

Windermere Valley Child Care Society



Parent Handbook



Our Mission Statement:

**A safe and loving environment where we can
play, learn and grow together.**

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Program of Activities Policy

WVCCS has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities and needs of all children. Our goal is to provide the community a safe and loving environment where we can play, learn and grow together.

WVCCS will provide:

- A clean, well-maintained and safe environment
- Opportunities for learning through play and structured activities and develop self-help skills
- Opportunities for both rest and exercise
- Opportunities for indoor and outdoor activities
- A comfortable and relaxed environment for children and parents

Infant / Toddler

Program (ages 12 months-3 years)

7:30 – 9:00 am

- Drop off time (latest drop off is 10:00 am)
- Indoor free play
- Morning naps (if needed)

9:00 – 10:00 am

- Snack routine

10:00 – 11:30 am

- Outside time
- Circle time



11:30 – 12:30 pm

- Lunch routine

1:00 pm

- Nap time
- As children wake up we do group activities such as art/sensory tables, reading...etc.

3:00 pm

- Afternoon snack

4:00 pm

- Outside time
- Free play

We try to incorporate:

- Cooking / baking
- Field trips
- Walks

Infant / Toddlers vary from each other and as they change over time we adjust to fit the children's individual needs. The schedule above is an average outline, it will vary day to day depending on the weather and the children's needs

3 – 5 year old Day Care Program

Morning:

Free Play (including art)

Circle Time

Morning Snack

Outside Play

Group Time



Afternoon:

Lunch

Quiet / Nap Time

Center Time

Afternoon Snack

Outside Time

Free Play



What we do: Field trips, baking, cooking, dancing, music, pool and sprinkler days

Special Days: Every Friday we allow kids to bring something special from home

We have weekly and monthly themes and calendars.

Out of School Program

The out of school program runs all year with full days on Professional Development Days, Christmas Break, Spring Break and Summer Break.

During school days we run from 3:00 pm – 5:30 pm. A daycare staff meets the kids at the bus drop off, takes attendance and walks them to the center. The after school program is as follows...

After School Snack Time

Carpet / Circle Time

Craft Time, Free Center Play or Outside Play

Since the children are sitting at school most of the day we make sure they enjoy lots of play and try to get them to burn off some energy!

Full days are more structured to include arts, crafts and field trips.

We encourage the children to explore their creativity side using art, games or play to help them learn and grow. We strive to provide a safe and nurturing environment for opportunities of positive socialization, learning life skills and helping them grow!



Preschool Programs

Three year old Program

9:00 – 10:15 am

Free play

10:15 – 10:45 am

Clean up

Circle time

10:45 – 11:15 am

Snack

11:15 – 11:30 am

Outside

Four year old Program

9:00 – 10:30 am

Free play

10:30 – 11:00 am

Clean up

Circle time

11:00 – 11:30 am

Snack

11:30 – Noon

Outside



Attendance Policy

Regular attendance at WVCCS is extremely important for your child to settle in well. Routine becomes part of your child's day. You are welcome to visit your child in the daycare at any time.

Parents will:

- Notify the staff by 9:00 am if your child is not coming in that day

Arrival

Upon arrival, parents must:

- Sign in your child in the sign in book with the time of the child's arrival and your initials
- Put all diaper bags, extra clothes, shoes...etc. into your child's cubby
- Give your child's lunch, including bottles, to the staff to put into the refrigerator
- Talk to a staff member and relate how your child's night and morning went
- Take time to settle your child and say goodbye
- Be sure to close the gates on the perimeter fence when leaving
- Label ALL children's items

Departure

Upon departure, parents must:

- Sign out their child with the time the child is leaving and your initials
- Inform a staff member that you are there to pick up your child

Daycare staff will:

- Phone parents if a child is absent from daycare without prior notice from parents
- Establish with parents the reason for the absence
- If after two weeks the daycare staff has been unable to reach the parents, the child will be dismissed from the program and charged for the rest of the month as per the 'Schedule Change Policy'

Waitlist Policy

A waitlist will be formed when full enrollment has been reached at the daycare or preschool.

The number of children in the daycare is governed by the Community Care Licensing Regulations. Children are accepted into the daycare on a first come basis. When an opening in a program occurs, the parent of the first child on the waitlist will be contacted by telephone and will have 48 hours to respond. Parents are responsible to update their contact information.

