note - free and clear of all symptoms - on antibiotic ointment for 24 hours after the first dose.
Strep Throat	May return with doctor's note - free and clear of all symptoms - on antibiotics for 24 hours after the first dose.
Fifth's Disease	The child can return 48 hours after the fever has abated <u>without</u> the use of medication. Rash may potentially be present for 1 to 3 weeks.
Lice	Treatment of your choosing may be conducted - however child must be completely free and clear of all nits, eggs, and louse. Teacher/ Management will confirm clearance daily, upon return for a full 2 weeks after the first treatment.

Please note: We mindfully evaluate and observe carefully children exhibiting potential symptoms; and only call for retrieval if it is in the best interest of the health and wellness for all those on site. Maintaining a healthy, happy and safe atmosphere is of great importance to us and we appreciate your ongoing support in helping your fellow families and teachers stay in optimal health.

Retrieval of Sick Child

Should a child become 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.

Immunization Declaration

When you register your child with our centre, you must fill out the immunization declaration 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.

Administration of Medication

At Port Coquitlam Daycare Society (PCDS), we adhere to the Child Care Licensing Regulation of British Columbia to ensure the safe administration of both prescription and non-prescription medications to children in our care.

Requirements for Medication Administration:

Written Authorization: Parents or guardians must complete and sign a Medication Consent Form, specifying the medications name, dosage, and administration times.

Original Container: All medications must be provided in their original containers, clearly labeled with: The child's full name, Medication name, Dosage instructions, Date of prescription or purchase, Storage and administration guidelines

Important Guidelines:

Handing Over Medication: Parents must directly hand all medications to a staff member upon arrival. Do not leave medications in children's lunch kits, backpacks, or cubbies to prevent unauthorized access.

Self-Administration: If a child is permitted to self-administer medication, as per the parents instructions or the child's care plan, a staff member will supervise and document each administration.

Emergency Procedures for Injury and Illness

At Port Coquitlam Daycare Society (PCDS), the safety and well-being of your child are our top priorities. In the event of a serious injury or sudden illness, our protocol is as follows:

Immediate Notification: We will promptly contact you by telephone. If we are unable to reach you, we will call your designated emergency contact person.

Emergency Medical Attention: If immediate medical care is required and you or your emergency contact cannot be reached, PCDS staff will seek necessary treatment for your child without delay. This may involve contacting emergency services or transporting your child to the nearest medical facility.

Parental Responsibility: Once you have been notified, you assume responsibility for your child's medical care. We will follow your instructions regarding treatment and care. Any costs incurred for such medical intervention/ treatment etc will be the parents responsibility.

Consent for Emergency Treatment ●

By enrolling your child at PCDS, you grant permission for our staff to obtain necessary emergency medical treatment for your child when you or your emergency contact cannot be reached. Any costs incurred for such treatment will be your responsibility.

Maintaining Current Contact Information ●

To ensure timely communication during emergencies, please keep your contact information and that of your emergency contacts up to date. Notify us immediately of any changes.

Emergency Procedures ●

At Port Coquitlam Daycare Society (PCDS), we prioritize the safety and well-being of your children. Please familiarize yourself with our procedures regarding power outages, emergency closures, and extreme weather conditions:

Power Outages:

During Operating Hours: If a power outage occurs while children are in care, we will continue to provide childcare until all children are picked up.

Extended Outages: Should the power outage extend beyond one business day, the centre will close until power is restored.

Parental Notification: If informed that a power outage will persist throughout the day, we will contact parents to request the early pickup of their children.

Emergency Closures:

Public School Closures: PCDS will not provide transportation to or from public schools during emergency closures.

Extreme Weather Conditions:

Alignment with School District 43: PCDS follows the closure decisions of School District 43 (Coquitlam) during extreme weather events.

Closure Notifications: In the event of a closure, announcements will be made on local radio stations (CKNW 980, CKWX 1130, and CBC 690) by 8:00 a.m., if possible.

Parental Responsibility: If you have already dropped off your child before a closure announcement, you will be contacted and must return to pick up your child promptly.

No Pickup Service: PCDS will not provide pickup services from schools during school hours if closures occur after the day has begun.

Important Notes:

Stay Informed: Always check the official School District 43 website for the most current information on school closures.

