

Infant and Toddler Care • Group Daycare • Junior Kindergarten • Before and After School Care

PARENT'S HANDBOOK CREATIVE COVE HOLISTIC CHILDCARE CENTRE INC.

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Table of Contents

Welcome /Introduction	1
Mission Statement	2
Our Curriculum	2
Our Staff	2
Our Program	2
Hours of Operation	2
Group Daycare	3
Infant and Toddler	5
Preschool/Out of school care	7
Things to Bring	7
Birthdays	9
Toys	9
Field Trips	9
Volunteers	9
Communication, Notices& Reminders	10
Newsletters	10
Rest Time Policy	10
Nutrition, Snack and Lunch	11
Allergies	11
Hygiene	12
Illness	12
Immunization	13
Medication	13
Fire, Earthquake & ‘Code Red’ Drills &Policies	13
Emergency/Disaster Plan	13
Emergency Comfort Kits	13
Emergency Package	14

Concerns Procedures	14
Guidance and Discipline	14
Release of a Child from the Centre	15
Inclusion Policy	16
Missing Child Policy	16
Abuse Policy	17
Registration & Re-Registration Fee& Deposits	17
Fee Payments	17
Withdrawal	18
Late Fees	18

WELCOME TO CREATIVE COVE HOLISTIC CHILDCARE CENTRE Inc.

We hope this year will be a happy and rewarding year for your child (ren) and the whole family. We are glad that you have chosen to spend this time with us. We have many exciting opportunities for your child (ren) to participate in, Creative Cove will continue to enhance our programs to meet your families' needs.

- We value each child as special
- We value children as unique, competent individuals.
- We value children's opinions.
- We value children learning through play.
- We value parent's feedback.

Our childcare programs are committed to nurturing and guiding children. We are providing an environment that fosters trust, security and comfort. We strive to provide a balance of activities that help children to progress in spiritual, social, emotional, physical, and cognitive development. Our programs respect and value differences; recognize that children are individuals and that every child is unique.

Each program provides a safe, secure and stimulating environment for all children. It provides time and opportunities for children to explore and investigate their world and to communicate with other children and adults. The environment promotes an accepting, tolerant and flexible attitude towards others and respect for the natural world.

During these formative years children must learn how to get along in a group, to share, to problem solve in their relationship with peers and to have a positive self-image. By providing a play-based program, the children develop these skills in their creative play activities. Look at it as playing is a child at work. It is their way of trying to figure out rules and experimenting with life.

Our aim is to be respectful and caring, and to treat each child and parent as individuals. To provide a safe environment that will promote positive growth of the children and maintain the parents as the child's primary caregiver. We understand how parenting can be a difficult task, and the staff will strive to work together with families to promote positive child-rearing principles while also providing an opportunity to improve parenting skills. We will value, and not judge or criticize parenting efforts and will work towards meeting the needs of children and parents through realistic expectations and ongoing communication.

We endeavor to maintain a daily routine that eventually eases all children into comfortable and familiar habits. This routine takes into account the dynamics of the children and their ages and

stages of development. Our program is well balanced between structured activities and free play, social and quiet times, and ample opportunities for creative exploration and learning through play.

We appreciate that you have taken the time to go through this handbook, which we hope will answer most of your questions, however, should you have any additional inquires please feel free to contact us at: **604-720-0861** or email us at **info@creativecove.org**

MISSION STATEMENT

Our mission is to provide every child a safe environment for children to learn and grow. Our goal is to provide children with activities and opportunities that will enhance their spiritual, physical, intellectual, creative, emotional and social development.

OUR CURRICULUM

CREATIVE COVE HOLISTIC CHILDCARE CENTRE curriculum supports the core principles of British Columbia’s Early Learning Framework (2007). Our staff provide a continuum of play based learning activities across the five areas of development (1) aesthetic and artistic development, (2) emotional and social development, (3) intellectual development, (4) physical development and well-being and (5) the development of social responsibility. The classroom environment is set up to include a variety of developmentally appropriate and accessible materials and activities that encourage independence, stimulate curiosity, nurture creativity.

OUR STAFF

Our teachers are not only certified Early Childhood Educators (ECE), Assistants (ECE/A) and Infant and Toddler Educators (ITE), as required by Childcare Licensing Authorities. They are dedicated and committed to provide students with the best care, support and education--- intellectually, socially, physically and spiritually. Each teacher also holds a valid first aid certificate and has undergone a criminal record check.

