

# May 1 2023- March 31,2024

## Parent Handbook: Policies & Procedure

<http://a2zchildcare.ca>

[care@a2zchildcare.ca](mailto:care@a2zchildcare.ca)



**Dear Parent,**

Welcome,

On behalf of the children, parents, and staff of A-to-Z Childcare Centres, we extend a warm welcome to you and your child. We hope that your family's association with A to Z will be rewarding.

When you enrol your child, you enter a special 'Care Partnership' with us. To ensure we are providing optimum care for your child, please take time during **Gradual Entry** to share all your vital information regarding your child. (i.e., food restrictions/allergies, medical concerns, custody issues, behaviour characteristics, etc.)

A to Z Childcare Centres is "**A Home away from Home**" we offer a comprehensive childcare program caring child from 3 months to 5 years, out of school care and pre-school. Our programs have age-appropriate optimum setting, providing playful learning activities with qualified ECE, I & T staffs. This manual provides an overview of our childcare program and policies. It is our hope that you will find this information useful.

Thank you for giving us an opportunity to have share for care of your child.



Sincerely,

Beena  
Owner & Parent Co-ordinator

## **Our Philosophy**

Our goal is to provide children with a stimulating, nurturing, healthy and safe environment necessary for their physical, social, intellectual, and emotional well-being. We value each child as a unique individual with his or her own background and personality. We encourage and support them in developing positive relationships. Our aim is to cultivate the child's self esteem, as well as respect for others. While we encourage independence, we also recognize a child's need for comfort and loving care. We recognize the importance of play in the learning process and offer both planned and spontaneous activities. We also encourage parents to play an active role in their child's childcare experiences.

## **Concerns**

We are committed to working co-operatively with families. Please feel free to discuss any issues openly and we will attempt to reach a mutually acceptable resolution. If your concern is not resolved and you choose to withdraw your child from our facility, please read our Withdrawal Policy.

## **Gradual Entry**

First some days at daycare are critical to your child's well-being and can affect the weeks and months to come. A gradual entry into our program will be structured to suit your child's individual needs. Every child responds differently to new situations. Some find separating from parents and meeting new people frightening, while other children adapt readily to new people and experiences. It is not unusual for a child to experience some behaviour changes during this adjustment period. They may become tense and irritable, have toilet accidents (older children), or experience a disruption to their sleep patterns. Please discuss with staff any concerns you may have regarding your child's behaviour. It may be appropriate to extend gradual entry if your child is having difficulty settling in. This will give parents and staff enough time to exchange vital information regarding our program and your child.

## **Example: Gradual Entry Schedule for Full-time Care**

Day 1: Child will visit the centres with parent.

Day 2: Child will stay for 1 hours and have AM snack.

Day 3: Child will stay for 1.5 hours.

Day 4: Child will stay for 2 hours.

Day 5: Child will spend 3 hours.

## **Enrolment**

1. It is extremely important due to Licensing Regulations and your child's safety that all forms are kept up to date. Please notify staff immediately regarding any changes in information (i.e., Telephone numbers, Emergency contacts, Custody information, Allergies, etc).
2. **Upon registration, you will need to submit.**
  - **\$300 non-refundable registration fee**
  - **1-month fee equivalent refundable deposit,**
  - **6 months of post-dated fee cheques payable to "A2Z Enterprises Inc" or**

etransfer at beenshah@hotmail.com

- 3 child's photos
- 1 family photo.
- Emergency kit

**If you accept a space and register but withdraw before your child starts childcare, you will be responsible for a 2-month fee, or your deposit will be forfeited.**

Childcare will be taken to ensure confidentiality of all records. Please be aware that Community Care Facilities Licensing will be provided access to records as required by legislation.

### **Withdrawal Policy**

**When it is time to leave A to Z Childcare Centres, or any change in your child's space (full time to part time or part time to full time) a minimum of Two months (1<sup>st</sup> day of month) notice is required. Your 2 months' withdrawal notice will be accepted only on 1<sup>st</sup> day of the month and last 2 months payment needs to pay to get your deposit back otherwise your deposit will be forfeited.**

The coordinator of A-to-Z Childcare Centres reserves the right to immediately end care for non-payment, failure, to respect staff, to respect the centres and the neighborhood, misbehavior of the child which is harmful to the physical or emotional well being of other children, or failure to abide by the centre's policies.

If you terminate care without giving appropriate notice, you will be responsible for payment of the final month of care whether your child attends or not. The deposit will be returned within four weeks of withdrawal, provided that all outstanding balances have been paid. Your deposit will be forfeited if less than the minimum notice of your withdrawal is given.

### **Fees (May 1.2023- March 31.2024)**

Fees are due on the first day of each month. A to Z Childcare Centres offer 3 modes of payment Cash, e-transfer or cheques (6 months of post-dated). We are approved for parent fee reduction program by the BC Govt (Below Fee structure **8.5-hour** childcare service after reduction).

**More than 8 hours childcare \$10 per day extra fee will apply.**

A late fee of \$2 per day will be charged after the 1<sup>st</sup> of the month for late fees. Non-paid Returned cheques must be repaid within 5 days, plus a \$50 surcharge. Fees are required as your child's space is reserved solely for him or her. No deductions will be given for absences, including, illness or vacation.

**Please call Beena at cell 604-719-6736 for the update on current fees**

### **Income Tax Receipts**

- By February 28th of each year, we will issue childcare tax receipts for the previous year. If your child leaves the day care before this time, please ensure that we have your forwarding address, and the Receipt will be mailed to you or picked up at the center.

- Parents are advised to retain the receipts. Should your family be randomly chosen for audit, Revenue Canada *might* request to see annual total income tax receipt. Please keep the center updated on address changes as year-end receipts may be mailed ie; if the child has left the center.
- All families are required to provide two months notice before removing their child from the program. Should notice not be provided, payment shall be made in lieu of notice.

### **General Information about A to Z Childcare Centres**

**Inclusive Policy:** Our childcare will provide a high quality, positive early learning program in line with the Quality Matters and Early Learning Curriculum framework for all children. All children will be welcomed here regardless of ability, need, background, religion, gender, or economic circumstances. Day Care Staff are aware of the Centre's inclusion policy upon hiring. Our inclusion policy is an important aspect of the recruitment of staff for our Centre community. Applicants will not be excluded based upon gender, background, culture, religion or economic circumstances. Positions will be offered based on competency, qualification, and enthusiasm for the position.