Emergency Preparedness: Ensure that your contact information is up-to-date with PCDS to facilitate timely communication during emergencies.

Nutrition and Food Safety

At PCDS, we are committed to promoting the health and well-being of all children in our care by providing nutritious meals and snacks in compliance with Child Care Licensing Regulations (CCLR).

Meal Provision and Guidelines:

Meals and Snacks: Children are encouraged to consume healthy lunches, snacks, and beverages. We schedule specific times for snacks and lunch; however, children are permitted to eat when they are hungry.

Heating and Storage: Please note that we do not have facilities to heat childrens lunches. For warm meals, we recommend sending food in a thermos. Additionally, we do not store lunches in our refrigerator.

Food Safety: To maintain food safety standards, all lunch kits must be insulated with an ice pack daily. This practice helps keep perishable items at safe temperatures until mealtime.

Labeling: Clearly label all containers and lunch kits with your child's name to prevent mix-ups and ensure each child receives their intended food items.

Partnership with Mabels Labels:

To assist with labeling, we have partnered with Mabels Labels, a company offering durable and customizable labels suitable for various items. You can order labels through their website: <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 our centre.



Special Diets

Parental Responsibility: Parents are required to inform PCDS of any special dietary needs their child may have. This includes providing detailed information about the child's dietary restrictions or preferences.

Provision of Special Foods: For children with special dietary requirements, parents are solely responsible to supply appropriate food items.

Cultural Considerations: We recognize that cultural factors influence food choices. PCDS staff will consider these differences when planning and preparing for special events involving food..

Life-Threatening Food Allergies

Disclosure of Allergies: It is the parents responsibility to inform PCDS immediately of any life-threatening food allergies their child has.

Emergency Allergy Plans: For life-threatening and non-life threatening allergies, parents are required to complete the Medical and Allergy Emergency Plan form. This plan outlines the steps to take in case of an allergic reaction.

Nut-Aware Policy ●

At Port Coquitlam Children's Centre, the safety and well-being of all children and staff are our top priorities. Due to the number of individuals with severe nut allergies, we maintain a nut-aware policy. This means that nuts of any kind including peanut butter, Nutella, almond butter, and any other nut-based spreads or products should not be sent to our facility.

While we make every effort to ensure a nut-free environment, we acknowledge that external factors may prevent 100% elimination of all traces of nuts. However, by working together and following this policy, we can significantly reduce the risk of allergic reactions and create a safer environment for everyone.

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. <4C). 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.

Celebration of Birthdays and Special Occasions Policy ●

We cherish the opportunity to celebrate your child's birthday and other special occasions. To ensure these events are enjoyable and safe for all, please adhere to the following guidelines:

Birthday Celebrations:

Celebration Timing: We will celebrate your child's birthday on their special day or as close to in consideration of weekends and closures.

Food Contributions: Parents may send a **store-bought fruit and/or vegetable tray**. All items must be in their original packaging, clearly labeled with the expiration date.

Sign-Up for Supplies: For other special occasions and holidays, staff will provide a sign-up list detailing needed supplies. Please contribute only the items specified.

Prohibited Items: We cannot accept home-baked goods, pre-cut foods, or items not meeting the above criteria.

Food Safety and Health Considerations:

Allergy Awareness: Be mindful of potential food allergies among children and staff.

Operational Impact: Unapproved food items can disrupt our operations, pose health risks and effect a child's emotional state as they were likely prepared to bring special treats for their friends/peers.

Goodie/Gift Bags ●

At Port Coquitlam Daycare Society, we are committed to fostering an inclusive environment where all children feel valued and equal. To support this, we kindly request that parents refrain from sending birthday goodie bags or gifts for the class. This approach helps prevent any feelings of exclusion or competition among children and ensures that celebrations remain focused on shared experiences rather than material items.

Handling of Unsolicited Items ●

Should any goodie bags or gifts be brought to the centre, staff will respectfully set them aside and return them to parents at the end of the child's day. This practice maintains our commitment to inclusivity and ensures that all children can participate in celebrations without any undue expectations. Should you want to offer a contribution to the centre or your child's specific program please check in with your program's supervising teacher for guidance.

We appreciate your understanding and cooperation in supporting our goal of creating a nurturing and equitable environment for all children.