OUR PROGRAMS	FOR CHILDREN AGES	HOURS OF OPERATION
		Monday to Friday
Group Daycare Program	3—5-year olds	6:30am—6:00pm
Infant & Toddler Care	Newborn—30 mths	7:30am—5:30pm
Pre-School (September to June)		9:00am –12:00pm
Out-of-School Care (September to June)	Grade 1—12-year old’s	6:30am—6:00pm

HOLIDAYS

Please Note - The centre is closed on Statutory Holidays, Easter Monday, Christmas week, and the week before Labour Day. (Subject to change with 1-month notice)

Please Note - The Junior Kindergarten Calendar follows that will observe all their Pro-D days, as well as the Spring, Winter and Summer Breaks. (Subject to change with 1-month notice)

GROUP DAYCARE

At group daycare, your child will have the opportunity to interact with other children, learn to problem solve, explore their interests and participate in many different activities. Daycare is available for children aged 3—5 years and maintains a ratio of 8:1 with a consistent Early Childhood Educator as their primary caregiver.

Things to Bring

Spills, paint, dirt, glue and other related messes are a natural part of a child's life and for your child the process of getting messy can sometimes be the most fun and rewarding experience of their day. Please dress your child in practical and comfortable clothing. On the first day of school please send along the following items with your child, **all marked with the child's name or initials**:

1. A complete change of clothes. To be kept in a clear labeled bag at the daycare in case a change is required for any reason.
2. A pair of rubber soled slippers or shoes to leave at school. No distracting slippers i.e. animal or super hero or squeaking noises. When choosing your child's clothing, slippers or shoes; please try to make them easy to put on and take off as we do encourage independence in this area.
3. Durable, weather appropriate outdoor clothes and footwear. The children will have outdoor activities and excursions whenever the weather permits, so please make sure they are dressed for the weather on that day.
4. A fitted twin-sized bed sheet. Children will have a mat and a place where they can rest and nap each day. The daycare will also provide a blanket and carrying bag for each child. These items will stay at the daycare and will be sent home at the end of each week. They must be washed and returned to daycare the next day your child attends.

A Typical Day at Group Daycare

II. A Typical Day at Group Daycare		
FROM	TO	SCHEDULE AND ROUTINE
6:30	8:45	Free Play - All areas open i.e. blocks, cars/trucks, housekeeping/dress-up, books, math manipulatives, puzzles etc. Earlier students may be assisted with breakfast, if required.
8:45	9:00	Clean up and students invited to the circle area. They choose a book and spend quiet reading time till all their friends are ready.
9:00	9:40	Morning Circle and Teacher(s) interact with children oneonone or in a group, assisting and encouraging them with the different art, science, practical life, language, theatre, French, yoga, math, social studies, etc. activities. Ensuring that every child is positively acknowledged.
9:40	9:45	Students transitioned to different areas of structured activities or planned themed activities.
10:10	10:30	Students clean up and wash hands for snack time.
10:30	11:00	Snack Time

11:00	10:30	Students put their snacks away, tidy up and get ready for the next scheduled activity.
10:45	11:45	Students have outdoor/indoor physical activities (depending on weather), story-time at the library (on a weekly schedule).
12:00	12:45	Students return indoors and get ready for lunch time.
12:00	12:45	Lunch Time
12:45	13:00	Pack up lunch, and transition to wash up and use the bathroom before rest/nap-time.
13:00	15:00	Rest/Nap-time
15:00	15:15	The teacher will play fun interactive songs to wake the children up and help put their mats away.
15:15	15:30	Wash hands, use bathroom and get ready again for their afternoon refreshment or snack.
15:30	15:50	Afternoon Snack
15:50	16:00	Students put their snacks away, tidy up and get ready for outdoor activity or indoor free play
16:00	16:30	Afternoon circle according to the monthly theme. Daily lesson includes calendar, weather, greetings, etc. and will include stories, songs, open-ended discussions, etc. through the week.
16:30	18:00	Free time to play with friends, outdoors or indoors and choice of any activity until picked up.

INFANT AND TODDLER

The Infant & Toddler program commits to nurturing and caring children through the first years of life from newborn to 36 months. We provide activities that help children progress in spiritual,

social, emotional, physical, and cognitive development. Play is viewed as a child's work. It is their way of trying out rules and experimenting with life, which we fully encourage. Our infant and toddler program has a 4:1 ratio with a consistent Infant and Toddler Educator as their primary caregiver.

