

**INFORMATION**

**FOR**

**FAMILIES**

**CENTENNIAL DAY CARE**

CENTENNIAL DAY CARE SOCIETY

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## WELCOME TO CENTENNIAL DAY CARE SOCIETY

Centennial Day Care Society is a non-profit organization, which is responsible for the operation of Centennial Day Care Centre, which has been in operation since 1976.

Each family having a child in the day care centre automatically becomes a member of the society, having a vote and the right to be present or speak to motions at all society meetings.

According to our constitution our goal is to assist preschool aged children to develop physically, socially, emotionally, and intellectually.

Just how successful we are in achieving these objectives depends not only on our staff, but also on YOU, the society members. We need to work together to best meet the needs of your children.

We encourage you to participate in whatever way that you are able by attending meetings, by joining the Board of Directors, by assisting on field trips, attending fundraiser events, or other centre activities.

Ask the centre's Leadership Team (your manager and program supervisors) for dates and locations of Society meetings. Come and make your child's day care experience more rewarding for us all.

### **Statement of Philosophy**

The goal of our centre is partnership with families in caring for their children, and in enhancing the children's emotional, social, physical, intellectual and language development throughout the preschool years. We believe that a secure, nurturing environment promotes well-being and respectful relationships, and we encourage lots of interaction between children and adults, and between children of different ages.

While exploring the environment and learning through play, every child has opportunity to experience independent play, individual time with grownups, small group interactions and membership in the large group.

In our centre multi-age groupings, inclusion of children requiring extra support and the honouring of diversity contribute to the provision of a safe, supportive setting where individual needs and interests can be met by our qualified early childhood educators. Our program is flexible, and a wide variety

of stimulating, open-ended activities and materials are provided. We believe that with support and guidance young children learn to make choices within reasonable limits of safety and consideration for others and things.

## **ADMISSION PROCEDURE**

Admission of a child requires filling out a registration form, complete with health history. We require that all children have their immunization record up to date before entry into the centre, If parents have chosen not to immunize, the centre requires a letter explaining the reasons for not immunizing and acknowledging the risks involved.

Parents who are students, please leave a copy of your timetable so that we will know where to find you in case of emergency.

Please keep the centre informed of any changes in address, home or work phone numbers, emails, emergency contacts, doctors, and persons authorized to pick up your child. This information is required by our Licensing Officer, plus it assists us to make quick arrangements when children are ill.

## **HOURS**

The centre is open from **7:30 a.m.** to **5:30 p.m.**, Monday through Friday, except for holiday closures (noted under days of operation). Charges for late pick-ups are explained under 'Late Pick-Up Policy'.

## **FEES**

The fees are \$\_\_\_\_\_ per month, due between the first (1<sup>st</sup>) and the fifth (5<sup>th</sup>) of each month. Fees can be paid by cash or cheque. Cheques should be made payable to *Centennial Day Care Centre*. The charge for NSF cheques is \$20.00.

Parents who wish to inquire about Child Care Subsidy should contact the Child Care Subsidy Program. Day Care staff can provide families with contact information.

The daycare must receive subsidy within two months, or enrolment will be discontinued. Please maintain contact with the Manager of the centre during your subsidy application or renewal process.

If fee payment falls into arrears for longer than one month, staff will meet with you to develop a payment strategy that can support your family.

As a non-profit society, fees are necessary for the operation of the daycare, and if non-payment continues beyond two months your child's space will be suspended. Without payment of a minimum of 1/3 of owed fees, the enrolment space will be discontinued at month end. On returning to the centre families will be required to meet with the manager to develop a payment strategy for any remaining unpaid fees. (Note: arrears fees are calculated on the 5<sup>th</sup> of each month. For instance, non-payment in July will be counted as one month overdue on August 5<sup>th</sup>)

**Please be aware** that non-attendance for more than two consecutive weeks (10 days) will result in childcare subsidy not being paid by the ministry for that period of time, families will be responsible for paying the full daycare fee during this time.