- Children may be identified initially upon enrollment of requiring an adapted program.
- Should a child require additional developmental and/or behavioural supports, the need for an Individual Family Support Plan (IFSP) will be addressed by staff in consultation with the family and, where appropriate, other early years professionals.
- Children who are not initially identified upon enrollment as requiring supports will be assessed upon parental consultation and review of Early Childhood Educators observations, recordings and recommendations.
- Supports for children can include but not limited to physical modifications, adapted routines, developmentally appropriate expectations, external referrals, visual schedules and prompts and modified menus.

### **Valuing Diversity in Families**

- Staff, parents, and children work together to ensure food served in our Centre meets the medical, cultural, and dietary needs of each child.
- Parents and children are encouraged to contribute various aspects of our Centre community by providing information of resources illustrating aspects of their lives, culture, or community.
- The curriculum, activities, books, materials and environment are used to reflect the diversity of all children, families and the wider community. When possible these will be adapted as necessary to facilitate the inclusion of all children within our daily routine and activities.
  - Staff actively discourages stereotyping of gender, culture, background, or ability by facilitating non stereotypical play, and through the use of non stereotypical resources and images.
  - We strive to provide learning experiences that are meaningful to every child which reflect their diverse learning styles and abilities.
- Our Care Centre recognizes that inclusive practices require continuous evaluation.

-Bi-annual learning environment evaluation is conducted, on classroom displays, equipment, props, books, music, to ensure that diversity, abilities, cultural awareness, family traditions are present, appreciated and celebrated. Ensuring program content is void of stereotypical male/female role modelling or expectations.

### **Nutrition and Food Service**

- A to Z Child Care Centres **recognizes all food allergies.** It is also a peanut & perfume free zone. The snacks should be nutritious, balanced, appetizing, and appropriately prepared for the children's ages. We do not require children to eat everything on their plates; though do encourage everyone to try new foods. We suggest that fruits and vegetables should be fresh.
- Child food will be provided by parents. We will request 2 snack, lunch, water bottle and milk if your child needs **Snack is served twice a day, one in the morning and one in the afternoon after nap. The snacks may consist of two choices of fruits and/or vegetables, a choice of carbohydrates, and a choice of protein. Drinking milk or water is also encouraged throughout the day.**
- **Please use microwave safe containers for any warmups, precut fruits and vegetables and cutlery (spoon fork).** Under no circumstance should food be used as a form of reward or punishment or bribing tool for children.

### **Washroom and Diapering Routines**

Hygiene and cleanliness are one the most fundamental concerns at this center. One of the best and most effective ways of reducing the spread of germs is by keeping the centres clean. Regular hand washing, keeping counter tops, taps, toilets, cubby area, shelves, and toys clean and disinfected are practiced throughout the day to prevent the spread of germs.

Our Staff is Qualified ECE/IT with first aid, Criminal Record and Reference Check. If parents are giving permission to change their child's diaper, please aware that staff will follow all protocol steps. (Preparation, clean diapers. wipes, diaper cream, gloves, plastic bag, extra cloths, clean child, remove trash, replace diaper, wash child's hands, & cleanup)

Please feel free to ask staff about diaper changing procedure & documentation board. Please be aware that while changing diaper, applying diaper cream or cleanup in case of Bowel movements staff may touch child's private part for hygienic reason only.

### **Toilet Learning**

We encourage children to use the toilet when they show signs of readiness. It also has to be a team effort between the child, the parents and the caregiver. Everyone has to be willing and ready to start the process. During this period, all wet or soiled clothing will be put in a plastic bag to take home. Please replace any clothing sent home as soon as possible.

If your child is 3-year non toilet trained and move to preschool full daycare then toddler fee will applied and staff will guide Child for toilet training process. Staff will guide to change their pull ups in standing position and assist child to clean their pee and BM by themselves. Please discuss with staff prior to toilet training process.

### **Supplies**

All children's clothing, soft toys, shoes, and blankets must be labelled with your child's name. You will need to provide the following:

- Inside slippers (non-slippery)
- One crib size sheet & One blanket
- Extra clothing i.e., socks, pants, shirts
- During rainy season, one pair of rubber boots, and muddy buddies
- Diapers/underwear/wipes (if applicable)
- Diaper rash cream (if Applicable)
- Feeding milk bottle or sippy cup (if applicable)
- Emergency kit (A big Ziploc bag contains some granola bars, one family picture, toy or book for comfort, out of country contact numbers & medication if applicable)

### **Toys**

We ask that you do not send toys with your child, as we try to create an equal and fair environment as possible for all children. Very young children may not understand why they cannot have a turn with a certain toy. The child bringing the toy may not understand the terms of sharing his/her toy. If the toy gets lost or broken the child may become very upset.

However, using a soft toy, from home, during nap is accepted and will only be used during rest/nap time.

### **Rest Period**

All children are encouraged to nap in the afternoon. No child is forced to nap; however, they must remain quiet. If child isn't napping, books, puzzles and colouring will be given to them until nap period is over. Please try not to schedule pick ups or visits during nap time to lessen disturbance to the resting children. All children will rest on their mats with individual linens and blankets which parents provide.

### **Dress Code**

Please dress your child appropriately. The activities may be messy. Do not send your child in clothing that you do not want stained. You also need to supply a complete change of clothing. 3-4 changes of clothes will be required when toilet learning. Please send your child with the appropriate clothing for outdoors. Centres do not have spare clothing.

### **Safe Release of Child:**

Please release child with their parents or authorized guardian at the childcare door. Please request parent to sign in and sign out if possible.

1: During Covid time when parents are not entering the childcare, please make sure to verify through intercom before open the main gate.

2: Please take sign **out initial** of parent on childcare sign in sheet

2: Please do not assume or get away with child request if they see their parents through glass window. It is particularly important that parent ring bell and after verifying then only release the child.

3: Never Ever release child unsupervised within building or outside driveway of childcare.

4: Please decline parent request politely to drop child in their car if they are waiting outside in driveway

If we suspect the authorized pick-up person to be unable to provide safe care (i.e. under the influence of drugs or alcohol) when arriving to pick up the child, we will:

- Offer to call their alternate parent/guardian, then,
- Offer to call a friend or relative to pick up the parent and child, then
- Offer to call a cab, then
- Call the police

If we feel that a child is in need of protection at any time, we will call the **Ministry for Child and Family Development@604-660-8180**

The child will be released to their parent, or an authorized substitute as stated on the contract. The parent shall notify A To Z childcare if the child is to be picked up by anyone other than an authorized person (s), as indicated on the child's file. The Pick-up person shall present 2 pieces of ID and preferably a note. A phone call from the parent to the staff of A To Z Childcare will also be accepted. A child will be released only to the parent or his/her legal guardian unless otherwise indicated on the registration form.