Program Elements ●

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 child is subject 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, modelling and redirection. If the child's behaviour, 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.

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.

Suspected Child Abuse

As Early Childhood Educators (ECE) professionals, we are mandated reporters under the law. This means that if any staff member has reasonable grounds to suspect that a child may be experiencing abuse or neglect, we are legally required to report our concerns to the Ministry of Children and Family Development (MCFD).

Our primary responsibility is to ensure the safety and well-being of all children in our care. Reports will be made without hesitation if any form of abuse, neglect, or endangerment is suspected.

This policy is in place to protect the rights and safety of children, and we appreciate your understanding and support in this matter.

Clothing and Possessions

Children engage in daily art and play activities, some of which may be **messy**. While we use washable materials, we cannot guarantee that clothing will remain stain-free. Please dress your child in comfortable, weather-appropriate clothing and leave “good clothes” at home.

Outdoor play happens rain or shine, so ensure your child has:

- Winter: Hat, mitts, snow boots/rain boots dependent on the weather.
- Summer: Sunhat, shorts, t-shirts
- Footwear: Closed-toe shoes with a back strap – no flip-flops allowed.

Required Daycare Supplies

2 x socks 2 x underwear
2 x pants 2 x shirts
Muddy Buddies

Daycare 1 & 3 Blanket & Fitted Sheet
Additional: Diapers/Wipes (if needed)

Label **all** belongings and **provide 2 spare sets of clothes, ensure that changes of clothing are well stocked at all times**. If your child borrows centre clothing, please wash and return it as soon as possible.

Rest Time

Rest and sleep are natural and essential parts of a child’s development. Children in our Daycare 1 and 3 programs have a rest period each day after lunch.

- Children who do not require sleep may rest quietly on their mats or engage in a quiet activity if space allows.
- Staff will never force children to sleep nor will they force children to stay awake.
- If a child appears tired and their body signals a need for rest, staff will attempt to gently wake them up twice and offer appropriate activity options. If the child does not remain awake, they will be allowed to sleep for the remaining duration of nap without further disturbance.

Our priority is to respect each child’s natural sleep needs and ensure they feel rested and supported.

Local Parks & Community Outings

At Port Coquitlam Children's Centre, we believe that outdoor experiences play a vital role in early childhood development. As part of our program, children may participate in local outings, nature walks, and visits to nearby parks and schools within the Port Coquitlam/Coquitlam area. These outings are designed to foster exploration, learning, and connection with the community.

Outings may be spontaneous and based on the children's interests, and therefore may not always be listed in our programming in advance. However, major field trips will be communicated to parents ahead of time and may require additional permissions.

Safety remains our top priority staff will always carry a first aid kit and emergency contact information on all outings. Children will be reminded of important safety guidelines, such as staying with Educators/adults, being aware of their surroundings, and what to do in case of emergency.

When transportation is required, the centre operates a eight-passenger minivan (6 Children / 2 Educator's), and all children will be secured in age, height and weight appropriate booster seats as required by law.

Please Note: If a child is not participating in an outing, they may be required to join another onsite childcare program that is running at the time or be picked up early if alternative care is not available.

Photography & Documentation Consent

In your registration package, you'll find a Photography & Documentation Consent Form. This form allows you to indicate your preferences regarding:

Photography & Video Consent – Permission for staff to photograph or record your child during activities.

Brightwheel & Internal Display – Permission for your child's photos to be shared with you on Brightwheel and displayed within the centre.

Parent Agreement on Photo Sharing – Agreement to respect the privacy of other children by not publicly sharing photos that include them.

Supporting Future Educators – Consent for your child to participate in student observations to support the training of future Early Childhood Educators

Drop off and Pick-up of Children

When registering your child, you will receive a designated drop-off and pick-up time which **must** be followed. An adult or persons (12 years or older) must accompany your child during drop-off and pick-up and sign them in and out daily using the Brightwheel app or centre tablet.

Children will only be released to authorized persons listed on your registration form. If someone not listed is picking up your child, you must notify the centre in writing via Brightwheel of email and ensure the person bring photo ID. Without proper ID or authorization, staff will not release your child.

If your child will be absent or late, please notify the centre by 9:30 a.m. If you are late for pickup, you must inform the centre as soon as possible, a late fee may apply.

