



# FAMILY HANDBOOK



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## **Welcome to Centennial Day Care Society**

Centennial Day Care Society is a non-profit and charitable organization responsible for the operations of Centennial Day Care Centre, which has been open since 1976.

The goal of our centre is to create partnerships with families in caring for their children. We promote the development of the whole child, with an equal focus on emotional, social, physical, intellectual and language development throughout their preschool years. How successful, intentional and meaningful we are in achieving these objectives depends not only on the knowledge and passion of our educators but also on YOU, the society's members.

Each family with a child enrolled in our program becomes a member of the society; therefore having a vote and the right to be present or speak to the motions at all society meetings. We encourage you to participate by attending meetings, joining the Board of Directors, assisting on field trips, attending fundraiser events, or other centre activities. We appreciate family involvement and collaborative dialogue – ask the manager for dates and locations of society meetings, come join us, and help the enrichment of your child's daycare experience.

### **Statement of Philosophy**

The goal of our centre is to create partnerships with families in caring for their children. We promote the development of the whole child, with an equal focus on emotional, social, physical, intellectual and language development throughout their preschool years. We believe that a secure, nurturing environment assists in creating respectful relationships, and encourages positive social interaction both between children and adults, and with peers.

We embrace philosophies such as Waldorf and Reggio Emilia, that support an image of the child as being both competent and able to create their own learning. While exploring the natural environment, taking appropriate risks that challenge existing abilities, and learning through play; every child has the opportunity to be responsible for their learning, in a way that brings powerful meaning to their experience. Independent play, individual time with adults, small group interactions and membership in the larger group occur naturally, as the educators take on the role of being co-constructors of knowledge.

We honour the unique individuality of all children and have a deep respect for diversity – always welcoming those that require extra support and those who have particular needs. Our qualified early childhood educators create a flexible program with a wide variety of stimulating, open-ended activities and materials. We actively explore our neighbourhood, and the beautiful environment that we are in, and go on frequent walks and field trips!

## **Inclusion**

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

The same hours and 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.

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 enrolment, 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 as well as staffing (may be consultative such as therapists, part-time or full-time ECE staff). When these supports are not in place, the quality of care provided can be jeopardized and children and staff can be negatively impacted.

## **Family Partnership**

We believe that open and honest communication, as well as collaboration between families and our team of educators, are imperative to assure thoughtful consideration of what it means to be respectfully living and learning together. We value and appreciate collaborative dialogue and we encourage families to share information regarding their dynamics, beliefs and observances.

Your participation in our centre will provide a sense of community and belonging for everyone. Joining us in gardening, family potlucks, neighbourhood walks, field trips or even sharing your passions and interests are some of the many ways you can be involved.

In family partnerships, we highlight that the exchanges between families and all members of our team be done in a respectful manner, always. The following policies are in place to ensure that our program runs smoothly. Therefore, accepting our policies means that you understand their importance and agree to abide by them. Any attack, whether verbal or non-verbal, or non-compliance with the policies in place, could result in immediate expulsion from our program.

## **Children's Rights**

It is our belief that children must be provided with a safe, healthy, and comfortable environment. They must not be subjected to corporal or unusual punishment, humiliation, mental abuse or sexual interference.

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 the Child, Family and Community Service Act. Members of staff are also legally required not to 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 Service Act  
[http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/00\\_96046\\_01](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_96046_01)
- Legal Services Society (information on legal aid and parents/children rights) [www.lss.bc.ca](http://www.lss.bc.ca)

## **Privacy Protection**

Centennial Day Care Society is responsible for personal information collected from families and as such, complies with the Personal Information Protection Act (BC's privacy legislation) with 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 additional information please refer to the Ministry of Technology, Innovation and Citizens Services, Knowledge and Information Services website  
<http://www.cio.gov.bc.ca/cio/kis/index.page>

## **Hours of Operation and Closures**

The centre is open from 8:00 AM to 5:00 PM, Monday through Friday, except for the following closures:

- Family Day, Good Friday and Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Truth and Reconciliation Day, Thanksgiving Monday, Remembrance Day
- Christmas Eve through to, and including, New Year's Day.
- One day in October, February and June for professional development – determined at the start of every new “academic” year.
- One week closure, typically the first week of August, for summer vacation.

## **Inclement Weather Policy**

Centennial Day Care will follow the School District 61 inclement weather closure protocol. In the event that School District 61 implements an “inclement weather closure”, Centennial will also be closed. This policy is in place for the safety of all involved regarding the safe drop off, pick up or transport of children and staff whether walking or driving to and from Centennial Day Care. We will work quickly to communicate closures to parents as early as possible so alternative care can be arranged and will do so via email, our childcare software Sandbox or phone call.