Procedure:

1. The staff must be notified in writing of any alternate arrangements.
2. Picture identification will be required if that person is not known to the daycare staff.
3. Children will not be released to anyone under the age of 12.

If any **unauthorized person** come to pick up child, then staff will follow steps:

- 1: Call parent /alternate parent or Guardian
- 2: Call Emergency contact person
- 3: Call Police at 911

### **Custody Issues**

If there is a legal document specifying custody or guardianship, please provide the A To Z childcare with a copy of the documentation (current custody agreement and related court orders). Staff will always follow the written custody agreement and court orders.

Staffs are not permitted to become involved in custody disputes. They cannot provide documents for either party. Staff will appear at custody proceeding only when summoned by the court

**Non-Custodial parents:** Parents must provide a copy of any custody order and photo of non-custodial parent. If the non-custodial parent insists that the child be released to them, the caregiver will:

- a) Calmly state the daycare's release of children policy
- b) Ensure all children and staff are safe
- c) Contact custodial parent
- d) Call RCMP if parent tries to leave with the child

### **Drop-off and Pick-up**

Drop-off time is no later than **9.30 am**, as we will be busy at that time for special activities. Please call the centres to let the staff know if you are going to be late. Your child must be awake and alert, dressed, have eaten breakfast, and be ready to play. This will enable your child to

immediately join the day care activities. These requirements are to ensure a positive environment for all children and for staffs to take time off due to low ratio.

## Health Policy

### Immunization

It is recommended that all childhood immunizations be current. This information should be recorded by the child's parent/guardian as part of the initial enrollment information. This information should be updated at least once a year. Childhood disease which are preventable through immunization include:

• diphtheria • tetanus • whooping cough (pertussis) • polio • measles • mumps • rubella • meningitis caused by Haemophilus influenza type B 4

These diseases are easily transmitted among children, so it is important for childcare operators to know if the children in their care are immunized. This information must be provided during registration, and parents should be encouraged to keep their child's immunizations up to date. Parents should also be advised that unimmunized children may be excluded from the program during a period of communicability. T

Before enrolling a child at the centres, his/her health and medical information must be collected by the coordinator. These records will be kept in the child's information folder. Parents/guardians are reminded and required to update the centres with any changes to the health of the child. Keeping records updated and current is crucial to both the child and other children at the centres.

Young children may become ill rapidly and unexpectedly. We suggest that you:

- Communicate to childcare staff.
- Inform childcare if your child has been exposed to communicable disease such as: diarrhoea chicken pox, whooping cough, pink eye, mumps, etc. **We will need Dr. Note to be able to return to childcare.**
- Immunize your child and if you choose not to immunize, your child must stay at home during an outbreak until the health of child is no longer at risk.
- Your child must stay home if he/she has a contagious illness to prevent other children and staff from being infected.
- Always have alternate care arranged.
- Always be accessible by phone/provide alternate number when necessary.
- Designate an alternative emergency contact. (Staff will phone this person if you are unable to be reached).

**If you choose not to vaccinate your child, or to delay vaccines, it is important that you know how to protect your child, your family and others.**

- Inform your child's health care providers of your child's vaccination status.
- Inform your child's school, childcare facilities, and other caregivers of your child's vaccination status.
- Understand that unimmunized children can catch diseases from people who have a vaccine-preventable disease but don't have any symptoms. You cannot tell who is contagious.



- Learn the early signs and symptoms of vaccine-preventable diseases.
- Seek immediate medical help if your child or any family members develop early signs and symptoms of these diseases.
- Keep a record of any vaccines your child has received.
- Your child may be asked to stay home from childcare, or organized activities, such as sports and playgroups, until it is safe to return. Be prepared to keep your child home for up to several weeks.
- Learn about the disease and how it is spread. It may not be possible to avoid exposure.

## **Preventing Illness**

Children in group care are exposed to many germs from their play environment. As they are still developing their immune systems, they can be very vulnerable to the spread of illness, and, can frequently catch common colds, viruses, and other contagious illnesses. The health and well being of your child is of primary importance to us. You must make other arrangements for the care of your child, if your child is ill, has a known contagious condition, or has any of the following symptoms:

- Diarrhoea (three or more watery stools in 24 hours)
- Vomiting (two or more times in 24 hours)
- A fever (a temperature of 100 degrees Fahrenheit or more)
- A sore throat (with fever or swollen glands)
- An eye infection (Pink eye/Conjunctivitis)
- Rash (especially with a fever or itching)
- Lice or nits (please call and alert us; we will examine everyone without mentioning any names or causing any child embarrassment)
- Feeling ill (unusually tired, pale, lack of appetite, confused, or cranky)
- Active sneezing or coughing
- Discharge from eyes or ears
- Coloured discharge from nose
- Symptom that indicates illness or a potentially contagious condition.

A child who is brought to the day care with any of these conditions or symptoms cannot be admitted and will be asked to be taken home by the parent. If any of these symptoms develop after a child has been admitted to the day care, the parent will be informed of their child's symptoms, and will need to make arrangement to take the child home. In case the parents can not be reached, we will contact the emergency contact from the file.

### **Staff will follow below steps:**

- 1: Make sick child comfortable or rest on his/her mats and keep child away from other children.
- 2: Child must be monitored and supervised in group care setting.
- 3: Brief parents about child symptoms and document in confidential book
- 4: Please remind parents for DR note if needed in case of contagious symptoms.

Children who are no longer contagious and are healthy enough too actively take part in the daily routine of the daycare may return. This policy is for the health and well being of all the children at the day care. It enables us to provide the best possible environment for your child.

To prevent illnesses, we require the parents to inform the centres if your child has been exposed to communicable disease such as: chicken pox, whooping cough, pink eye, mumps, etc.

