

# *APPLE BLOSSOM CHILD CARE CENTRE*

## **PARENT HANDBOOK**

### **WELCOME**

DEAR PARENTS,

We are very excited about meeting you and your child and look forward to the discoveries, challenges and successes your child will experience.

A booklet outlining the centre's policies and procedures has been attached. It is important that parents take the time to read and understand the centre's philosophies. There are also a number of forms attached that require parents or guardian signature and they must be returned promptly to the center staff.

Please feel free to join in our classes anytime. We operate under an open door policy. But we do ask that you let us know beforehand, if you choose to participate or observe, so we do not have too many adults in the classroom at any given time (this can be intimidating and disruptive to the children).

We discourage bringing toys from home, but understand that it may be necessary for "security" reason. Toys are very easily mixed up with classroom equipment and sometimes get lost or broken.

We go outside to play almost every day. Please send your child to center dressed for the weather.

Please let us know if your child will be absent from centre. We ask that you do not bring your child to centre if he/she has a fever, rash, cough or cold. These spread quickly to others in the group. Your cooperation in this regard is appreciated.

Once again, welcome to Apple Blossom Child Care Centre.

## **PURPOSE AND PHILOSOPHY**

ABCCC is dedicated to providing a warm and inviting atmosphere that allows children to develop at their own pace. We believe that children need to have a positive self-image. We foster that image, along with their developmental growth in the areas of intellectual, social, physical and emotional skills, through a variety of group activities, individual play, and quiet periods. Our program makes use of play and learning materials that help the children gain confidence in their abilities to do and make things. At ABCCC, we are parent-friendly. We welcome parent visits anytime, and we seriously consider all parent suggestions and comments.

## **GUIDANCE:**

The centre will work to on cooperation between children and adults and between children themselves.

The staff will be positive with people and use healthy behaviors. Children will be appreciated for the unique individuals they are, and understood as being part of a family system within a community context. All behaviors serve a purpose and children react to situations based on their learning. Our goal is to foster belonging, a sense of accomplishment, a sense of independence, cooperation and concern for others.

Children will be valued as important of the centre that deserve positive attention and affection. A sense of accomplishment will develop through activities which will allow children to explore, experiment, and develop skills. Children will be encouraged to gain independence and self-reliance. Caring for others will be promoted by showing children how to act towards other, encouraging them to share with others, and to care about other people.

Children will have the time; space, materials, and support they need to accomplish goals and tasks.

Children will be given a chance to talk about what they want. Children will also be given clear directions for appropriate ways to act. Children will be given every chance to correct their behavior through reminders, encouragement and direction.

## **GUIDANCE (CONTINUED...)**

If a child continues to act inappropriately then consequences will be presented in a Clear, respectful manner,

“You need to \_\_\_\_\_ now, or you will:

“...miss this opportunity.”

“...need to leave this area.”

“...not be able to play with this toy right now.”

“...need to have a time-out.”

If necessary the consequence will be followed-through with immediately. Upon completion of the consequences, the child will be acknowledge as a valued individual and provided the opportunity (optional) to display the desired behaviour.

If a child continues to act in a unwanted fashion then special attention will be paid to the child when (s) he acts appropriately. Although all children will be acknowledged for healthy behaviour, this will be intensified with children who require the extra recognition.

Time-outs will be use as “a last resort” and will occur in the general area where children are present and last no longer than one minute for every year of the child’s age.

## **Behavioral guidance**

**51** (1) Apple Blossom will:

- (a) ensure that behavioral guidance is appropriate to the age and development of the child who is receiving the guidance, and
  - (b) provide to employees and parents a written statement of the licensee’s policy on behavioral guidance.
- (2) If the child has a care plan that includes instructions respecting behavioral guidance, the licensee must ensure that
- (a) any behavioral guidance given to the child is consistent with those instructions, and
  - (b) if the behavioral guidance includes the use of restraints, that the restraints are administered only by a person who is trained in the use of, and alternatives to the use of, restraints.