Non-attendance for one month will result in childcare subsidy being cancelled by the ministry and the immediate loss of the enrolment space.

## **DAYS OF OPERATION**

The fees reserve a day care space for your child on a monthly basis and are not adjusted for days missed due to illness, family vacation, centre closures, or other absences.

We are closed on the following holidays: Good Friday, Easter Monday, Victoria Day, Canada Day, B.C. Day, Labour Day, Thanksgiving, Remembrance Day, and from Christmas Day through to New Year's Day.

## **WITHDRAWAL and NOTICE TO LEAVE**

We require one month's written notice when you are planning to withdraw your child from the program. There is no reduction in fee due to early withdrawal.

The Centre reserves the right to give 2 weeks to 1 months notice to families at the discretion of the board and staff.

## **ARRIVING OR DEPARTING FROM THE DAY CARE CENTRE**

On arrival and departure, we ask that you use the sign in/out form. This procedure enhances safety, planning and communication. It supports positive transitions at the beginning and end of the day.

When you arrive in the morning please help your child get settled into the program. Before you leave, make sure that a staff member is aware that your child has arrived, and that you have completed the sign in form.

Because a great deal of our program takes place in the morning, we recommend that your child be in the centre by 9:30 a.m. to fully participate. If you are going to be later than 9:30 a.m. or absent, we request that you **notify the daycare before 9:30 a.m.**, so that our staff and cook can plan appropriately for the day.

Late arrival is difficult for your child and makes it difficult to plan breaks for staff and to prepare food for lunch and snacks. Children should not arrive at the centre during lunch-time and rest-time (11:30am-2:00pm). Unless arrangements have been made with staff in advance, you may be asked to stay with your child until rest-time is over (at 2:00pm).

When picking up your child please make sure that a staff member is aware when you are leaving, and that the sign out form is completed. Children may be picked up only by those persons whose names appear on the registration form, unless staff have been notified otherwise that day by the parent or guardian.

## **RELEASE OF CHILD**

Please inform staff if you have made arrangements for someone else to pick up your child. If this person is not on your authorized list for pick-up, please provide information about this person (name, address, telephone number, and physical description). Staff will ask for identification before releasing the child. Persons not on your authorized list for pick-up will not be allowed to pick-up your child unless staff have been notified otherwise that day by the parent or guardian.

## **LATE POLICY**

Late pick-up is stressful and difficult for children and also for staff, whose personal commitments after work are equally valued. Please be respectful of our centre's closing time of **5:30 p.m.**

If late pick-up does occur, parents will be asked to sign a Late Pick-Up Form. Late Pick-Up charges are due upon pick-up, unpaid charges will be added to your next month's fees. The late fee charge is \$2.00 for the first five minutes, and \$1.00 per minutes thereafter.

If late pick-up occurs repeatedly during a month, families will be asked to meet with the Manager to explore the problem and possible solutions. If late pick-up continues to occur families may be given notice to leave the centre.

**Please note**, if you are not at the centre by 6:00 p.m., and have not telephoned to explain your delay, the social worker on duty with the Ministry of Children and Family Development will be called. That person will then take the child to a daycare home.

**You can reach the social worker  
at the Help Line: 310-1234**

**HEALTH**

Whenever a child is absent due to illness or injury, please inform the daycare centre immediately as to the reason. If your child has a communicable disease staff and families can then take precautions.

Children attending daycare are expected to participate in all aspects of the program. If this is not possible due to illness, the child should be at home. While we are sensitive to the stress illness may cause families; we are not licensed to care for children who are ill, or require separate supervision.

If a child is running a temperature (i.e. 100f or higher), exhibits symptoms of a communicable disease (i.e. vomiting/open sores) or has diarrhea, the parent or emergency contact person(s) will be called to immediately pick-up the child from daycare. The child may return only when symptoms have been absent for 24 hours or they are no longer contagious. Talk to staff regarding specific requirements for certain conditions.