The following is a description of specific illnesses and actions taken:

- **Chickenpox:** the child will need to go home until it's not contagious, a doctor's note required.
- **Diarrhoea:** if your child has two or more episodes of diarrhoea, s/he will need to go home. May return after symptoms are gone.
- **Vomiting:** if your child vomits two or more times, s/he will need to go home. May return after symptoms are gone.
- **Ear Infection:** a phone call will be made to the parent. Your child may stay at daycare for the remainder of the day but needs a doctor's note to return.
- **Head Lice:** your child will need to be sent home and may return after treated with the special shampoo.
- **Impetigo:** your child will need to be sent home and can only return with a doctor's note.
- **Pink Eye:** your child will need to be sent home and can only return with a doctor's note.
- **Scabies:** the child will need to be sent home. May not return until the rash has been treated. Must bring a doctor's note. Everyone else around him/her also needs to see a doctor.
- **Strap Throat:** the child will need to go home. May return with a doctor's note.
- **Fever:** your child will be sent home if temperature is 100 degrees Fahrenheit or higher. May return when symptoms are gone.
- **Scarlet Fever:** your child will be sent home and may return with a doctor's note.

Please call the centres to inform us if your child will be unable to attend on a given day. You are expected to pay for your child when s/he is ill or has an appointment.

#### **Outbreak Policy:**

During any Epidemic or Pandemic, we will follow guidelines set up by BC Health Officer, Fraser Health and Work BC. At this time, we will be eliminating any volunteers, visitors and outsider and follow all safety guidelines for safety of children. Notification of any changes due to epidemic or pandemic will be posted on the noticeboard and email will be sent to parents.

#### **Medication Policy:**

Administration of medications in daycares is regulated by the Child Care Regulations. This policy protects children, parents, and staff. Early Childhood Educators are not formally qualified to make "judgment calls" as to when medications are appropriate. Only medication prescribed by a doctor will be administered. Procedure:

- All medications are kept in a locked container in the kitchen out of children's reach.

- Parents must inform staff of any side effects or reaction that medication may cause in a child. (ie: hives, drowsiness, diarrhea)
- Authorization for the Administration of Prescription Medication form must be completed by parent.
- A “medical consent” form will be filled out by a parent for each prescription required.
- Medication must be brought to the centre in its original container with instructions from your doctor on how to administer it.
- Label must clearly show the following information:
  - ✓ Child’s name
  - ✓ Name of medication
  - ✓ Dosage
  - ✓ Route (oral, nasal, rectal, eye, ear, or injection)
  - ✓ Physician’s name
  - ✓ Care of medication (shake well, refrigerate)
  - ✓ Date to end administration of medication.
- Medication should be in its original container
- We will not be administered any over the counter non prescribe medicine like Tylenol, Gravol, teething gel etc
- Prescribe medicine that need to be put in fridge will be kept in each Program Fridge in labeled “Medication Box” and prescribe medicine that require room temperature will be kept in Manage Box above in Kitchen Cabinet.
- Any contagious disease like diarrhea, Chicken pox, pink eye, mumps, and whooping cough etc, your child must stay at home.
- Normal temperature for young child is 36.5 C. Once the temperature reaches above normal, staff will contact parent to pick up the child.
- If you are suspicious that your child may be coming down with something contagious, please keep them at home. Being aware and conscientious can prevent infecting other children and staff, or worse, spreading an outbreak through out the childcare centres.

## Care Plan

The care plan will describe a daily schedule, program, changes made to the facility, emergency procedures to accommodate the needs of children with extra support. The health concerns of a particular child will be discussed with staff, caregivers, substitutes, and volunteers to ensure all necessary steps are taken to keep the child safe and healthy.

Included in the care plan are the following:

- The diagnoses relevant to the child’s requirement for extra support made by health care professionals.
- The courses of action recommended by that health care professional.
- Resources available to the child
- Any adaptation for the centres necessary to ensure the child’s safety or comfort.
- Any modification to the program of activities necessary to enable the child to participate in or benefit from the program.

The care plan is developed by the centres in consultation with the parents/guardians and health care professionals. It must be reviewed and adjusted at least once a year. The staff and caregivers at the centres are required to record any medications administered, any modifications to the program, any behavioral guidance, and any other information pertinent to the child.

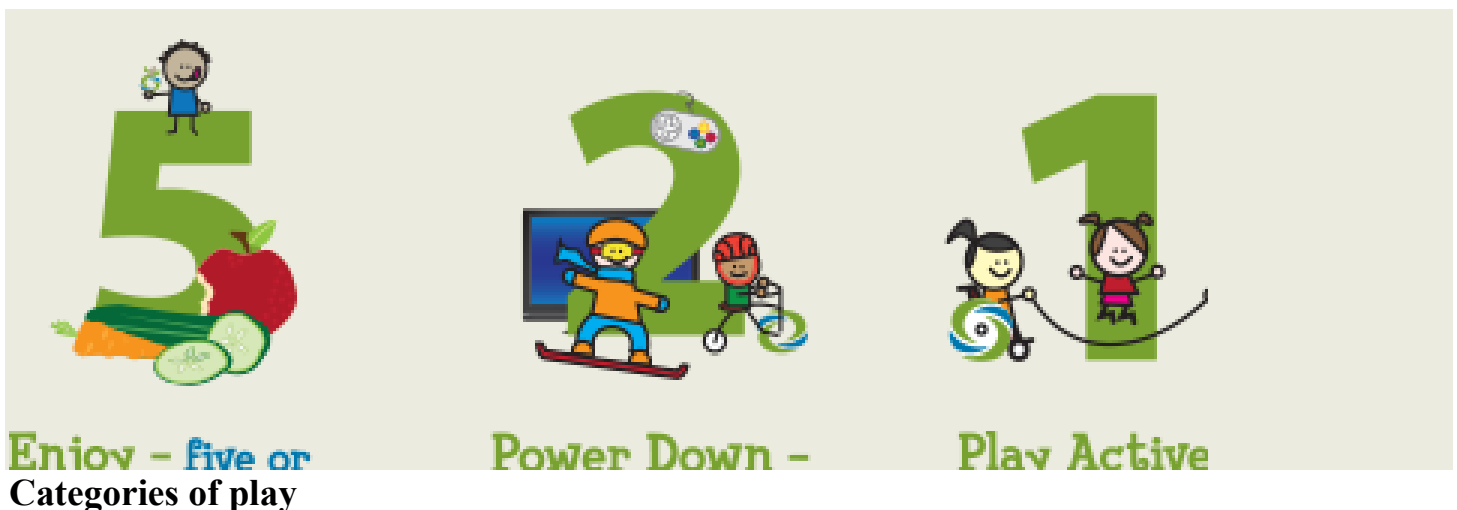
### **Active Play Policy**

Play is the work of children. It consists of those activities performed for self-amusement that have behavioral, social, and psychomotor rewards. It is child-directed, and the rewards come from within the individual child; it is enjoyable and spontaneous.