School Age Care Elementary School Pick-up

For children enrolled in our school-age care program, parents/guardians must confirm their child's school pick-up no later than 12:00 p.m. (noon) on the day of pick-up. This confirmation ensures that staff are aware of which children require retrieval from school in a timely manner and helps account for centre staffing and ratio.

Failure to confirm pick-up may result in the parent/guardian being responsible for picking up their child directly from their designated elementary school.

Alleged Impaired Person Arriving to Pick up a Child ●

If an authorized individual appears unable to provide safe care to a child (e.g., due to intoxication by alcohol or drugs), the staff person in charge will first offer to call a relative, friend, or taxi to safely transport the individual and child. If the individual declines the offer, the staff will immediately contact the RCMP and the Ministry of Children and Families to ensure the child's safety.

Late Pick Up & Safety Procedures ●

Late pick-up fees are \$10.00 plus \$1.00 per minute for any child picked up outside of their designated pick-up time. Late fees are considered due immediately; without prompt payment care services will be paused until fees have been paid in full. **Consistent late pick-ups may result in a withdrawal of services.**

If a child is not picked up within 1 hour of their designated time, they are considered abandoned. Staff will first contact the family, then emergency contacts. If no one can be reached, MCFD or the Port Coquitlam RCMP will be contacted to ensure the child's safety.

Unauthorized Pick-Up ●

If an unauthorized person arrives to pick up a child, staff will attempt to verify with the parent. If the parent cannot be reached or denies permission, the unauthorized person will be asked to leave. If they refuse, 911 will be called for immediate assistance.

Active Play ●

Children will participate in at least 120 minutes of active play daily, which includes both facilitated activities (such as group games like soccer, tag, or follow the leader) and non-facilitated play (such as skipping, balancing, or building with blocks).

- Daycare children (2 – 5 years) will have a minimum of 60 minutes of outdoor active play daily, weather permitting. Indoor active play will be provided if outdoor space is limited.
- School-age children (5 – 10 years) will also have 60 minutes of outdoor active play daily, with indoor options when necessary.

Active play may be broken into 15-minute sessions or provided continuously.

Screen Time ●

Children in our childcare centre will have limited screen time:

- Daycare programs: Maximum of 30 minutes per day.
- School-age care: Maximum of 45 minutes per day.

No screen time will be provided to children under two years of age. Our emphasis remains on hands-on learning, active play, and social interaction, ensuring minimal screen exposure.

Music ●

All programs in the centre listen to a variety of music that teachers have screened for appropriate lyrics. 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.

Emergency Drill Practice ●

At Port Coquitlam Children's Centre, we prioritize the safety and preparedness of all our children. To ensure readiness for emergencies, we conduct regular drills:

- Fire Drills: Held monthly to familiarize children with evacuation procedures.
- Earthquake Drills: Conducted every other month to teach children appropriate responses during seismic events.

We understand that these drills may be unfamiliar or surprising to some children initially. However, practicing these procedures is crucial to ensure that both children and staff know how to respond effectively in the event of an actual emergency. By regularly rehearsing these safety measures, we aim to build confidence and instill a sense of security among the children, ensuring they are well-prepared for any unforeseen situations.

Laundry ●

Your child's bedding and clothing will be sent home for washing if soiled. Please ensure a clean set of bedding and a complete change of clothes is provided the following day. If your child comes home wearing daycare-provided clothing, we ask that you wash and return these items as soon as possible, as our supply of spare clothing is limited. Additionally, if your child is sent home in daycare clothes, it indicates that there are no spare clothes remaining at the centre, so please be sure to replenish your child's spare clothing the next day.

Toys From Home ●

Children are welcome to bring a toy from home on designated toy days. We ask that toys be non-breakable and not related to weapons or violence. Please note that bringing a toy from home is entirely optional, as children are often just as happy and engaged with the toys and materials provided at the centre.

If a child chooses to bring a toy, they must be willing to share it with others. If sharing becomes an issue or the toy causes disruption, staff may put it away until home time. The centre is not responsible for any lost, stolen, or broken toys, so we recommend leaving valuable or sentimental items at home. Thank you for helping us keep our space positive and focused on group play.