Children will be removed from the waitlist upon the following reasons:

- Parent/guardian's request
- Child is over the age of the program
- Family has moved away and phone number is out of order (the client is then unreachable)

Allergies Policy

Parents/guardians need to inform the daycare staff in writing if their child has any allergies or develops an allergy. Required forms will be provided by the staff as soon as an allergy is reported. Staff will post all children's allergies in the kitchen for everyone's information.

In the event of an allergy attack parents will be informed immediately of the attack and the steps taken. Extra training will be provided by Interior Health or the child's parent if deemed necessary.

Parents of children who may require the use of an Epi-pen are responsible to provide the staff with an Epi-pen that will be locked in the medicine cabinet.

WVCCS is a peanut-free facility.

Fees Policy

Invoices are emailed to parents/guardians at the beginning of the month. Only if requested will you receive a paper copy of your invoice. Fees are to be paid in full by the 15th of each month. There is a **\$25.00** service fee for NSF cheques. Interest at 2% will be added to any fees not paid in full by the end of the month.

Preschool fees are to be paid in full by cash or post-dated cheques in September of the school year.

WVCCS Rates:

Infant/Toddler Care	\$5.50 / hour
<i>Drop-in rate</i>	<i>\$6.50 / hour</i>
Group Daycare	\$5.00 / hour
<i>Drop-in rate</i>	<i>\$5.50 / hour with a minimum of 6 hours</i>
Out of School Care	\$4.50 / hour
<i>Drop-in rate</i>	<i>\$5.50 / hour</i>
Preschool - 3 year olds	\$100.00 / month (duty parent)
3 year olds	\$125 / month (no duty parent)
Preschool - 4 year olds	\$180 / month (duty parent)
4 year olds	\$205 / month (no duty parent)

Children in the Infant/Toddler and Group Daycare programs will be charged a minimum of 6 hours per day.

Children in the Out of School Care program will be charged a minimum of 2 hours if they are only using the after school program. Children in the Out of School Care program will be charged the 6 hour minimum on Professional Development Days and Summer Holidays.

Subsidy

If applying for Child Care Subsidy it is the parent/guardian's responsibility to fulfill all the requirements of the Child Care Subsidy Branch to maintain the daycare subsidy. If you are not eligible or become ineligible for full subsidy, the parent/guardian is responsible for the fees. Parents are responsible for the parent portion of the fees that is not covered by subsidy and will be billed as usual for the fees.

In order to find out if you are eligible for subsidy please contact the Ministry of Children & Families

Phone: 1-888-338-6622

Website: www.mcf.gov.bc.ca/childcare/subsidy

You can also pick up an application package at the local Ministry of Children & Families located at 625 4th Street, Invermere.

Child Abuse: Staff Responsibilities

Staff Policy:

- Report suspected or disclosed abuse as required by law.
- Report suspicions and/or disclosures, staff DO NOT determine if abuse has occurred.
- Failure to report abuse can result in prosecution under the Family and Child Services Act.
- Staff are NOT permitted to contact the parent, unless specifically directed to do so by the Ministry of Children and Families and the RCMP.
- Reporting procedures are designed to protect the child. Our concern is the safety and well-being of the child.

Staff Procedure:

1. Inform the Team Leader or Manager of your call and the reasons.
2. Document the reasons why you felt that you had to make the call
3. Call the RCMP or Ministry of Children and Families to report any child that looks like they have been abused; mentally, physically or emotionally.
4. DO NOT contact the parents of the child you have concerns about.

Field Trips Policy

The daycare staff will take children on walks and field trips. WVCCS will inform parents about the field trips, giving as much notice as possible.

On any field trip or walk, staff/child ratios will be maintained. First-aid kit and emergency cards with updated information will be brought on all field trips or walks. One staff member will carry a cell phone with them in case of emergency.

Parents will sign a general consent form upon registration of a child at WVCCS for all walking field trips. In the event that a field trip requires transportation, a special consent form will be given to the parent to be filled out prior to the field trip.