Play is an important part of the childhood development. Through play children learn about shapes, colors, cause and effect, and themselves. Besides cognitive thinking, play helps the child learn social and psychomotor skills. It is a way of communicating joy, fear, sorrow, and anxiety. Play allows children to gain control of their thoughts, feelings, actions, and helps them achieve self-confidence.

Play with imagination and fantasy is the child's natural medium of self-expression and one that gives cues about the child's conscious and unconscious states.

Live 5-2-1-0 is an evidence-based message promoting four simple guidelines for raising healthy children. Through the Live 5-2-1-0 message, SCOPE is supporting communities as they take action across all sectors to build healthy environments for children.



Having choices is important since an action that appeals to one child may be of no interest to another, and the child's interest is likely to change throughout the play period. An understanding of play in many forms can help parents understand its importance for children of all ages. Some specific categories of play are as follows.

- Physical play. When children run, jump, and play games such as chase, hide-and-seek, and tag, they engage in physical play. This play has a social nature because it involves other children. It also provides exercise, which is essential for normal development.

- Expressive play. Certain forms of play give children opportunities to express feelings by engaging with materials. Materials used in expressive play include tempera paints, fingerprints, watercolors, crayons, colored pencils and markers, and drawing paper; clay, water, and sponges; beanbags, pounding benches, punching bags, and rhythm instruments; and shaving cream, pudding, and gelatin. Parents can take an active role in expressive play by using the materials alongside the child.
- Manipulative play. Children control or master their environment through manipulative play. They manipulate the environment and other people as much as possible. Manipulative play starts in infancy. Infants play with their parents; for example, they drop a toy, wait for the parent to pick it up, clean it, and return it, and then they drop it again. This interaction brings the infant and parent together in a game. Children move objects such as puzzle pieces and gadgets to better understand how they work.
- Dramatic play. Children act out situations they suspect may happen to them, that they are fearful will happen, or that they have witnessed.

Active play helps to promote healthy growth and development to support body control and movements. Active play also builds strong bones & muscles, improve balance, coordination and assist with the development of gross and fine motor skills. Active play also promotes children's confidence, concentration, cognitive skills, social skills. It is recommended by CCAL to have minimum 60 minutes per day of outdoor active play. In worst condition of weather indoor active play is acceptable. All staffs are prepared for facilitated (Organized sports by teacher) and un-facilitated play (free play)

We have beautiful fenced outdoor play area in all our locations and staffs provide various outdoor activities and lay our child-safe equipment for their gross motor play. We have covered patio to provide outdoor activities.

Those days when weather is not in favor of children to go outside, staff will provide various activity for their active play like Yoga, Exercise, Dance etc.

### **Screen Time policy**

We do not believe in having screen time in any forms of electronics. In any of our Centre we do not have TV, iPad or tablets for screen time. We believe screen time is taking away play time. For our preschool age group or school children staff plan once a month popcorn and educational movie time and parent get informed prior with date, time, and movie name. Staffs are not allowed to use their cell phone during their working hours.

### **Guiding Children's Behaviour**

The environment and the set up of the centres are age appropriate to protect children from harm and to allow them to explore and learn in a positive setting. The rules and limits are simple,

clear and age appropriate. Children will be guided and disciplined through having a daily routine filled with age-appropriate activities, choices, social responsibilities.

The daily routine of play and socializing in play, mealtime, toileting, rest time, and group times will help children know what to expect throughout the day. This will minimize the stress level for both the caregivers and the children at the centres.

Discipline is one of the most common and persistent concern of caregivers and parents. Discipline is not punishing, it is a guiding, caring, and directing a child towards acceptable behaviour. Discipline is an interaction between children and caregiver to help children gain control over their own behaviour. There are reasons for setting limits to prevent children from injuring themselves and others. As well, to help children know what will or will not be accepted. We believe in promoting problem solving skills and a sense of independence. As adults, we need to help children to express positive or negative feelings in appropriate ways.

- assess the situation to determine the cause of the inappropriate behavior.
- Redirect the child to another area. Stay with that child until he/she becomes involved in the new activity.
- Finish the interaction on a positive note. Reassure that he/she is still important to you and that you still care about him/her.
- Update parents about incident. Ask for guidance and suggestions.
- recognize children's reasons for inappropriate behavior,
- react appropriately and take the proper measures to prevent further incident.
- Inform parents and Assure parents that you have taken care of the situation and action plan that staffs are taking measures to prevent further incidents.

Please remember that young children need the experience of interacting with other children on a consistent basis. Learning how to share and cooperate with others is an ongoing process for young children, and consequently some aggressive behavior **will** occur (i.e., hitting, yelling, name calling, biting, pinching, kicking, etc.). Although we do not allow this behavior to persist, it takes time for a child to learn a more acceptable way of dealing with his/her anger and frustration (i.e., using appropriate words to express his/her feelings). At the centres, all staff and caregivers will focus on the three basic ground rules of guidance: Be safe, Be kind and Be Neat.

### **Biting Policy**

Biting happens in almost every childcare center and home that cares for young children. We tried our level best to avoid any incident but sometimes it happens in fraction of seconds. If biting is a frequent and recurring problem, working with parents is also essential. Biting is a natural part of children's development!

- Infants and toddlers put everything in their mouths. It feels good to bite and chew while teething.
- Toddlers and young preschoolers do not have the verbal skills to fully express themselves.

- Biting brings about a quick and dramatic response.
- Children experience many emotions (positive and negative) that are difficult for them to express and, at times, control. These emotions can be caused by numerous things: over excitement, frustration, fatigue, fear of being separated from people they love, etc.

### **Staff Action**

Please consider that, biters are usually looking for help and/or attention. Expect that biting may occur at some time with every infant or toddler. Our task is to handle the situation carefully and thoughtfully, and move on, so as not to reward the child with our attention. To avoid biting we take below steps:

- Quickly assess the situation to determine the cause of the biting.
- Attend to the victim. Wash area with soap and water, apply cold compress if swollen, and comfort the child.
- Talk to the biter. Tell the biter, "Biting hurts! Teeth are not for biting children. Teeth are for eating food." Try to figure out reason behind biting.
- Redirect the child to another area. Stay with that child until he/she becomes involved in the new activity.
- Finish the interaction on a positive note. Reassure the biter that he/she is still important to you and that you still care about him/her.
- Update parents about incident. Ask for guidance and suggestions.
- recognize children's reasons for biting,
- react appropriately and Take the proper measures to prevent further incidents.