## **Harmful actions not permitted**

**52** (1) Apple Blossom will ensure that a child, while under the care or supervision of the licensee, is not subjected to any of the following:

- (a) shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child;
- (b) confinement or physical restraint by an employee, except as authorized in a child care’s plan if the care plan includes instructions respecting behavioural guidance;
- (c) harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child’s self respect;
- (d) spanking or any other form of corporal punishment;

(e) separation, without supervision by a responsible adult, from other children;

(f) as a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet.

(2) A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Schedule H.

## **DAYS & HOURS OF OPERATION**

Monday to Friday: 7:30 am - 5:30 pm

We ask families to pick up their child at least 10 minutes before the centre closing time. This lets children get ready to leave in a relaxed way, and allows staff to pass along needed information.

The centre will be closed for the following holidays

- |                |  |
|----------------|--|
| -Good Friday   | -Labour Day                                      |
| -Easter Monday | -Thanksgiving Day                                |
| -Victoria Day  | -Remembrance Day                                 |
| -Canada Day    | -Five business days during the month of December |
| -BC day        | (Christmas break)                                |

Family will be given notice for any other upcoming holidays.

## **ARRIVAL & DEPARTURE**

Parent/guardian is required to sign the child in and out daily so the staffs are always aware of where each child is. Up on arrival parent can take the opportunity to talk to staff about the child's needs for the day. Families are encouraged to take the time to settle the child and say good-bye.

If a child is unable to attend the centre on a specific day, parents need to notify the centre by 9:30am of that day.

## **TRAIL PERIOD**

We are dedicated to providing quality care, and because we care deeply for all children, there may be times. Unfortunately, when the care we provide is not suitable for certain children or families. Therefore, we must be very stringent in imposing a trail period of three weeks, after which, if we deem the care inappropriate for the child for whatever reasons, we will decline from providing that care. If, regrettably, we must decline the provision of care, we will do what we can to help the parents find alternate care. However, the responsibility of finding alternate care rests solely with the parents. Parents will be given three weeks' notice of termination of care to allow them to search for alternate care. Respectfully, if parents feel the care we provide is not suited to their child or their family, they also have the right, after or during the three-week trial period, to terminate the care.

## **ENROLMENT**

Enrolment means full and /or part time care. A child will be enrolled in the centre after finishing the registration procedures.

Full time care includes registration for four to five days a week, even if the child misses day because of illness or holiday.

Part time care includes registration for two or three days a week for a minimum of six hours a day

## **FEES**

Fees are due, in full, on the first day of every month. An official receipt for child care fees will be issued once a year.

N.S.F. cheques must be repaid within one week, including any bank service charge.

## **DEPOSITS**

A deposit of \$100.00 is needed for each child at registration. A receipt will be issued. Deposits will be held by the centre until the child has withdrawn from care. The registration deposit will be returned to the family if all fees owing to the centre are paid in full.

## **WITHDRAWAL OR CHANGE OF STATUS BY PARENT/GUARDIAN**

Parents need to give one full month's notice in writing if they plan to stop using the centre or one Month's fee without notice. The centre must get the notice one month before they plan to leave.

## **Repayment**

If for any reason the centre closed and would not possible for the children to attend, the centre will refund the fee to the parents for that period time.

## **CHILDREN' FILES**

A file will be kept for each child enrolled in the centre. Each file will have all the needed forms and personal and confidential information. These files will be held in a locked filing cabinet where only staffs (not volunteers and students) have access.

## **CONFIDENTIALITY**

Confidentiality at the centre refers to all verbal and written information about potential, enrolled and former children, families and staff.

All staff will be expected to respect the protection of privacy. They will make sure that no private or personal information is released.

### **This does not include times when staff:**

- believe a child needs protection;
- are subpoenaed by the court
- need to provide information to RCMP or Social Worker when doing an official investigation.

## **STAFF**

The majority of our staff are certified Early Childhood Educators who must have valid First Aid Certificates. We will work with assistant, substitutes, volunteers and students. Families will have a chance to meet them as they participate in the program. All persons involved in the centre, on an on-going basis, will complete a Criminal Record Search before starting at the centre.

## **MEALS AND SNACKS**

We are committed to providing healthy snacks for the children based on the Canada food guide. Snacks will include fruits, vegetables, or whole grain products. Parents are asked to refrain from sending such foods as sweets, candies, or gum with their child.