Things to Bring

Spills, paint, dirt, glue and other related messes are a natural part of a child's life and for your child the process of getting messy can sometimes be the most fun and rewarding experience of their day. Please dress your child in practical and comfortable clothing. On the first day of school please send along the following items with your child, **all marked with the child's name or initials:**

1. Two complete changes of clothing and indoor slippers. Children are active participants in our program so proper clothing is important.
2. Durable, weather appropriate outdoor clothes and footwear. The children will have outdoor activities and excursions whenever the weather permits, so please make sure they are dressed for the weather on that day.
3. A package of diapers and wipes. Children will go through the diapering/toileting routine at least 3-4 times a day depending on the length of time spent at the center plus additional changes as necessary. You will be informed when the supply is low so that it can be replenished.
4. Diaper cream (if used). If you would like diaper cream to be used on your child, you will need to supply the cream and fill out a permission to administer medication form.
5. A fitted crib sheet, blanket, and a comfort item (if used). Children will have a place where they can rest/nap each day. These items will stay at daycare and be sent home at the end of each week to be washed and then returned to daycare the next day your child attends.
6. A box of facial tissues i.e. Kleenex (supplied once a month). The staff will promote good personal habits ensuring that children wash their hands before eating and after using the bathroom.
7. Extra storable snacks and a sippy cup (or the kind of cup that your child uses). These will be left at the daycare for your child's daily use.

A Typical Day at Infant and Toddler Care

FROM	TO	DESCRIPTION
6:30	9:30	Children come in during this time and after ensuring all their things have been put away, they are helped with breakfast, if required.
8:30	10:00	Our toddlers are offered various activities that can include a craft, painting, puzzles, play dough, etc.
10:00	10:15	Clean up call and children are invited to our morning circle.
10:15	10:45	Circle time varies from 10 to 30 minutes depending on the group and includes songs, dancing, stories and also learning various sign-language words.
10:45	11:45	Outside play/walk/gym/activities (depending on weather)
11:30	12:30	Lunch time
12:30	14:30	Nap / rest time
14:30	15:30	Children have a snack and get ready for outdoors
15:30	16:30	Children have outdoor and/or gym activities/play (depending on weather)
16:30	17:30	Children are picked up

*Note: Times are approximate and may change to accommodate the group's interest in an activity.

PRESCHOOL AND OUT OF SCHOOL CARE

Your child will have the opportunity to interact with peers and participate in various activities. Some of those activities include crafts, puzzles, games, field-trips, outdoor time (sports/playground), plus much more. For out of school care is offered for children from kindergarten to 12-year-old and maintains a ratio of 12:1 for our kindergarten and grade 1 group and 15:1 for our grades 2 to grade 7 groups.

A Typical Preschool Day

FROM	TO	
8:45	9:00	Student are greeted as they enter and assisted/directed to put their belongings away. Morning activities at the tables and floor mats are placed for groups of up to four children each.
9:00	9:30	Morning Circle according to the monthly theme. Daily lesson includes calendar, weather, greetings, etc. and will include stories, songs, open-ended discussions, etc. through the week. (Show and tell once a week)
9:30	9:50	Snack Time
9:50	10:00	Quiet reading time
10:00	10:30	Outdoor Activity

10:30	12:00	Fun Family Phonics, One on one with students and/or Worksheets, For Extended Program Students: Story Time, Art and Crafts
12:00	12:30	Parent Pick Up

A Typical Day At Out of School Care

From	To	MORNING SCHEDULE
6:30	8:00	Students can have their breakfast here before choosing an activity for themselves or join in any group activity. They are dropped off to their respective schools before school starts.
AFTERNOON SCHEDULE		
14:45	15:15	Students are picked up from their respective schools. When they arrive at the daycare they put their belongings away and wash up to get ready for snack.
15:15	15:45	Snack Time
15:30	16:00	Older students are provided quiet time to do their homework and younger children are offered some worksheets or books for quiet reading for 15 – 30 minutes.