## **Extreme Heat Policy**

Centennial Day Care is in a LEEDS Gold Certified building with a commercial heating and cooling system that is equipped to deal with most weather conditions.

*“Infants and young children are especially sensitive to the health effects of heat, and may be at particular risk of heat-related illness. Signs of heat illness can include changes in behaviour, dizziness or fainting, nausea or vomiting, headache, increased heartbeat or rate of breath, extreme thirst, and decreased urinary output. Signs of severe illness include high body temperature, confusion, hallucinations, lack of coordination, seizures, or loss of consciousness.” – Office of the Chief Medical Health Officer*

Should any children in our program begin to exhibit signs of heat exhaustion, or should the center become insupportably uncomfortable, parents will be contacted via email, our childcare software Sandbox and/or phone call, and asked to pick up their children as soon as possible.

Please note: we have a comprehensive Extreme Heat Policy in place that is available to you, should you require further explanation of the practices put in place during challenging temperatures.

## Registration Procedure

Upon connecting with our centre and being given the opportunity to partake in our program, a schedule will need to be discussed and agreed upon for your child. Once a schedule has been established, agreed upon and accepted, your family will be given an official “spot” in our program. The following steps act as a guide for our registration procedure.

1. Completing our online registration form and emergency cards
2. Paying the \$200 deposit, which will be applied to your last month’s fees.  
(please note that a “spot” cannot be guaranteed until the deposit is received.)
3. Providing an up-to-date immunization record and personal health number. If you have chosen not to immunize your child, we require a letter acknowledging the risks involved.

Centennial Day Care Society has a progressive enrolment in place for new children and families joining our program. The very first step of this progressive enrolment is the preliminary visit to our center at the time of registration – whether that be via zoom or in person. Once registration has been completed, and your child(ren) is scheduled to begin participating in our program, the following gradual integration will be respected.

Day 1 - The child stays until snack time, around 10 AM.

Day 2 - The child stays for lunch and returns home around 12 PM.

Day 3 - The child stays for rest time and returns home around 2:30 PM.

Day 4 - The child stays for rest time and returns home around 2:30 PM.

Day 5 - The child is ready for his/her first full day.

Our centre implements a six-week trial period to allow your child to settle in and for our educators to connect and get to know your child in an effort to determine if we are a good fit for each other. Please note that the Centennial Day Care Centre reserves the right to give your family a two-week to one-month notice regarding the termination of care – at the discretion of the board and staff – should we determine that we are not a good fit.

If you receive or will be applying for a childcare subsidy, your transfer or application must be approved prior to starting at the centre.

Please keep members of staff informed of any changes to your address, phone numbers, emails, emergency contacts, doctors, and persons authorized to pick up your child. This information is required by our Licensing Officer. It also assists us in ensuring your child’s safety and making quick arrangements when children are ill.

## **Tuition Costs and Payment/Repayment**

As of April 2023, the cost of tuition for the children in our program under the age of three is \$1278/month and \$1105/month for those between the ages of three and five. We can appreciate that, as a non-profit organization and charity, tuition costs are necessary for the operation of our daycare and the delivery of our program.

Centennial Day Care Centre has opted-in and was approved to participate in the Child Care Fee Reduction Initiative (CCFRI) to reduce parent fees in December 2022.

The parent fee reduction amounts that Centennial Day Care Centre receives are prescribed by the Ministry of Education and Child Care and are based on the type of care. The maximum amounts our organization receives to reduce parent fees for full-time care, per child, are listed below:

- \$900/month – Group infant/toddler care (under 36 months)
- \$545/month – Group child care for 3 years to Kindergarten (before school entry)

**The payment of tuition costs is due on the first of each month and can be made via Interact e-Transfer to [centennialdaycare@gmail.com](mailto:centennialdaycare@gmail.com).**

If tuition costs are not fully paid by the 5<sup>th</sup> of the month, you will receive a late fee notice. If you do not respond to the late fee notice within 7 calendar days of its receipt, your child's space will be suspended at mid-month. In order for your child to return to the daycare, a minimum of 1/2 the owed fees must be paid before the last business day of the month or your child's space will be discontinued. In response to the late fee notice, you must confirm and sign a payment plan with the Manager. If you do not maintain the agreed-upon payment plan, your child's space will be discontinued at month-end.