In the case of head lice or the presence of nits, the parent will be called to pick-up the child. Children may return to the Day Care only after he or she has been treated with a lice-formula shampoo and is completely nit free. Staff will check the child's head before re-admitting the child to the program. All bedding, clothing, stuffed animals, etc., should be washed in hot water and dried in a hot dryer or sealed in plastic for 72 hours. Car seats can be disinfected or sealed in plastic. For further information regarding treatment of lice, please speak to our staff.

**Administering Medication:**

A medical authorization form must be fully completed (This includes full name of medication as it appears on the container, dosage and frequency, and the start and end dates for administering) and signed by the parent or legal guardian for staff to administer any medication or creams.

Medications must be provided in their original container and must be given directly to a staff member on arrival. Prescription medications must in the name of the child the medication is to be administered to.

Due to regulation changes made by Health Canada, the daycare will no longer administer non-prescription cough & cold remedies. In addition, staff will not administer any medications that are meant to reduce or suppress symptoms that would otherwise require a child to be absent from daycare (i.e. fever medication).

**SNACKS AND LUNCHESES**

We provide a nutritious hot lunch and two snacks each day paid for by the monthly fee. Children and staff prepare the morning snack. Fresh baked items and fruit are provided in the afternoon. You are welcome to bring a special treat or food so the Day Care can share in family celebrations such as birthdays and holidays. Please let the Day Care staff know ahead of time so they can plan appropriately.

Please inform us of any allergies or religious observances. These requests will be respected.

Please inform staff of any changes, concerns, or events that may assist in caring for your child.

A sample of our weekly menu is available from the Manager.

## **REST TIME**

All children in our centre have a rest after lunch. Children are not required to sleep but are expected to rest quietly on mats. If your child feels more comfortable with a stuffed animal, or a special blanket please bring it along for rest time.

## **CLOTHING**

The children need serviceable clothing (comfortable and washable) at all times. In winter please provide warm coats, easy to put on boots, hats, mitts, and rain suits. Shoes or slippers with rubber soles should be available for indoor wear.

In summer, please provide a sun hat and sunscreen (of SPF 30 or greater) for your child's protection from the sun. Also shoes for outside play (no sandals). During the summer families may also be asked to provide a swimsuit and towel for use at the daycare.

A complete extra change of clothing should also be supplied from home. If it should happen that your child uses clothing from the centre, please wash and return it as soon as possible as the Day Care's supply of clothes is very limited.

## **TOYS AND CANDY**

Play equipment and toys are provided at the centre. Bringing toys from home is discouraged. They often get lost, broken, or cause quarrels around sharing. We do encourage "found" objects such as special shells, leaves, etc.

We ask that gum and candy not be brought to the centre.

## **ANIMALS**

On occasion our staff may bring their family pets to visit our centre. The safety of all children is always taken into consideration when animals visit the programs, and these animals are closely monitored by our staff when with the children.

## **CHILDREN'S RIGHTS**

It is our belief that children must be accorded a safe, healthy, and comfortable environment. They must not be subjected to corporal or unusual punishment, humiliation, mental abuse or punitive interference connected with the daily functions of living at the day care or at home.

Our centre's staff is morally and legally bound to report all suspected and/or disclosed violations of these rights to the Ministry for Children and Family Development in accordance with Part 3, Division 1, Sections 13 and 14 of the 'Child, Family and Community Services Act'. Staff is also legally required to not discuss concerns of this nature with the families of the child/ren involved prior to discussing the concern with a social worker and then only if advised to do so by the social worker.

For more information please check the following websites:

Ministry for Children and Family Development

<http://www.gov.bc.ca/mcf/>

Child, Family and Community Services Act

[http://www.bclaws.ca/Recon/document/freeside/--%20C%20--/Child%20%20Family%20and%20Community%20Service%20Act%20%20RSBC%201996%20%20c.%2046/00\\_96046\\_01.xml](http://www.bclaws.ca/Recon/document/freeside/--%20C%20--/Child%20%20Family%20and%20Community%20Service%20Act%20%20RSBC%201996%20%20c.%2046/00_96046_01.xml)

## **STAFF**

Our childcare staff are trained and qualified as Early Childhood Educators. In addition to this, they maintain valid First Aid Certificates.