16:00	16:00	Teachers read out a scenario that is appropriate to their age and ask openended questions as to what they would do if they found themselves in such a situation. This gives them plenty of food for thought and discussion and also empowers them to handle situations that may arise later.
16:30	17:30	Teachers have some arts and crafts projects for students especially before events e.g. Easter, Mother's Day, Father's Day, etc. Each project may take a few days for completion. At times, they may visit, library, or participate in some interactive music/dancing games or go on nature hikes if the weather permits.
17:30	18:00	Choice of activities and/or free play indoors or outdoors may be extended until pick up

Note: Times are approximate and may change to accommodate the group's interest in an activity.

THINGS TO BRING

Please ensure your child brings the following essentials so that he/she can have a safe and enjoyable time: *1. Appropriate Footwear*

- 2. Water Bottle*
- 3. Change of clothing*
- 4. Hat*
- 5. Sunscreen*
- 6. Bathing Suit*
- 7. Towel*
- 8. Backpack*

BIRTHDAYS

It is the philosophy of the school to honor each child at school on the occasion of his/her birthday. You may send a healthy snack, cupcakes, cookies, napkins and a beverage if you would like. We ask that you do not send party favors, gifts, balloons, games, etc. You may also elect to send a special book, toy or music (CD) for the class. This is a way that your child can

share with the class and honor his/her birthday. If you are planning a party for your child, please hand out invitations outside of the Centre. Teachers cannot be responsible for handing out invitations.

TOYS

Toys, books, and treasures sometimes come to visit us. They are better kept at home as they may be lost or damaged. However, please talk to the teacher about a special treasure or toy that your child would like to share with us on special occasions such as birthdays or show-and-tell days.

FIELD TRIPS

During the school year, the children have an opportunity to go on a variety of field trips. Notices will be handed out in advance of the field trip to inform you of the date, time, destination, transportation arrangements, lunch provisions and specific information related to the outings. We request parents (or an alternative adult e.g. grandparent) to participate in field trips so as to have maximum supervision in a fun group excursion. If you are not comfortable with you and your child attending a trip for any reason, other arrangements must be made for the care of your child that day. Walks around the neighborhood are not considered trips, but part of our daily activity and do not require written consent.

VOLUNTEERS

Throughout the year, the teachers may need some assistance with a special activity (cultural celebrations and field trips). If any parents have some time to spare and would like to help us out, please let us know.

We also appreciate and encourage local high school students to volunteer in our various programs. Practicum students and other volunteers may also come in from time to time to volunteer. All volunteers are screened and have their criminal record check in place before they can spend time with the students at the Centre.

COMMUNICATION, NOTICES & REMINDERS

The educators believe that every child deserves a quality program. It is important to have open and ongoing communication with all parents/guardians. We are a licensed facility and we follow all requirements and policies set by the BC licensing office. If you have a concern regarding your child or the program, please feel free to talk to the supervisor or teacher. The staff will use the utmost level of confidentiality in discussing your concerns.

Outside the entrance of the classroom is a bulletin board where notices of interest, upcoming events and the most recent newsletter will be posted throughout the year. Notices will be posted well in advance, so please refer to the bulletin board regularly.

NEWSLETTERS

A monthly newsletter will be emailed out to families by the last week of the previous month with a calendar of events for the following month. Please contact the Kids Club office if you are not receiving your monthly newsletter via email. Paper copies of the newsletters will be available each month on the bulletin board in our main hallway, please be sure to check for updates in your child's program regularly.

REST TIME POLICY

All children in our Group Daycare, Extended Junior Kindergarten will have a rest period between **1:00 and 2:30pm** and Infant and Toddler between **1:00 and 3:00pm**. Children will be encouraged to rest or nap. A mat is provided for each child and if necessary, teachers may rub their backs, read stories or play soothing music. Parents are responsible for their children's blankets, sheet and a soft toy, if desired. No child will be made to lie on their mats for more than one hour after trying to sleep or having slept and awakened. After the one-hour mark, quiet activities such as reading books, colouring or quiet activities will be introduced. They may be offered quiet activities on their mats after an initial rest period. This will ensure your child has a healthy, happy, restful day at daycare.

NUTRITION, SNACK AND LUNCH

Parents must make staff aware of any food allergies. These allergies will be posted for all parents to see. Due to specific health concerns, restrictions, and preferences, we ask that parents provide well-balanced meals and snacks and/or prepared bottles that **do not need warming or refrigeration(cold pack in lunch box)** for the time that your child is at the centre each day.

However, there will be a fridge and microwave available to cool and warm up food should it be required.