- The payment of tuition costs reserves a daycare "spot" for your child on a monthly basis, and are not adjusted for days missed due to illness, family vacation, or other absences.
- In the case of a short-term unforeseen forced closure, for example in an emergency that disrupts service delivery for a few days, there will be no refund of fees. Longer disruptions of service will be dealt with by the Board of Directors, and the reduction of fees, or repayment of prepaid fees, addressed.
- If you wish to remove your child from the centre for an extended period of time, for example for a 4-week vacation, and expect your space at the daycare to be held, the space needs to be prepaid for the time of absence. If you intend to leave for an extended period (more than 4 weeks), you may choose to withdraw your child without paying for the absence if it is for more than 4 weeks, provided we receive one full month's written notice. Your child can be placed on a waitlist for your return; however, we cannot guarantee a space will be available when required.



### **Child Care Subsidy**

For information regarding child care subsidy, please contact the Affordable Child Care Benefit program at 1-888-338-6622 or consult [ACCB](#).

If you receive a subsidy, your renewal confirmation must be received by the daycare no more than two months after the expiry date or enrollment will be discontinued. Please maintain contact with Centennial Day Care Centre's manager during your subsidy renewal process.

**Please be aware** that absences of more than 10 consecutive days may result in subsidies not being paid by the ministry during that time. You will be responsible for paying the full daycare fee during this time.

### **Withdrawal and Notice to Leave**

We require one full calendar month's written notice when you are planning to withdraw your child from our program. For example, if your child is leaving at the end of August, your written notice must be received by July 31. There is no reduction in fees due to mid-month or early withdrawal.

The Centre reserves the right to give your family 2-weeks to 1-month notice regarding the termination of space, at the discretion of the board of directors and members of staff.

### **Arriving and Departing from the Daycare Centre**

Please sign your child in and out each day using the QR code by the door that is linked to our childcare software Sandbox. This quick response tool enhances your child's safety, first and foremost, and it provides our educators with a better ability to plan and communicate effectively. It also supports positive transitions at the beginning and the end of the day.

When you arrive in the morning, please help your child get settled into the program and ensure a staff member is aware that your child has arrived.

When picking up your child, please make sure a staff member is aware that your child is leaving.

If your child is going to be absent or arriving after 9:30 AM, please phone the daycare before 9:30 AM to inform a member of staff. If we have not received your phone call prior to 9:30 AM, we will consider your child absent for the day. Please note that we are not a drop-in centre, and children may not be dropped off later than 9.30 AM unless this is an exceptional situation and staff have been consulted prior to the drop-off.

### **Safe Release of Children**

Please inform an educator if you have made arrangements for someone other than yourself to pick up your child. If this person is not on your authorized pick-up list, please provide written authorization via email for this person to pick up your child. Note that, educators are required to ask for photo identification before releasing the child to anyone.

It is our responsibility to ensure that we release each child into a safe environment. If staff feel that the person picking up a child is impaired in any way, an educator or management will offer to call another authorized pick-up person or a taxi to provide both the child and the pick-up person with a safe means of transportation. If any member of staff believes the child's safety is at risk, they will call the police and the Ministry of Children and Family Development.

### **Late Pick-Up Policy**

Late pick-up is stressful and difficult for your child and for our educators whose personal commitments are valued. Please be respectful of our centre's closing time of 5:00 PM.

- If your child is picked up after the center's closing time of 5:00 PM, you will be asked to sign a Late Pick-Up form and to pay a late fee of \$20.00 immediately after closing time and \$1.00 per minute thereafter.
- If late pick-up continues to occur, you will be required to discuss possible solutions with our manager. Please note that your family may be given a termination of care notice if late pick-ups continue.

**Please note:** If you are not at the centre by 5:30 pm and you or an emergency contact have not spoken to a staff member regarding your delay, the Ministry of Children and Family Development will be called to pick up your child. You can phone the Ministry of Children and Family Development at (250) 310-1234.

### **Health**

When your child is absent due to illness, please phone the daycare and notify the staff of the type of illness so the appropriate precautions can be made for all families and staff. If your child cannot participate in all aspects of our daily program, he/she should be at home. While we are sensitive to the stress illness may cause your family, we also want to ensure a healthy environment for all our families and staff.