All staff, substitutes, volunteers, and Early Childhood practicum students have completed a Criminal Record Search process in accordance with the Child Care Licensing Regulation.

## **FAMILY PARTNERSHIP**

We believe that open, respectful communication and cooperation between the families and staff is important for the well being of your children. The staff welcomes questions, suggestions, and discussions regarding your child or the centre's policies. Sometimes a few words with the staff member on duty, when you bring or call for your child is sufficient. Otherwise, you are welcome to arrange for an interview with your Program Supervisor or the Daycare Manager.

## **INCLUSION POLICY**

Our philosophy statement and program have always demonstrated a commitment to inclusion. Children and families with diverse backgrounds and needs have always been welcome.

Same hours/days of attendance are available to all children. The children requiring extra support fully participate in the daycare program, and have their needs met within the regular group activities and routines through accommodations, modifications and extra support where necessary.

The proportion of children who need extra support is roughly that of their natural proportion in the general population (10-15 %).

Adjustments are made by the centre to encourage maximum parent participation at parents' comfort level. The parents are encouraged to participate in planning meetings and training sessions. The centre will assist the parents with arranging times convenient for them, and encourage them to bring relatives and /or trusted advisors to meetings and observations.

Prior to entry into Centennial, all planning and preparations for support must be complete. This includes clear, documented identification of the child's support requirements, necessary funding for physical adaptations and/or equipment needed and staffing (may be consultative such as therapists, part-time ECE staff, or full time ECE staff). Without this insistence, the quality of care provided will be jeopardized. All children and staff in the program will be negatively impacted if ratio and funding are inadequate.

## **PRIVACY PROTECTION POLICY**

Centennial Daycare Society is responsible for personal information collected from families, and as such complies with the Personal Information Protection Act (BC's privacy legislation) in respect to the collection, use and disclosure of information about individuals.

Personal information is collected to comply with legal and regulatory requirements, and to assist us in operating the daycare. Personal information will not be used or disclosed for purposes other than those for which it was collected, except with the written consent of the individual or as required by law.

Reasonable security arrangements are followed to protect personal information. Sensitive materials and reports are kept in locked filing cabinets, the office is locked when the daycare is closed, and office access is monitored closely during the day.

For further information about Centennial's privacy protection policies, or inquiries about personal information please contact Dee-Anne Gordon, our centre Manager and Privacy Officer.

For additional information: Ministry of Management Services: Information Policy and Privacy Branch - <http://www.msar.gov.bc.ca/privacyaccess/>

## **GUIDANCE AND DISCIPLINE POLICY**

At Centennial Daycare we have family groupings (mixed ages) for our 2 ½ to 5 year olds. We are very aware that each child is a unique individual. Each child develops at his or her own rate, and positive guidance is given to help the child gain confidence, competence and social problem-solving skills. Positive guidance strategies provide for both prevention and intervention by the educators. We are sensitive to varying child-rearing approaches, and always have respect for our family's input.

### **Guidance strategies that provide for both prevention and intervention by the educators:**

**1. Establish clear, consistent and simple limits.** Always stated in a positive way. These limits are related to the safety and protection of self, others and the environment.

*i.e. "Inside we walk." or "Chairs are for sitting on."*

Simple explanations or reasons are given for these limits. When children understand the reasons for limits, they are more likely to comply.

**2. When clarifying expectations (limits), the educator can offer children a simple choice.**

*i.e. "Do you want to wait for your turn, or do you want to play somewhere else?"*

There are many opportunities for children to make choices. However when there is not a choice, make a clear statement of what is expected.