Water will be provided throughout the day as needed and requested. Please label all containers and bottles clearly. Children will always be supervised while eating and drinking during lunch & snack time.

Nutrition is an important part of your child's development; some healthy lunch and snack suggestions are as follows:

Lunch suggestions include lunch meat (turkey or ham) and cheese slices rolled together, macaroni and cheese, pasta, mini-bagels with cream cheese or jelly, crackers, sliced fruit, canned green beans, yogurt or applesauce. Packed lunches can be put in a *thermal container* to keep warm or with an *ice pack* to keep cool. Our Center cannot accommodate the refrigeration of individual lunches. Also keep in mind that most children are not as temperature-sensitive as we are. They will be fine eating their pasta, macaroni and cheese or green beans either cold or at room temperature.

Snacks if your child requires special food due to an allergy such as, lactose free milk etc please bring items from home and we will label and store it accordingly.

According to licensing regulations, a licensee must ensure that each child has healthy food and drink according to the Canada's Food Guide, and promote healthy eating and nutritional habits. If a child's record includes, or the child has a care plan that includes instructions, the licensee must comply with those instructions.

A licensee must ensure that the food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, with regard to:

- a. the child's age,
- b. the number of hours the child is under the care of the licensee, and
- c. the child's food preferences and cultural background.

A licensee must ensure that children are not:

- a. fed by means of a propped bottle,
- b. forced to consume any food or drink, or
- c. left unsupervised while consuming food or drink.

A licensee must ensure that safe drinking water is available to children and ensure that information on the food and drink given to children, are available to parents. A licensee must ensure that food and drink are not used as a form of reward or punishment for children.

ALLERGIES

All known allergies must be listed on the registration form and **a care-plan must be completed for all allergies needing medication.** These care-plans must be updated regularly (minimum once a year). Their names will be put on the allergy list that is posted in the Centre and careplans

will be carried with their medication at all times. **We will not hold any medication at the Centre without a completed care-plan.**

HYGIENE

The health and well-being of the child is always the number one priority. A bathroom time is scheduled before and after meals, snacks, outside play, field trips. Children are supervised during bathroom time. During bathroom times, children are reminded to flush the toilet, wash their hands with soap and water, and dry their hands with a paper towel.

Toys and equipment are cleaned/disinfected on a daily basis. Children's clothing/bedding are sent home weekly for washing.

ILLNESS

Our centre will ensure a safe and comfortable environment that will accommodate the abilities of all children. Our goal is to promote good health and safety by providing a clean, wellmaintained, safe environment.

Parents are advised to keep their children at home or to seek alternative care arrangements for the following conditions:

- Pain – any complaints of unexplained or undiagnosed pain
- An acute cold
- Sore throat or trouble swallowing
- Runny nose and eyes, sore throat, nausea and vomiting
- Difficulty with breathing, wheezing or persistent cough
- Fever over 100F or 38C (keep child home for 24 hours)
- Infected skin or eyes or an undiagnosed rash
- Unexplained diarrhoea or loose stool, combined with nausea, vomiting, cramps
- Headache and stiff neck
- Severe itching of body due to scabies
- Head lice (must have hair treatment, all lice and nits destroyed/removed)
- Children with known or suspected communicable diseases **Parents!**

Please keep your child home:

If the child is not well enough to take part in the regular program of the facility, or is suffering from one or more of the above symptoms. We require that your child is free from symptoms, or have a doctor or a medical health officer's written approval before returning to the facility. If your child is on antibiotics, please keep them at home if they have taken it for less than 72 hours. Our daycare is designed to meet the needs of children who become ill while in our care, but is unable to provide constant medical supervision in cases of predetermined illness. If your child is not well enough to participate in the routines and activities, or is unable to go outside on the playground, then your child should not attend on that day. Please remember how you feel if you are not well. Return to Daycare only when the child is all of the above symptom free for 24hrs!

Ultimately the care of the child is the parent's responsibility!

If your child becomes ill during the day, we will attempt to contact you. If you are unavailable, we will try to reach your emergency contacts. We will provide a quiet resting area, and close staff supervision until you, or one of your emergency contacts can pick up your child. We do not advise the child to return to Daycare the same day or day the child fell ill.

DIARRHEA:

Upon first diarrhea we will inform the parents

Upon the 3rd diarrhea episode we will ask parent to pick up you child And as 24 hour no symptoms policy will apply.