Nutritious snacks will be provided to the children once in the morning and once in the afternoon. Parents will provide a nutritious lunch for their child, each day. All perishable food items will be refrigerated.

## **REST TIME**

Rest time is a healthy part of a child's development. Children will have a rest time each day at the centre after lunch. Children do not have to nap during the rest period, but, they are expected to rest quietly during this period.

## **CLOTHING AND POSSESSIONS**

As children play indoors and outdoors each day, they need to wear washable, comfortable clothing appropriate for the weather. Parents are asked to provide:

- an extra shirt, pants, underpants, socks and sweater;
- a pair skid proof, soft, comfortable indoor shoes;
- for rainy days-boots and a muddy-buddy or rain suit;
- in winter - a pair of mitts, a hat and warm outdoor clothing;
- in spring and summer-a sun hat and sunscreen, and
- a toothbrush.

Parents are asked to label their entire child's clothing with his/her full name. Staff cannot be responsible for lost clothing.

## **CULTURAL INCLUSION**

We welcome people from a variety of cultural backgrounds. Staff will recognize and acknowledge the cultural diversity of the environment and work towards understanding the cultures of the families in the centre and work with families who are willing to share their culture with the children in the centre.

## **SUPPLIES AND EQUIPMENT**

ABCCC prides itself on its well-stocked toy and reading and arts areas. **WITH THE EXCEPTION OF A CHANGE OF WEATHER-RELATED CLOTHING, WHICH EVERY CHILD MUST HAVE AT THE CENTRE**, it is a rare occasion when parents are asked to help us to keep our supplies up. If by chance we require any additional supplies or equipment from the parents, we will put these requests in writing and will set a date by which these items will be required.

## **TOILET PROCEDURE**

Children have full access to the washroom and staffs can supervise and help children at any time. It is not uncommon for children to have "accident" at the beginning of the year. To help ensure success for your child, we suggest that parents or caregivers have them use the washroom.

## **HAND WASHING**

Each adult who is working in the centre (including Volunteers and students) will wash their hands when they enter the centre for the first time that day. Each child will be asked to wash his/her hands before starting their day at the centre. All persons, in the centre, are required to wash their hands after using the washroom and before working with or eating food.

## **WASHROOM PROCEDURE**

Staff will supervise washroom routines and when children use the washroom in small groups. When on a field trip or in a public location, all children will be supervised when using washrooms. Using standard washroom procedures for supervision will make sure the children are safe. All children will be reminded to flush toilets and wash hands after using the toilet.

## **ALERGIES**

It is extremely important for families to tell the staff about their child's allergies relate to food, animals, stings and the environment. If a child has a reaction to a food, staff may ask the other families not to bring these foods into the center while the child is there.

## **SMOKING**

No one is allowed to smoke in the centre or on the centre's site.

## **EMERGENCIES**

Emergencies happen very rarely, but we want you to be reassured that the center has made plans for the safety and care of your child if there is a fire, earthquake or other serious happening. The Centre practices fire drills once a month and disaster drill once per year so that the children can be out of the building quickly, quietly and calmly. In case of real fire in the Facility, the children would be taken to an alternative "emergency "care facility and you will be notified where to pick him/her up.

An accurate diagram of the room and emergency telephone number will be posted in a common area. The diagram will indicate, in red, exits, exit routes and the location of fire extinguishers. A designated, outside meeting area will be noted on the diagram. Earthquake and fire evacuation procedures are posted in the centre and are practices once a month.

## **Emergency Preparedness Plan**

We at Apple Blossom Child Care Centre are committed to providing a safe and healthy environment for all of the children by:

- \*eliminating or at least minimizing any risks/hazards
- \*ensuring that all staff are trained in First Aid and Emergency Preparedness
- \*ensuring that all staff are oriented and trained in emergency procedures
- \*ensuring that all children and families are oriented and trained in emergency procedures
- \*being prepared for all types of emergencies, including: fire, earthquake, flood, power outages etc..
- \*providing the necessary resources for all types of emergencies

In the event of an emergency that does not require evacuation or relocation children will remain in the centre with staff. The emergency equipment, first aid kit and cell phone will be stored in the open kitchen area and accessible to all staffs