### **Inform Parent**

- Inform both side parents about biting incident.
- Stress the severity or mildness of the incident.
- Assure parents that you have taken care of the situation and action plan that staffs are taking measures to prevent further incidents.

**Prevention & Intervention:** We understand the importance of providing prevention and intervention services to young children with challenging behavior and their families. Some *challenging behavior* in young children as “any repeated pattern of behavior, or perception of behavior, that interferes with or is at risk of interfering with peers and caregiver. Such behavior most often takes the form of disrupted sleeping and eating routines, physical and verbal aggression, property destruction, severe tantrums, self-injury, noncompliance, and withdrawal.

#### **Prevention step:**

- 1: Positive relationship with child and family
- 2: Send referral to child and family development for their expert advice.
- 3: Create environment and strategies to avoid child’s behavior.

- 4: provide the basis for a healthy self-concept, confident exploration, and later positive relationships with peers and teachers.
- 5: Document child's behavior to evaluate situation and for record.
- 6: promote the formation of secure attachments and the development of strong positive relationships.
- 7: Follow the strategies set up support worker and give feedback.
- 8: welcoming parents to observe and participate in program activities,
- 9: consulting parents about their children's abilities, interests, and preferences,
- 10: routinely sharing information about children with parents,
- 11: valuing parent' sharing of concern.
- 12: form supportive relationships with families based on understanding and mutual respect.

**Staff Intervention practices:** Inevitably there will be occurrences of inappropriate behavior. It is at these times that there may be a need for intervention by the care giver. The following intervention strategies, or combination of the strategies, will be used to help ensure that guidance is supportive, rather than punitive.

- Gain attention in a respectful way
- Remind children of more appropriate behavior.
- Acknowledge feelings before setting limits.
- Redirect or divert when appropriate.
- Model problem-solving skills f. Offer appropriate choices.
- Use natural and logical consequences
- Provide opportunities for children to make amends. Rather than demand a superficial apology, encourage genuine opportunities for children to restore relationships after an incident of hurt or harm.
- Any serious concerns will be discussed with the family so that we might work together to encourage appropriate behavior. Children experience many emotions (positive and negative) that are difficult for them to express and, at times, control. These emotions can be caused by numerous things: over excitement, frustration, fatigue, fear of being separated from people they love, etc. Our task is to handle the situation carefully and thoughtfully, and move on, so as not to reward the child with our attention.
- It is our job as a caregiver, to ensure the safety of all children in our care. If one child is jeopardizing the safety of others by frequently biting, action must be taken. Sometimes, no matter how hard we try to fix the situation, no matter how patient we are, a child may just not be a good match with our program. After talking to the parents, the best thing for the child may be to move to a new childcare setting. As this can be very upsetting for the child and parents, it is important to be helpful and compassionate.

**Bruise & minor Fall:** Small bruises that come and go on the parts of the body that easily get knocked and bumped are to be expected. The shins, knee, and elbows are the 'unprotected' parts of our body that run into rocks, stairs, toys and swings all the time. When it comes to kids,



we all know how unsteady they are on their feet - so these spots always cop a battering with the tumbles of life. When it comes to bruising, it is hard to qualify what is normal, as everyone is different. Some kids bruise quickly and easily with a small trauma, some need a much bigger bump for a bruise to pop up. Sometime children do not react when they fall or bump each other during their play so staff cannot come to know when and how child get Bruise. Some children cry or react to bring staff attention for any fall etc. and staff have better answer for parent to tell reason behind Bruise. Childcares ensure to offer supervised and guided care in the center by licensed qualified and experience caregiver. Childcares maintain a minor incident logbook on a daily basis, Licensing and parent can get excess to that upon maintaining privacy act.

Staff policy for minor accidents: After ruling out the serious stuff, it's time to patch our little ones up. While the body will happily sort all bruises out very easily, there are a few things staff can do.

- **Cold pack** applied for 5-10 min depend how child feel comfortable every couple of hours works wonders for pain relief. Plus, it minimises the whole bruising process and helps with healing.
- **A bit of rest.** Everyone knows a bruise on a bruise is more painful! Keeping all of this in mind, kids will be kids! Sometimes all they need is a little reassurance and encouragement to get back out there again. If you are concerned about anything your child is presenting, please speak to staff or manager for advice.

### **Child Abuse and Neglect Reporting and Prevention**

As a childcare provider, it is our responsibility to protect children from harm. When we have reason to believe that a child's safety, health, and wellbeing is at risk outside our childcare premises, we will report it to **The Ministry for Children and Family Development, Delta Office: 604-940-7900 After hour's office: 604-501-237 or 1-800-663-9122**

**weekend/statutory holidays to the toll free 24 hours Helpline for children and ask operator for contact with social worker.**

**If the child is in immediate danger call 9-1-1**

Inside the childcare premises, if our staff or caregivers has reason to suspect abuse or neglect of a child, this concern will be reported to **Community Care Facilities Licensing officers**, as well as social worker at the ministry of children and families required by law. Suspected abuse will be documented in writing at the time and date of observation.

Information regarding this issue will be discussed among caregivers and the director of the centres. When reporting suspected abuse to the authorities the caller reporting the person receiving the report any instructions given and dates will be recorded in writing.

**Reportable Incident & CHILD ABUSE: STAFF RESPONSIBILITIES Policy:**

- ♣ Required by law to report suspected or disclosed abuse.
- ♣ Responsible to report suspicions and/or disclosures, staffs DO NOT determine if abuse has occurred.
- ♣ Staff is NOT permitted to contact the parent, unless specifically directed to do so by Ministry of Children and Family Development and the RCMP.

♣ Reporting procedures are designed to protect the child. Our concern is the safety and wellbeing of the child.

#### Procedure

1. Inform Team Leader and/or Supervisor of your call and the reasons.
2. Call the police or Ministry for Children and Family Development to report any child that looks like they have been abused, mentally, physically, or emotionally.
3. Document the reasons why you felt you had to make the call.
4. Do Not contact the parents of the child you have concerns about.

Centers documents all small incidents (biting, small fall, sickness, etc) in logbook for record. We will fill out Reportable Incident Form (Section 55 & Schedule H) for falls, aggressive or unusual behavior, emergency restrain, unexpected illness etc. Within 24 hours we will inform licensing officers and send one yellow copy to Licensing officer and may provide photocopy upon parent request.