Late Pick-up Policy

It is your responsibility to pick up your child on time. A parent who picks up their child after the scheduled pick up time will continue to be charged until the child is picked up. Parents arriving after closing time (6:00pm) will be given one warning, if the issue continues the parent will be charged \$10.00 for the first 15 minutes and \$5.00 for every five minutes thereafter. In the event of an emergency please contact the daycare providers as soon as possible with the alternate pick-up arrangements for your child.

If the child has not been picked up prior to closing time the daycare provider will

1. Try to contact a person authorize to pick up the child.
2. If the daycare provider is unable to contact an authorized pick-up person the Ministry of Children and Families will be contacted and the child will be released to them.
3. The daycare providers **WILL NOT** take a child home.

Hours of Operation:

Monday – Friday

7:30 am – 5:30 pm

Nutrition Policy

Our goal at WVCCS is to promote good nutrition. Eating nutritious food is an important part of each child's day. We encourage parents to select food for their child's lunch in accordance with Canada's Food Guide requirements.

WVCCS Staff will:

- Encourage children to eat a variety of foods but be sensitive to individual food preferences.
- Encourage children to drink water or milk
- Discourage candy, gum, juice, pop or other "junk food"
- Post children's allergies in the kitchen (Parents must make staff aware of any food allergies)
- Inform parents of any significant changes in the eating habits of their child
- Model healthy attitudes towards food and meal times
- Model healthy attitudes towards washing hands before and after meals
- Discard any unused liquid in bottles or cups to prevent the spread of germs
- Allow children time to eat and drink at their own pace
- Respect the decision as to when and what solid foods will be introduced
- Welcome mothers to breast-feed their child and provide support for breastfeeding

PLEASE NOTE: WVCCS is a peanut-free and juice-free facility

Safe Release Policy

A child will be released only to a parent or legal guardian or a person authorized by the parent or legal guardian on the child's registration and health form that is seen fit and able to care for the child.

If a parent or authorized person comes to pick up a child and is in a state of agitation, suspected of intoxication or appears as though they are not in their normal state of mind and is insistent upon taking the child, the daycare providers will offer to contact another authorized person to pick up the child. If the parent or authorized person still insists on taking the child the daycare providers will contact the RCMP and the Ministry of Children and Family with license plate numbers and names.

Please note:

1. The daycare staff must be notified in writing prior to any alternate arrangements of a child's pick-up.
2. Picture identification will be required if the person(s) picking up the child is not known to the daycare staff.
3. Children will not be released to anyone under the age of 16 year old.

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

Schedule Change Policy

Parents/guardians are required to give one month's written notice to the Manager if they desire to withdraw any child from a WVCCS program. If no notice is given, parents are required to pay one month of fees. Any unused days or holidays that you might have left cannot be used towards this fee.

If a parent desires to permanently change a child's schedule by decreasing the time of care, two weeks' notice can be given as long as the time stays within the 6 hour minimum.

You must inform the child's teacher by 12:00 noon on Friday if a child will be absent the following week. The staff will in turn use your holiday time on your six unusual circumstance days for no charge to the parents. If you have no unusual circumstance days left you will be charged.

Sick Days

All children will be charged for their first sick day. They will not be charged the second day if the parent informs the staff that the child is still sick. If the child is still sick by the third day the parent must provide the manager with a doctor's note in order to not be charged. Children who are here only one or two days per week will be charged for the first day.

Vacation Policy

Children may use up to two weeks of vacation time each year without being charged. If you choose to take more than two weeks' vacation time, you will be charged as usual. You must inform the Manager of your desired vacation days before 12:00 noon on the Friday before the desired vacation days.

***One week consists of Monday – Friday schedule.**

Children may use up to 6 days of unusual circumstance days per year without being charged. If you desire to use one of these days you must inform the teacher before 12:00 noon on the Friday before the desired unusual circumstance day to avoid being charged.

Sick Policy

If a child is dropped off and is found to be sick the steps below will be followed:

- The child will be separated from the other children providing them a safe place to lie down where they can still be monitored.
- Parents will be contacted and asked to pick up their child immediately. If they are unable to pick up their child alternate arrangements must be made.