## **Evacuation/Relocation Procedures**

If evacuation or relocation is required, the priorities will be to:

- \*collect all the children and attendance list
- \*access the emergency equipment bag (including comfort packs and emergency release identification and student release forms), first aid kit, cell phone, battery operated radio, etc...
- \*proceed to the designated safe place, West view Elementary School which is across the Apple B. Centre
- \*count the number of children to determine if anyone is missing, keep the children together
- \*at designated area complete class status report and submit to Apple B. Centre Supervisor
- \*provide first aid as necessary
- \*wait for emergency assistance
- \*contact families and remain with children until all families or designated alternate persons have picked them up or you have been relieved of duties by the senior supervisor/manager or director
- \*complete a Serious Incident Report for licensing before the end of day

In the event of a serious accident or illness, the parent will be contacted immediately. If the parent is not available we will notify the emergency contact person of the problem. Parents **MUST** fill out a **CHILD MEDICAL REPORT** and an **EMERGENCY MEDICAL CARE PERMISSION FORM**, which will allow ABCCC to seek emergency aid for their child. Complete Serious incident report within 24 hours to licensing.

Any child who receives a minor cut or bruise will be tended to by first aid certified personnel. A report of such accident will be filled out by the staff member in attendance and one copy of the report will go to the parent and one copy will be placed in the injured child' file.

Families will provide an Emergency Comfort Kit for their children, which will be returned to them when their child is withdrawn from the centre.

### **EMERGENCY COMFORT KIT**

With your cooperation we ask each family to prepare the following for each child:

1. One 27 cm x 28 cm (large) plastic Ziploc bag. Write on the bag with permanent felt pen your child's full name, telephone number and name of the facility,
2. Place the following suggested items in the bag and seal:
  - 3 granola or nutrition bars
  - dried fruit strips
  - lifesavers or equivalent
  
  - personal medication and a couple of Band-Aids
  - small face cloth and small package of Kleenex
  - family photo wrapped in saran wrap
  - foldable Dixie type cup (optional)
  - small plush toy

Once prepared, please send to the staffs. Your child's personal emergency package will be kept at center.

You may choose other items that you think are helpful. All food must be nonperishable. The Ziploc bag must be sealed and not overly bulky. ABCCC has its own stock up of water, food, clothes, blanket and all other necessary stuff for emergency time.

### **IMMUNIZATION**

As immunizations are one of the best ways to preventing the spread of communicable diseases, we recommend that all children's immunization are up to date before starting at the centre. Once enrolled, families will update their child's health information as needed. If a child is not immunized and there is an outbreak of a communicable disease, that child will have needed to stay away from the centre, families must still make their child care payments through this period.

### **WELL CHILD POLICY**

We are under very strict guidelines with regards to disease control, hence there may be times when we are either force to send an ill child home, or not to accept an ill child into care. For that reason parents would be wise to have a plan for alternate care, If a child becomes ill at the centre, we will do everything possible to comfort the child until the parent or emergency contact person arrives to take the child home. The child will have to be isolated for the other children.

PARENTS will be notified and required to remove the child immediately if a child exhibits any of the following symptoms:

- Fever of 101F (38.3 C)
- Persistent diarrhea
- Sever coughing
- Difficult or rapid breathing
- Conjunctivitis
- Unusual spots or rashes
- Vomiting
- Yellowish color or tint to the eyes or skin (jaundice)
- Difficulty in swallowing

Any other symptoms which in the opinion of the caregiver indicate the possible presence of a contagious disease such as chicken pox, measles, impetigo, etc.

Parents will be notified of contagious diseases affecting the children at the centre. A child with a communicable disease will NOT readmitted in to care until the period of contamination has passed or until the child has fully recovered from his or her illness.

Parents of all children in care are required to complete and submit to the caregiver a child medical report.

When medications, either prescription or over-the-counter, is involved in the child's care, The parent MUST fill out, sign, and date a PERMISSION TO ADMINISTER MEDICATION FORM. A separate form is to be filled out for each medicine.