*i.e. "It is time to put the toys away." or "It is time for your rest." or "Mommy is waiting. It is time to go."*

Always allow time for children to respond to expectations. Give the children cues and advance information.

*i.e. "5 more minutes to play before we pack-up."*

**3. Focus on the behaviour**, rather than the child. When adults focus on a child's behaviour rather than the child's character, they preserve a child's integrity and offer positive guidance for learning.

**4.** To clarify and reinforce limits, **simple reminders** are helpful to young children. Because pre-schoolers have short memories and become easily distracted, educators must be prepared to remind often.

*i.e. "Remember to walk in the hallway."*

**5. Model problem-solving skills.** When children are discouraged or frustrated it is natural for them to lose control. Educators can offer verbal and/or physical assistance as they model problem solving. As children become more familiar with the problem-solving process they can be encouraged to suggest solutions of their own.

a) Ask: Acknowledge the problem.

*i.e. "I see there is a problem. You both want the truck." or "You're feeling frustrated when your Lego tower keeps falling."*

b) Brainstorm: Pose helpful questions.

*i.e. "Can you ask for a turn when he is finished?"*

*"Is there another truck you could use?"*

*"Are there some bigger pieces of Lego you could use?"*

c) Choose: If necessary, model a solution.

*i.e. "You can tell him, 'I would like the truck when you are finished.'"*

**6. Redirect:** When children are unable to solve a problem through other strategies, redirection can help to change the circumstances causing problems.

*i.e. "This table is very busy right now, let's go over to the other table."*

**7. Using natural and logical consequences:** A statement of **natural consequences** simply clarifies the inevitable outcome of behaviour.

*i.e. "When you don't watch where you are running you will trip and fall"*

A statement of **logical consequences** clarifies an adult-arranged outcome of behaviour.

*i.e. "If my friends are splashing in the water table they will be asked to move away."*

**8. Quiet Time.** At times a child may become over stimulated and need time away from the main group to calm down. This child would be directed to the 'Quiet Corner' which is located within the play area, but far enough removed from the general activity so the child will have the space they need to calm themselves. In most cases the child will be allowed to determine when he or she is calmed and ready to re-enter play. If the educator does set a limit, the time will be appropriate to the child's age.

**9. Holding strategy.** In some very rare instances a child may lose all control and ability to reason, and be so upset that they become a danger to themselves and others. Then, an educator may hold the child with just sufficient strength to

protect the child or other children. The intent of this strategy is to soothe the child until self-control is regained, with the adult maintaining a calm manner. Conversation would be avoided until the child has regained control.

Dear Parents:

Because our day care center is located in an earthquake area, we have been planning for the safety of your children in the event of an earthquake occurring.

We are practicing earthquake drills regularly with the children. We have emergency kits and supplies organized.

In the event of an earthquake, or other disaster, we will follow these procedures:

Children will be released from the day care center only when parents (or guardians designated by a parent) come to pick up the child.

Children will NOT be allowed to leave with another person, even a relative or baby-sitter, unless we have written permission from the parent or that person is listed on the child's emergency pick-up list on their registration form. **Please keep staff up-to-date concerning changes to the information on your child's registration form.**

All parents or designated guardians must have children signed out on the release form by the designated staff member before leaving the center with their child.

We are prepared to care for children in the event of a critical situation, or if parents are not able to reach the day care center. All staff have current first-aid certificates. Staff will be in communication with local emergency services.

If the building becomes unsafe, day care staff will walk children across Gorge Rd. to the Single Parents Resource Center or the Sandman Hotel, and will stay with children until they are picked-up by an authorized person.

We ask for your help in the following areas:

-Telephone lines must be kept open for emergency services. Therefore, please refrain from calling the day care in an emergency.

-Following an earthquake or other emergency, the streets may be cluttered with debris and access routes and street entrances must remain clear for emergency vehicles.

**-Please turn on your radio or TV to obtain information and instructions.**

Thank You,  
Centennial Day Care Staff