Vancouver Island Health Authority (VIHA) Department of Public Health recommends that a child with any of the following symptoms be temporarily removed from the daycare service. If any of the following symptoms occur, a staff member will phone and ask that you **immediately (within 30 minutes) pick up your child.**

- **A temperature greater than or equal to 100.4°F (38°C):** The child can come back when he/she is left 24 hours at normal temperature without the help of medication.
- **Infection (eyes, lice,):** The child can come back after being treated or examined and it has been found to be non-contagious. Upon returning to daycare, staff will check your child before you leave for the day. Centennial Day Care Centre reserves the right to ask for a doctor's note.
- **Hand foot and mouth:** The child can come back after being treated or examined and it has been found to be non-contagious. They must stay out of care until they have no fever for 24 hours without the help of medication and the mouth sores and open blisters have healed. Centennial Day Care Centre reserves the right to ask for a doctor's note.
- **Cold:** A cold with fever, cough, runny nose or eyes, indicates that the child should be excluded from Centennial Day Care Centre.
- **Vomiting:** The child must stay home for at least 24 hours, and until symptom-free. The frequency of vomiting will determine whether the child should leave the center.
- **Diarrhea:** If the child has diarrhea more than twice in the same day he/she must return home. The child must stay home for at least 24 hours, and until symptom-free.
- **Open sores:** The child can come back after being treated or examined and it has been found to be non-contagious. Upon returning to daycare, staff will check your child before you leave for the day. If possible, the sores should be covered. Centennial Day Care Centre reserves the right to ask for a doctor's note.
- **Antibiotics:** The child who is taken from Centennial Day Care Centre due to illness and who needs medication, can return to the center 48 hours after the first dose of antibiotic or longer depending on the doctor's advice. We reserve the right to ask for a doctor's note.

**Please note:** some situations can come up and require that the manager reassess our health policy. They will do their very best to provide you with the most accurate and prompt response after consulting with our health officer, as well as members of staff and our board of directors.

### **Administering Medication**

You must complete a Medical Authorization form that provides our members of staff with permission to administer your child's medication. The medication must be provided in the original container and given to a member of staff upon arrival.

Educators can not, and will not, administer non-prescription cough and cold remedies or 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 Lunches**

Centennial Daycare follows the Canadian Food Guide and models healthy attitudes towards food and mealtimes. Please come with a packed, nutritious lunch each day. We ask that highly processed foods be kept at home; should they be found in your children's lunches, they will be packed up and sent home.

Please find attached a link to Canada's Food Guide - <https://food-guide.canada.ca/en/> for references to healthy and whole foods.

At this time, there are no reported anaphylactic allergies in our program. Should this change, families will be asked to find alternatives to peanuts, tree nuts and items that have been in potential contact with these typical anaphylactic allergens.

You are welcome, and encouraged, to bring a special treat or food so we can share in family celebrations such as birthdays and holidays. Please let our educators know ahead of time so they can plan accordingly.

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

## **Toilet Training**

All daycare children must be without diapers or pull-ups before starting the program. Centennial Day Care Centre follows the childcare ratio according to the regulations for 3 to 5-year-old care. While we are able to register some younger children, our ratios do not allow the 1:1 attention a child in diapers/pull-ups requires.

## **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 for at least half an hour. After half an hour, children who are not sleeping may do quiet table activities, or read books on their mats if preferred. If your child feels more comfortable with a stuffed animal please bring it along for rest time. Children under three years of age will be separated from the larger group in our "open" facility by the use of dividers to make sure their individual and specific sleep needs are met.

## **Toys and Candy**

Play equipment and toys are provided by the centre. Please do not bring toys from home as they often get lost, broken, or cause difficulties around sharing. Please do not bring gum or candy to the centre due to the risk of choking.

## **Our Educators**

Our educators are knowledgeable, valued and qualified Early Childhood Educators (or Early Childhood Assistants) that are licensed to practice through the Provincial Government. They are required to regularly engage in professional development opportunities and maintain valid First Aid Certificates. All members of staff and volunteers have completed a Criminal Record Check in accordance with the Child Care Licensing Regulation.

## **Guidance and Discipline**

We use the following positive guidance strategies in order to foster your child's developing confidence, competencies and social problem-solving skills. These guidelines serve to ensure the safety and well-being of everyone in our environment. We respect your child's unique personality and developmental level, whilst keeping in mind that particular situations and circumstances also determine and shape behaviours.