## **TRANSPORTATION AND FIELD TRIPS**

As a special service to parents, ABCCC will transport the school-age children to and from the schools. In order for a child to take part in this program, parents MUST complete, sign, and date a TRANSPORTATION PERMISSION FORM.

We also like to take the children on a variety of field trips. In order for us to do so we first need the parents' permission, Parents will therefore be notified in writing of any planned field trips, and will be required to complete, sign and date a TRANSPORTATION PERMISSION FORM (FIELD TRIP) for each outing Failure to do so will mean the child will not be permitted to take part in this activity and will have to remain at the centre.

All children MUST obey the following transportation rules: (1) children are to wear appropriate seat restraints, (2) children are to leave the vehicle on the curb side of the road only, (3) once outside the vehicle, children must stay beside this vehicle, keeping one hand on the side of the vehicle at all times, and (4) when preparing to enter or exit the vehicle, the children are to line up in an orderly fashion to be accounted for. Parents are to be sure their child understands these rules.

## **RELEASING A CHILD FROM CARE**

Unless we are instructed in writing to do otherwise, ABCCC will only release a child to the following persons: (1) the child's parent (s) , (2) the child's custodial parent (when applicable), (3) the emergency contact person, and (4) any other guardian to whom the parent, by way of a written authorization, allows us to release the child. We reserve the right to keep a child at the center if we are not completely certain about any person who has come to pick up the child the parents will be contacted immediately if this happens. For the safety of the child, we will also not release a child to a Parent / guardian who is unable to provide safe care for a child. Children will not be sent home by taxis, nor will they be driven home by staff.

## **LATE PICK UP**

A parent/guardian will be considered late picking up their child when the child is picked up after 5:45. Late fees will be applied to late pickups. A fee of \$15.00 for each 10 minute period, additional \$5.00 every 5 minutes until pick up. The parent/guardian will be responsible for payment within one week of the late pick up.

If the parent/guardian has not picked up their child or called the centre by closing time, the staff will contact authorized alternative person(s) to pick up the child. If the child is not picked up by 7:00 pm he/she is consider abandoned and, if a family member has not contact the centre staff must carry out the following procedure:

A staff member will phone your home or place of employment, if there is no answer the alternate person listed on your registration form will be contacted if no one can be contacted the Ministry of children and family will be called to come and pick up your child. For emergencies outside office hours call MCDF 24 hours at 604-660-4927.

Children will not be sent home in taxi nor will they be driven home by staff.

If the family is late more than once a month, then the parent/guardian will be asked to attend a team meeting to discuss solutions.

## **MISSING CHILD POLICY**

Very rarely do we hear of a child being abducted from a childcare facility or a child going missing on a field trip, but unfortunately it has happened. If this were to occur at our centre we would immediately notify the RCMP with the photo and information of the missing child. A missing child report will be filed; staff will inform the administration and seek immediate support in continuing the search. A staff member remains with the other children to keep them safe and calm. The child's family will be contact and updated as the search continues. Staff will also complete incident report to licensing before the end of the same working day. .

## **CHILD ABUSE**

When we do, we are not permitted to contact the parent unless specifically directed to do so by the Ministry of Social Services and Housing. It is not our responsibility to determine if abuse has happened. It is the responsibility of the Ministry of Social Services and Housing to investigate and decide if abuse has occurred. These procedures are designed to protect the child. Our concern is for the safety and well being of your child. This is something that we hope will not be necessary, but we are all required by law to report suspected or disclosed abuse.

## **PARENT PARTICIPATION**

It is the law that parents are to have unrestricted visitation right to any part of centre where the child is in care. We respect that right. Moreover, we encourage and welcome parent visits anytime. It is our belief that parent participation enhances the quality of care a child receives. Parents are free to join any of our activities.

## **PARENT CONTRACT**

During the preadmission interview parents will be given a copy of our parent contract to review. If parents choose to place their child in the care of ABCCC, this form **MUST** be complete, dated and signed by both the parent(s) and the director.

## **PROGRAM EVALUATION**

Your feedback is important to us. The staff of the program will encourage ongoing feedback as well as provide you with opportunities to share comments/suggestions. Your response to our program evaluation helps us to develop programming policies and procedures and to provide child care that meets family and community needs.