**Missing or Wandering /child Policy:** Though all our center is fenced and staff take extra precaution but in case In the event of a missing child from the daycare, the daycare staff will remain calm and follow the procedures below.

Procedure: If a child goes missing:

- The remaining children will stay together.
- Centre staff will stay calm and call the RCMP and give them a complete description of the child.
- Centre staff will then notify the parent/guardian and inform them of the steps that are being taken to locate their child.

#### **Complaint, Grievance and Resolution**

It is our goal to strive for quality and excellence in the care of your child. Therefore, any positive comments or suggestions are greatly appreciated and can be made to the Director of the facility. We always welcome your input and feedback toward the care of your child. The Director appreciates questions, or discussions of any kind that affect a positive outcome for your child. However, if you feel that there is a problem concerning the facility or a staff member, please follow the steps as listed:

- 1: Speak with the educator involved with your child.
- 2: Allow follow up from the educator to you.
- 3: If you are still not satisfied with the results of your concerns, talk to manger.
- 4: If you are still not satisfied please make an appointment to personally talk to the Director.
- 5: If you wish to involve licensing officer, we may do so.

All comments made to staff members are relayed to the Director, so that the Director is aware of any problems or issues. If a complaint is made, the Director will listen carefully to the issue that the parent has and will attempt to work with the parent(s) to rectify the problem. At this time, it may be appropriate to discuss any other issues that the Director may feel is important concerning the child in the context of the complaint.

We feel that Communication is essential to the success of your child's care. We must make sure that we can share openly any concerns or questions that may arise. We believe in an open-door policy and encourage parents to feel free to call and check on your child's day if you have any concerns. We understand that, to you, the most important person in the entire centre is your child and we respect that fact and in turn treat your child with just as much respect. We try to put ourselves in the parent's place and, we recognize that you have a right to expect the best care possible for your child.

Communication between parents and staff member is particularly important. We encourage daily interaction between parents and staff to ensure that as parents you are kept abreast of how your child's day was and that you are made aware of any specific incidents.

Also, it is equally important that staff members are kept abreast of any concern's parents may have about your child at the centre and/or at home that may assist in the care of your child.

All comments are taken very seriously, and we will all do our best to ensure your complete satisfaction. We aim to keep parents stress-free and self-assured knowing that their children are in our loving care.

#### **Reportable Incident Policy:**

Childcare Licensee or manager will adhere to Community Care Licensing Regulations. An incident must be reported in childcare when a reportable incident has occurred, when abuse or neglect may have occurred, or when a person in care has witnessed a reportable incident. Childcare licensees must report when a child is involved or may have been involved in a reportable incident while in care.

#### **Reportable incidents**

aggressive or unusual behavior, choking, death, disease outbreak or occurrence, emergency restraint, emotional abuse, fall, food poisoning, medication error, missing or wandering person, motor vehicle injury, neglect, other injury, physical abuse, poisoning, service delivery problem, sexual abuse, unexpected illness Procedure:

The Child Care Licensing Regulation requires a licensee to notify a child's parent or emergency contact and the licensing officer when a child is or may have been involved in a reportable incident

Licensee or Manger will Complete the incident report form. The completed form can be faxed, e-mailed or hand delivered to your local community care licensing office. If faxed, it is not necessary to send the original form. Retain a copy of the incident report for your records.

Consideration: Child care licensees have 24 hours to notify the licensing officer

**EMERGENCY TRANSPORTATION/MEDICAL ATTENTION POLICY:** For children who require immediate medical attention, staff will call emergency services to respond.

#### **Procedure:**

1. Staff at A to Z Childcare will phone for emergency transportation and/or medical attention when they deem it necessary for a child or children in their care.
2. The staff at Sunshine childcare will then call parents or emergency contacts to inform them.

### **PHOTOGRAPHS Policy:**

Pictures taken in the daycare will be for the enjoyment of the program participants, and for program promotion as needed. A consent form must be signed by the parent prior to the child being photographed.

Procedure: Each parent will be asked if photos can be taken for their child. A photo consent form will be given to each parent.

**EMERGENCY PREPAREDNESS PLAN POLICY:** All the staffs are trained in the emergency procedures that have been established in the case of a fire or earthquake and have current First aid and CPR certification. We have fire drill on regular basis, so the children will be prepared for an emergency. Our Fire Drill procedure is posted near the entrance door. It is important for parents to update their child's kit and emergency contact numbers.

Emergency Kit Supplies (one big Ziploc)

Family pic with emergency contact info, non-perishable food, water, small blanket

In case of emergency, A to Z childcare has an Emergency Preparedness kit. This kit contains enough emergency supplies to take care of all the children in the daycare and the staff for at least 72 hours.

### **EMERGENCY EVACUATION PROCEDURE:**

1. In the event of an emergency that requires us to evacuate the daycare, we will take our emergency kit and all the children to our emergency meeting place.
2. Our priority is to get them away from the danger as safely as possible.
3. Each child will have an emergency contact card, with the child's name, medical number, emergency numbers and contact people. This will be taken, and parents will be contacted for pickup as soon as possible. We would leave notes on the doors of Childcare as to our location.
4. You, as the parent, will be asked upon enrollment in the daycare to prepare an EMERGENCY COMFORT PACK for your child consisting of: a family photo, small stuffy, extra set of clothing & baby formula or food, if needed.
5. Our emergency plan will be tested at least once a year.

**SNOW FALL & POWER OUTAGE PROCEDURE:** Childcare will be closed in case of power outage as it is not safe to keep children in dark and without electricity. Due to heavy snowfall if public transit or Surrey School are not in service then childcare will be closed as staff cannot reach centre to operate it. We would suggest watching local news and weather forecast and prepare alternate arrangement to pick up your child from childcare.

1. If there is a threat, fire or power outage then daycare staff and children will immediately evacuate the building.
2. Staff will take the children to the field close by the school.
3. If, within one hour, the fire department determines that the daycare is safe to enter, we will return to daycare.
4. If, after one hour, it is still unsafe to return to the daycare, parents will be called to pick up their child.
5. If weather does not permit going outside during the hour, parents will be called immediately to pick up their child.

6. Staff may call parents at any time to pick up their child if their ability to maintain the child's safety is in question.