IMMUNIZATION

Please ensure that you accurately complete the **health (and nutrition) information** on your child's Registration form, as well as the **immunization** form. We recommend that all families have their child's immunizations brought up-to-date prior to starting at the centre.

Please provide us with a letter if your child is not immunized.

MEDICATION

If there is ever the necessity for your child to be administered medication at the daycare, you must adhere to the following guidelines:

- I. Prescription Medication **for Chronic Conditions** such as allergies, asthma, etc.:
- II. Parent to complete a **Care-plan**
- III. Other Prescription Medication: Parental consent is required (sign a medication form)
- IV. Non-Prescription medication: Physician's written authorization is required (sign a medication form)

Please provide all medication in the original container with proper directions for use. Medication will be administered only as clearly directed by the physician's authorization and when absolutely necessary. These medications must always be accompanied by parental consent on the medication form or the care-plan.

All medication will be stored in a locked container out of reach of the children.

FIRE, EARTHQUAKE & 'CODE RED' DRILL & POLICIES

There is an established emergency procedure posted on the walls. Fire, earthquake, and 'code red' drills are practiced every month. Written records of all drills are made by the staff.

EMERGENCY / DISASTER PLAN

Meeting Place: *North Parking lot*

Emergency Contact Numbers: *Each parent to provide a contact number outside the province.*

The number is recorded in the child's emergency file.

How parents are informed: *Centre has Emergency contact numbers on file.*

Parents to call out of state phone number in case of any of the above Emergencies only:
1919735-2342

Where are emergency supplies stored: *Emergency supplies stored in the centre.*

How will staff be trained to carry out the emergency/disaster procedures: *All staff will participate in workshops offered annually by the Fire Department.*

EMERGENCY COMFORT KITS

Families are recommended to send an emergency comfort kit for their child to be stored at the centre. This package will be used for your child in an emergency situation, to bring them a little bit of comfort from their parents. In these kits you may choose to include the following:

- a picture of the family
- a small toy, game or writing/colouring pad with crayons
- a comfort note from the parents

EMERGENCY PACKAGES

Licensing requires that the centre has two emergency bags containing emergency supplies indicated by the Fire Department. **There is an annual charge of \$5.00 per student to ensure that there is a 3 days' supply of food and water.** Our staff in charge will ensure that there are ample emergency supplies, and monitor expiration dates on all supplies.

MEDICAL EMERGENCY

If your child is injured or becomes ill while at the centre, staff will quickly assess the situation to decide what action/attention is required. Outlined below are three procedures that may be followed:

1. If First Aid treatment is required, staff qualified will provide first aid.
2. If medical attention is required, staff qualified will attend to the needs of the child while the senior staff will contact family/doctor.
3. If emergency medical attention is required, qualified staff will administer first aid until ambulance attendants arrive.

All incidents will be reported and Documented!

Parents! Please inform the facility within 24 hours of diagnosis of or exposure to serious illness or communicable disease. The manager or Director will notify the Medical Health Officer/Licensing Officer of a Reportable Communicable Disease.

CONCERNS PROCEDURES

Communication between parents and staff is vital for a caring program. You are encouraged and invited to discuss with the staff, any concerns that you may have regarding your child. If your concerns are not addressed to your satisfaction, please speak with the director.

GUIDANCE AND DISCIPLINE

The goal of guidance and discipline is to assist children in developing respect, self-control, selfconfidence and sensitivity in their interaction with others. Every staff member is expected to treat the children with respect, honour and love.

Children are informed of the General Discipline Guidelines, which are clear and consistently enforced.

The safety of the children is our first priority during disciplining a child!

I. Challenging Behaviour Interventions

- a. **Redirection:** If a child is having difficulty behaving in an area of the centre, the staff will redirect the child to another area of play, and get the child involved in a new activity.
- b. **Privileges taken away:** Depending on the regularity of the infraction, privileges loss may be used for the disciplinary action.
- c. **Quiet time:** When a child loses self- control, the teacher or assistant may take the child out of the room or find a quiet place within the room to allow the child some time to regain his composure. Once the child has had time to calm down, he will be asked if he is ready to re-join the class. He will be gently reminded of the activities that may follow on his return and the classroom rules and expectations. All incidents will be discussed with parents.

Staff will document all incidents, injuries, illnesses, and unusual events in a log book.