### Expectations or limits:

These are established using one or more of the following:

- Positive phrases with simple explanations:  
*"Please walk inside. Running is for outside because there is more space."* o *"Please use your quiet voice because some children are still sleeping."*
- Focus on the behaviour, not the child:  
*"Hitting hurts your friend."* instead of *"You are so bad"*
- Advance information:  
*"In 5 minutes, we will clean up and then go to the bathroom."* o *"We are going to have circle time, then wash our hands and eat lunch."*
- Appropriate choices:  
*"Do you want to wait for your turn, or play with something else?"*
- Natural consequences:  
*"If you play with water, you might get wet."* o *"If you don't eat your lunch, you will be hungry."*
- Redirection:  
*"I can see you are upset right now. Let's read a book while you calm down."*

### Problem-Solving:

Educators model a three-step approach to problem-solving which is designed to support your child's developing social skills. As your child becomes more familiar with the process, he/she will be encouraged to suggest solutions on his/her own.

- Ask about or acknowledge the problem.  
*"S, tell me why you are upset and then we will listen to how B is feeling."*  
*"I can see you feel frustrated when your block tower falls over."*
- Brainstorm possible solutions.  
*"Can you ask to have a turn when he is finished?"*  
*"Let's go look for another truck you could use."*  
*"Try using some bigger blocks on the bottom."*  
*"Ask a friend to help you build your tower."*
- Choose a solution and follow through.

### Safe Spaces Program:

Safe Spaces is a bullying prevention program developed by the *Westcoast Child Care Resource Centre*. The program approach includes all children participating and focuses on teaching social and emotional vocabulary and skills that are essential in preventing bullying behaviours and ensuring a safe environment.

Your child will learn about the following principles through group activities, daily interactions and through modelling and support from our educators:

- Safe/Not Safe/Safe Centre Rules
- Friendly/Not Friendly
- Four Universal Feelings (happy, sad, angry, afraid)
- Fair/Not Fair and Problem-solving

For more information, please visit the Westcoast Child Care Resource Centre website at <https://www.wstcoast.org/workshops>.

### Aggressive Behaviour

Biting, scratching, and hitting are a part of typical development but are unacceptable behaviour. Parents will be notified when their child exhibits such behaviours. Educators from Centennial Day Care Centre will establish an action plan specific to the child and his/her behaviour so the approach is consistent and appropriate.

If the behaviour persists the parent will be advised to seek professional help on behalf of the child. If the child's behaviour cannot be modified and he/she poses a threat to the well-being of other children then management reserves the right to give your family 2-weeks to 1-month notice regarding termination of space, at the discretion of the educators, management and the board of directors.

\*Please note that a refund will not be given in the event that a space must be terminated due to aggressive behaviour.

### **Electronics and Screen Time Policy**

Centennial Daycare believes that the role of the educator in the daycare setting is to provide educational opportunities in a developmentally appropriate manner and that one of the best ways children learn is through play and the exploration of a wide variety of materials and activities, alone and with others. It is a parent's choice to use electronic media within the home environment. We reserve one last day before the Christmas break to share a special, short holiday movie as a group before we say goodbye before the break.

\*Please note that this policy does not extend to the use of tablets or iPads for appropriately supporting a child with extra developmental needs when this is outlined in a detailed individual care plan in consultation with support workers.

### **Outside Active Play Policy**

Children need to be outside. We believe that as many valuable learning opportunities take place outside as inside. Early immersion in active play refines gross motor skills and promotes the foundation of a healthy, active lifestyle in later years. Children at our centre spend up to 2 hours in the morning outside, engaged in play in our outside play space, or out in the community on walks, and hikes. We spend another 1.5- 2 hours outside in the afternoon.

Children are encouraged to engage in activities that raise their heart rate and develop physical literacy, as well as seek out quiet and still time in the outdoors, learning to appreciate all that being in nature and our community can bring to us.

## **Emergency Preparedness**

As we live in an earthquake zone, and so, we are prepared for the safety and well-being of your child in the event of an actual earthquake. As well as monthly fire drills, we have an annual earthquake disaster drill with the children and have an organized supply of emergency supplies.

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

- Your child will be released from our care only when you (parents or guardians) come to pick up your child. Your child will not be allowed to leave with any other person unless we have written permission from you or if the person is listed on your child's emergency pick-up list on the registration form.  
You will need to sign out your child, with a staff member, before leaving.
- Staff will be in communication with local emergency services.
- If our building becomes unsafe, we will walk across Gorge Road to 1Up Single Parent 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. Please refrain from calling the daycare in an emergency.
- Please turn on your radio or TV to obtain information and instructions regarding the disaster.
- Please try to keep major roads clear for emergency vehicles.

Thank you kindly,

The Team of Centennial Day Care Centre