*****Be aware that some children may have allergies, a medical condition, such as asthma, or are going through normal developmental process in life, such as teething, that may show some of the same symptoms as a contagious illness*****

The following would be examples of symptoms of illness that would exclude a child from attending WVCCS:

- Uncontrollable diarrhea
- Nausea
- Vomiting
- Difficulty Breathing
- Fever
- Excessive runny nose and/or coughing
- Sore throat and/or difficulty swallowing
- Infected skin, eyes or undiagnosed rash
- Severe itching of the body or scalp
- Any known or suspected communicable disease (see list below)
- Head lice (must have a minimum of two wash treatments, fine combing, be away 2 days and have been checked before returning.)

Children who have more than one instance of uncontrollable diarrhea will be sent home and must stay home until 24 hours after the diarrhea has stopped.

Children who are vomiting will be sent home and stay home until 24 hours after the vomiting has stopped.

Parents are required to notify the centre of any sickness or communicable disease they may have as it needs to be posted to inform other families and the program needs to be disinfected immediately to prevent spreading of the sickness.

Medications

If a child needs to be administered medication by the staff, parents must fill out and sign a medication form prior to staff administering it. All medication must:

- Be in the original bottle
- Have an expiry date

If it is a prescription, it must state the child's name, doctor's name, dosage, time of administration and proper storage instructions.

Non-prescription medication may be administered for teething or if prescribed with antibiotics, a medication consent form must also be filled out.

If taking prescription medication, the child may return to the centre after 24 hours of consuming the medication or when given the duration of time by a doctor to stay home is complete.

*****If a child is ill and is given medication to suppress the symptoms, they are under no circumstance allowed to attend the centre as they are still contagious and can still infect other children*****

Sick days will be charged accordingly, the first full day stayed at home by a sick child is to be charged, the following day will be no charge upon a phone call from the parents to notify the staff that the child is still sick and by the third day a doctor's note is required in order for a child not to be charged if they are sick for 3 days or more.

Reportable Communicable Diseases

[HEALTH ACT COMMUNICABLE DISEASE REGULATION – Schedule A]

Including, but not limited to:

- Acquired Immune Deficiency Syndrome
- Anthrax
- Botulism
- Brucellosis
- Cholera
- Congenital infections:
 - Toxoplasmosis, Rubella, Cytomegalovirus, Herpes Simplex, Varicella-zoster, Hepatitis B Virus, Listeriotic and any other congenital infection
- Creutzfeldt-Jacob Disease
- Cryptococcus neoformans
- Cryptosporidiosis
- Cyclospora Infection
- Diffuse Lamellar Keratitis (DLK)
- Diphtheria:
 - Cases
 - Carriers
- Encephalitis:
 - Post-infectious
 - Subacute sclerosing pan encephalitis
 - Vaccine-related
 - Viral
- Foodborne illness
- Gastroenteritis epidemic:
 - Bacterial
 - Parasitic
 - Viral
- Genital Chlamydia Infection
- Giardiasis
- H5 and H7 strains of the Influenza virus
- Haemophilus Influenza Disease
- Hantavirus Pulmonary Syndrome
- Hemolytic Uremic Syndrome
- Hemorrhagic Viral Fevers
- Hepatitis Viral:
 - Hepatitis A
 - Hepatitis B
 - Hepatitis C
 - Hepatitis E
 - Other Viral Hepatitis
- Human Immunodeficiency Virus
- Invasive Group A Streptococcal Disease
- Invasive Streptococcus Pneumoniae Infection
- Leprosy
- Lyme Disease

- Measles
- Meningitis
- Bacterial:
 - Hemophilus
 - Pneumococcal
 - Other
- Viral
- Meningococcal Disease:
 - All Invasive, Including Primary Meningococcal Pneumonia and Primary Meningococcal Conjunctivitis
- Mumps
- Neonatal Group B Streptococcus Infection
- Paralytic Shellfish Poisoning (PSP)
- Pertussis (Whooping Cough)
- Plague
- Poliomyelitis
- Rabies
- Reye's Syndrome
- Rubella:
 - Congenital Rubella Syndrome
- Severe Acute Respiratory Syndrome
- Smallpox
- Tetanus
- Transfusion Transmitted Infection
- Tuberculosis
- Tularemia
- Typhoid Fever and Paratyphoid Fever
- Venereal Disease:
 - Chancroid
 - Gonorrhoea - all sites
 - Syphilis
- Waterborne Illness
- West Nile Virus Infection
- Yellow Fever