II. Prohibited Discipline

Children will never be subjected to, including as a form of punishment:

- Shoving, hitting, shaking, spanking, or other form of corporal punishment
- Harsh, belittling, or degrading treatment, verbal, emotional, or physical
- Confined, physically restrained, without adult supervision
- Deprived of meals, snacks, rest or necessary use of toilet

If a child's behaviour escalates the supervisor will decide if an individual behaviour management plan is required. The plan will be developed collaboratively with parents, community professionals, signed by parents-licensee-consulting professional. All behaviour management plans will be reviewed after 3-6 month, and will be filed in the child's file.

The daycare supervisor and director will consider if this daycare is the best care situation for the child, and if the caregivers are able to meet the needs of the child and other children.

Staff will take the lead role in discipline situations; however, the supervisor will be informed of all incidents. *Supported Child Care Program* will be utilized for challenging behaviours with parents' consent only.

Note: *Creative Cove Holistic Childcare Centre reserves the right to release or suspend a child according to the best interest of the Centre or child. Parents/Guardians will be notified and given notice.*

RELEASE OF A CHILD FROM THE CENTRE

The centre will only release a child to an authorized individual as established by the parent. The authorization form is included in the Registration package.

If an unauthorized person arrives to pick up a child, one of the staff members will call the parents. The child will remain under the supervision of the daycare staff. The senior staff will explain the policy that written authorization from the parent/guardian is required to release a child. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, other children and the staff. If necessary, the senior staff may need to phone the police for assistance.

If an authorized person attempts to remove a child from the centre while seemingly impaired, the senior staff will offer to call a friend or relative to pick up the child. If the individual chooses to drive a vehicle while impaired, staff will report this case to the police.

The senior staff will call the Ministry for Children and Families if they feel that the child is in need of protection.

If custody or court order exists within a family, a copy of the order should be placed in the child's file, and the instruction followed at all times. Families need to inform staff of all custody and court order changes.

It is the staff's legal responsibility to the extent that this is possible, not to release a child to an authorized person who is unable to adequately care for a child. If a staff member believes that a child will be at risk, the staff in charge will:

- a. Offer to call a relative or friend to pick up the person and the child
- b. Contact the Ministry for Children and families.

If an impaired person is driving a vehicle, the daycare staff will explain that driving while under the influence of drugs or alcohol is against the law, and is obligated to ensure the safety and well-being of the children and adult. If the presumed impaired person chooses to get in the car with or without the child, staff will notify the police immediately. The senior staff will call the Ministry for Children and Families if they feel that the child is in need of protection.

INCLUSION POLICY

The Canadian Charter of Human Rights and Freedoms states that, "All individuals must be treated equally, regardless of their race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability. CREATIVE COVE ensures that all children with special needs have access to quality inclusive early childhood education programs. Young children require

meaningful opportunities to maximize their growth and development, physically, intellectually, emotionally and socially. It is no different for children with special needs. Children who receive quality inclusive early childhood education have increased opportunities to develop their social and cognitive skills and are better prepared to attend elementary school.

Children with special needs may require additional supports to fully participate in their programs and may receive support through the **Supported Child Care Program**. This program assists the family and childcare providers to develop and implement an individual plan to meet the child's needs. The government may pay for the cost of supports while the parents pay for the cost of the child care space. Please contact the Supported Child Development Program directly for assistance.

Creative Cove Holistic Child staff will adapt the environment and routines as necessary to meet the needs of the children enrolled. They develop flexible programming that can be adapted as needed. All Staff are aware that they will receive and have access to confidential information about children and families and they agree to keep this information in strict confidence. Creative Cove Holistic Childcare Centre will work collaboratively with parents and outside service providers to ensure that the needs of the children are met. We will, with the consent of the parents, refer children to outside service providers when we feel, or the parents feel, that a child may require additional support. Children with special needs may require extra support when transitioning to a new age group. It is preferred that children move to the next age group as their same-age peers.

MISSING CHILD POLICY

If a child becomes lost when in care at the centre or during a field trip, one staff member will ensure the safety of the remaining children while other staffs search for the missing child. If the search is unsuccessful, senior staff will contact RCMP and the parents. The Simon Fraser Health Unit will be informed through the Serious Incident Report.

The manager will receive a clear evaluation of the event; and may implement appropriate changes, to reduce the likelihood of a similar situation occurring.

All staff will emphasize their work in education of the children, and will teach them what to do if they become lost or are approached by an unfamiliar adult or child who asks them to leave the facility or the playground.