The Evacuation and Emergency Plans of the centres are posted by the Entrance door to the childcare. A list of Emergency numbers as follows is posted by the telephone at the centres:

- Police, fire, ambulance 911
- Poison Control 604-682-5050
- BC Hydro 1-800-769-3766
- Fortis BC / Gas 1-800-663-9911
- BC Nurse Line 604-215-4700

### **Communicating with Families**

In case of an emergency, parents/guardians of all children will be contacted. Depending on the incident, everyone will evacuate the house and meet either at the back or in front of house where the meeting places are. Staff and caregivers will wait with the children until an authorized person picks them up.

The Emergency Preparedness Procedure and Evacuation plans are shared with the parents/guardians during the orientation meeting before the enrolment of the child at the centres. Where the meeting places are. Staff and caregivers will wait with the children until an authorized person picks them up.

In the case of such an emergency, your child will be transferred to the ground of nearest Elementary School where they will stay until a recognized guardian comes to pick them up.

**For 15438 -92 Ave school will be Berkshire Park 15372 94 Ave Surrey BC V3R 1E3**

**All 3 Fleetwood locations school will be Frost Road 8606 162 St Surrey BC V4N 1B5**

Childcare Closure:

Childcare will be closed in case of power outage as it is not safe to keep children in dark and without electricity. Due to heavy snowfall if public transit or Surrey School are not in service then childcare will be closed as staff cannot reach centre to operate it. We would suggest watching local news and weather forecast and prepare alternate arrangement to pick up your child from childcare.

### **Staff**

All staffs are well-trained with an ECE license, first aid, food-safe and criminal background check. Parents can expect professionalism in their language, clothing and habits. Substitutes are also either ECE or ECE students with criminal & reference checks completed and first- aid.

**Substitute:** Regular staffs are replaced by qualified substitutes if the need arises.

### **Zero Tolerance Policy**

Verbal or Physical Abuse, Swearing, Threat or Unrespectful act towards Staff will not be tolerated. You will be asked to leave premises & incident will be reported

### **Practicum Students, Volunteers & Observers**

A to Z Childcare allows other professional an opportunity to visit and observe the program. Such visits are prearranged and supervised.

### **Hours & Late Pick up**

A to Z centres operating hours is 7:30 am until 5.00 pm.

In case of a late pick-up, a \$1 per minute fee will be charged. If parents or alternate pick-up

person doesn't show up till 5.00 pm staff will start contacting parents as well as emergency contact persons. **If we cannot hold of anyone mention in list, we will contact ministry of children and family development to pick up child@604-660-8180**

To run the centres smoothly and to avoid behaviour issues in young children, we would recommend parents limit childcare hours to no more than 8.5 hours. If you are keeping your child more than 8 hrs, there will be an additional \$150 fee per month, as staff has to work overtime to maintain the childcare ratio. Please arrive 10min prior to closing time 5.30 to talk to staff.

### **Holidays**

A to Z staff may take a few days of vacation, in which time the usual fees remain payable, as a substitute will be hired to operate the centres.

In the case of parent's holiday, vacation, or temporary absence of the child, fees will be paid regularly as your child's spot is reserved specifically for them. A to Z childcare will be closed on all statutory holidays and one week of Christmas, during that time the usual fees remain payable. As monthly fee is based on 20 days per month so average it out full month fee will be charged in month of December. A to Z Childcare will be closed on these major holidays:

- Christmas Eve through New Year's Day
- Good Friday
- Easter Monday
- BC Family Day (2<sup>nd</sup> Monday of February)
- Victoria Day (May 22<sup>nd</sup>)
- Canada Day (July 1<sup>st</sup>)
- BC Day (1<sup>st</sup> Monday of August)
- Labor Day (1<sup>st</sup> weekend of September)
- National Day for Truth and Reconciliation
- Thanksgiving (3<sup>rd</sup> Monday of October)
- Remembrance Day (November 11)

There will be no discount in fee in December when childcare close for 3-4 business days

**Program Specifics:** Daily activities follow a regular pattern so that children feel secure in knowing what to expect and when to expect it. However, the daily routine is also somewhat flexible and adaptable to changing needs of the children. A T Z childcare programs ensure children feel a sense of belonging, security and familiarity through flexible and individualized care and learning. A typical day consist of the following opportunities:

*A Typical day of your child at "A to Z Childcare Centres":*

**Infant Program Daily Routine**

7:30	to	8:30	Welcome, Greeting and Free Play
8:30	to	9:30	Snack, Diaper change
9:30	to	10:30	Outside Walk or Play
10:30	to	11:30	Singing, Story, Art Activity
11:30	to	12:30	Lunch
12:30	to	1:00	Diaper Change
1:00	to	3:00	Nap Time
3:30	to	4:00	Snack Time, /Diaper Time
4:00	to	4:30	Diaper time/ Art Activity
4.30	to	5.00	Free Play & Pick Up Time

### **Toddler Program Daily Routine**

7:30	to	9:00	Welcome, Greeting and Free Play
9:00	to	9:30	Snack
9:30	to	10:30	Art Craft, Diaper Change/Toilet Training
10:30	to	11:30	Outside Play or Neighborhood Walk
11:30	to	12:30	Lunch
12:30	to	1:00	Story Time, Diaper Change/Toilet Training
1:00	to	3:00	Nap Time
3:30	to	4:00	Snack Time/ Diaper time
4:00	to	4:30	Diaper Time/Toilet Training/Art Activity
4:30	to	5.00	Free Play & Pick Up Time

### **3 to 5 Program Daily Routine**

7:30	to	9.00	Welcome, Greeting and Free Play
9.00	to	9:30	Snack Time/Washroom Time
9:30	to	10:00	Arts, Craft, Structure Learning Program
10:00	to	10:30	Group Story Time
10:30	to	11:30	Outside Play, Walk, Playground
11:30	to	12:30	Lunch
12:30	to	1:00	Story Time/Washroom Time

1:00	to	3:00	Nap Time
3:00	to	3:30	Sanck/ Washroom
3:30	to	4:30	Outside Play/ Quite Time Learning Activities
4:30	to	5.00	Indoor Activities Free Play & Pick Up Time

## **Changes to Policies**

The policies and fees are subject to change. Periodically we review policies & do some changes according to the need of programs & children. 2 months written notice will be given to all families for any change. The policies, contracts, consents, or any forms will be reviewed and updated as needed. Please provide us with written notice of any changes that may occur, i.e., last name, address, or immunizations.

At end, we would like to say that we have put this manual together to help acquaint you with us and summary of our policies and procedures. Please feel free to contact us for any question or suggestion you may have.

Thank You,

A to Z Childcare Centres

Parents Trusted - “A Home away from Home”