Volunteer Contribution - Laundry or Recycling ●

As part of our shared community effort, families will be assigned a volunteer duty to support the centre. This may include taking home the centre's laundry on an assigned day or dropping off our recycling at the depot during a designated time. If you do not have access to laundry facilities or are unable to complete your assigned task, please inform staff, and we will gladly arrange an alternative duty that works for you. Your contribution helps us maintain a clean and organized space for the children, and we sincerely appreciate your support.

Registration Handbook Acknowledgement & Disclaimer

By enrolling your child at Port Coquitlam Children's Centre, you acknowledge that you have read, understood, and agreed to the policies and procedures outlined in our Registration Handbook. It is the responsibility of families to stay informed and up-to-date with any changes made to the handbook.

As a business, Port Coquitlam Daycare Society /Port Coquitlam Children's Centre reserves the right to amend, update, or modify any policies, fees, or procedures at any time to ensure the smooth and successful operation of our centre. Any significant changes will be communicated to families as needed.

Your continued use of our services confirms your agreement to adhere to the most current version of our policies.

Land Acknowledgement

We acknowledge that our Port Coquitlam Daycare Society operates on the traditional, ancestral and unceded territory of the kwikWalam (Kwikwetlem First Nation). We thank the kiwalam who continue to live on these lands and care for them, along with the waters and all that is above and below.

Thank You for Choosing Port Coquitlam Children's Centre

Thank you for choosing Port Coquitlam Children's Centre and for taking the time to read through our Registration Handbook. We appreciate your commitment to understanding our policies, procedures, and expectations, which help us maintain a safe, nurturing, and positive environment for all children in our care.

Should you have any questions, require clarification, or have any concerns at any time, please know that our door is always open. We value open communication and are happy to assist you in any way we can to ensure your experience with us is a positive one.

Thank you again for entrusting us with the care and growth of your child — we look forward to being a part of their learning journey!



Program Schedules

Port Coquitlam Children's Centre, we recognize that each child is unique, with individual needs and preferences that can vary daily. To accommodate this, our daily schedule is designed with built-in flexibility, allowing our staff to make adjustments as needed. This adaptability ensures that we can respond effectively to the children's immediate interests, energy levels, and developmental stages, fostering a more engaging and supportive learning environment.

By embracing flexibility, we promote a child-centered approach that respects and nurtures each child's individuality, leading to more meaningful and enjoyable experiences throughout their day.

Daycare Room 1 - Daily Schedule

7:00 a.m. - arrival and free play
9:30 a.m. - snack time
10:00 a.m. - outside play
11:00 a.m. - circle
11:20 a.m. - free play, art/tabletop activities
12:15 p.m. - lunch
1:00 p.m. - nap/rest time
2:30 p.m. - wake up and outside play
3:30 p.m. - snack time
3:45 p.m. - free play
5:15pm - program closes

Daycare Room 2 - Daily Schedule

9:00 a.m. - arrival, free play, sensory play and art
10:15 a.m. - snack time
10:45 a.m. - circle
11:15 a.m. - outside play
12:30 p.m. - lunch
1:00 p.m. - quiet time/table time/free play
2:00 p.m. - free play /outside time
2:30 p.m. - program closes

Daycare Room 3 - Daily Schedule

8:00 a.m. - arrival, free play, sensory play and art
9:30 a.m. - circle time
10:00 a.m. - snack time
11:00 a.m. - outside play
12:00 p.m. - lunch
1:00 p.m. - nap/rest time
2:30 p.m. - wake up and free play
3:30 p.m. - snack time (child's choice)
5:00p.m. - program closes



School Age Care - Daily Schedule

7am - 8:20 a.m. - table top activities/free play.
8:20 a.m. - clean up
8:30 a.m. - departure Blackburn & Birchland Elementary

2:30 p.m. - pick-up Blackburn & Birchland Elementary
2:45 p.m. - Birchland arrives back to centre
3:00 p.m. - Blackburn arrives back to centre
2:45 p.m. - 3:20 p.m. - table top activities/ free play
3:20 p.m. - clean up
3:30 p.m. - snack
4:00 p.m. - dismissal /outside in yard
5:20 p.m. - program closes

Bell Schedule

Blackburn Elementary - 8:45 a.m. & 2:45 p.m.
Birchland Elementary - 8:45 a.m. & 2:38 p.m.