All staff is trained and aware of their roles and responsibilities prior to a child becoming lost!

ABUSE POLICY

The management of Creative Cove Holistic Childcare Centre ensures that a person in care is not, while under the care or supervision of the daycare staff, subjected to emotional abuse, physical abuse or sexual abuse, or neglect; defined as follows:

Emotional Abuse: any act, or lack of action, which may diminish the sense of well-being of a person in care, such as verbal harassment, yelling, and confinement.

Physical Abuse: any physical force that is excessive for, or is inappropriate to a situation involving a person in care and perpetrated by a person not in care.

Sexual Abuse: any sexual behaviour directed towards a person in care by an employee, a volunteer or any other person in a position of trust, power, or authority.

Neglect: the failure of a care provider to meet the needs of a person in care, including food, shelter, care, or supervision.

As childcare providers, we have the legal responsibility to report child abuse or neglect whether it has occurred in the facility or outside the facility to: Licensing, Social worker, Police, or Ministry for Children and Families.

- I. If the abuse occurred inside the facility, the Manager or Director will have a duty to report to Licencing Officer. If the abuse occurred outside of the facility or at home the Manager or Director will **not** notify the parents unless directed by the Social Worker. Our Manager or Director will have a duty to report to the Ministry of Children and Family.
- II. If the abuse occurred in the facility, the offender will be informed of the implementation of the health and safety plan and how it will affect her/him pending the outcome of the investigation. If the abuse occurred outside the facility, the Manager will **not** inform the offender, as this would impair the investigation.

The management of Creative Cove Holistic Childcare Centre Inc. will conduct close documentation of the incident (if the incident occurred at the facility). All documentation will be signed and dated and the information will be written in an objective manner. If a staff member is suspected of child abuse, the following steps will be taken:

- An alternate care provider will be hired and the alleged staff will be reassigned to a position that is not accessible to the children.
- The alleged staff will be suspended pending the outcome of the investigation.
- Staff employees who have committed child abuse will not be re-employed by the Centre.

If the Director is suspected of child abuse, there will be close documentation, and the board of directors will be informed. They will then inform the Licensing office.

REGISTRATION & RE-REGISTRATION FEE & DEPOSITS

There is a one-time (non-refundable) registration fee of \$50.00 per child, which is due at the time of registration and an annual (non-refundable) re-registration fee of \$20.00 per child. *Half a month deposit will be required to confirm the registration and/or re-registration. This deposit will go towards the last month's fees.*

Gradual Entry

First day your child will attend 30 min to get to know their surroundings.

Second day child attend half a day.
Third Day child will attend full day of daycare.

FEE PAYMENT

Fees must be paid by automatic withdrawal set up with a voided cheque .Any additional surcharges for drop-in days, etc. will be collected by the teachers on the day of drop-in. A late fee will be charged for payments not received by the fifteen of each month. Any outstanding fees will be charged \$5.00 a week penalty. Once an account is 15 days overdue, a notice will be given indicating that once the account is 30 days overdue, the parent will be required to withdraw the child until the account is current. There will be no refunds for vacation days taken, sick days, or any days that the daycare is open and your child is away from the daycare. The Centre issues an annual receipt for income tax purpose at the beginning of every year.

Full Time

Junior Kindergarten

5 days a week	\$1,050
3 days a week	\$660
2 days a week	\$450

Infant/Toddler

5 days a week	\$1,200
4 days a week	\$1000
3 days a week	\$700

Out of School Care

5 days a week	\$485
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4 days a week		\$395
3 days a week	\$295	2 days a week \$195

Pre -School

5 days a week	Mornings	Mon to Fri	\$485
3 days a week	Mornings	Mon-Wed-Fri	\$325
2 day a week	Mornings	Tue-Thur	\$245

WITHDRAWAL

Families are required to provide a one-month written notice on the 1st of the month in the event that they decide to withdraw their child if they plan to discontinue attendance, or pay one month’s fees in lieu of notice. The Centre will not accept any withdrawal notice in the last three months of the academic year (April 1st – June 30th).

A 15 day refund policy for the new registration cheques
 And post dated cheques should you decide not to register your child with you. As long as you child has not started at our center.

LATE FEE

There will be a 5-minute grace period if your child is not picked up by the end of their scheduled program. You will have to pay the closing staff \$1.00 for every minute after that (in cash).

