

# PARENT HANDBOOK -Out of School Care

Welcome to our OSC daycare center, where every day is a busy day filled with activities that will foster individual, social, physical, emotional and cognitive growth in a nurturing, fun atmosphere. We believe that every child should have the opportunity to discover their own individuality through both adult guided activities and through free play!

## LICENCES AND INSPECTIONS

Playland Daycare is licensed by Vancouver Island Health Authority (VIHA) and their licensing officer regularly inspects premise. Copies of the yearly inspections are posted in each program center.

## INSURANCE AND STAFF

Playland Daycare has both liability insurance and a license to operate through VIHA and local city authority. All staff have at least 20 hours of child related education, first aid/CPR, epi-pen training, have completed a criminal record check, and are over 19 years of age. Some of our staff have had additional training and hold certificates in accordance with licensing standards; all our staff are required to continue their professional development on an ongoing basis.

## Hours of Operation

Our OSC is open Monday to Friday from 6am-6pm. We are closed for the following holidays:

New year's Day	Family Day	Canada Day
Christmas Day	Good Friday/Easter Monday	BC Day
Boxing Day	Victoria Day	Labour Day
Day for Truth and Reconciliation	Remembrance Day	
Thanksgiving Day		

We will also close 2 weeks at Christmas break, following the school district closure.

## Attendance /Pick up/Drop off

For your child to receive the maximum benefit from the program, they should attend on a regular basis. If your child is going to be away for any reason, please advise staff as soon as you know so that they can plan the day accordingly.

If you know that you are going to be late please arrange to have your alternate pick up person pick up your child, and let staff know. Late pick up after 6pm: late fees will still apply. We do appreciate a phone call, although that will not devoid you of your late pick up fee of \$25 per 15 minutes.

Drop off is to be no later than 8am on school days and 10am on full days (non school days) No

children will be accepted after this time unless pre-arranged with staff. We serve parent provided breakfast at 7:30am. Parents are welcome to leave cereal, waffles, bread etc at the center for us to prepare for their child, or bring it daily. Please contact us if your child will not be at daycare.

If your child will not need pick up from school, please call or email Playland Daycare by 2pm, so we can determine staff needed for the day, and our routes for pick up. If your child is not at school when we arrive to pick them up, staff will contact the school office, as well as the parent to determine the whereabouts. We will not leave the school until we know where the child is. Hence, the importance of informing Playland as to any changes in the pick up routine.

**There will be a no call fee of \$10 each time we are not informed**, as this affects our staffing, puts us behind schedule, and affects our routes for the day.

### **Safe release policy includes:**

- Children will not be allowed to leave daycare by themselves.
- Children will not be released to anyone who is not on the pickup sheet in the child's file unless staff is notified via email or phone call. We will require ID from the new person picking up.
- Children will not be released to anyone under the age of eighteen (18) unless pre-arranged with staff.
- For morning school drop off, all children will be dropped off in the bus lanes in front of the onsite school duties/staff upon arrival at the school, and will go to their classroom. Our drop off times are slightly staggered as we have multiple schools to drop off at. We do aim to arrive at the school at the bell, but there will be times your child may arrive before the bell. If your child needs assistance in the morning before the bell, please contact the OSC manager and school staff and we can discuss a care plan for your child.

Pick up from Playland is no later than 6pm. Please be prompt when picking up your child from daycare. If you are late picking up your child, the following procedure will occur:

1. Parents/caregivers will be charged \$25.00 for each fifteen-minute increment they are late. This amount will be added onto your monthly invoice.
2. Staff will contact caregiver to confirm pick up within the first fifteen-minute increment.
3. If no contact has been made with the caregiver by 6:15pm, the emergency contacts listed on the child`s registration form will be contacted.
4. If no persons listed on the child`s registration form have been in contact with the daycare staff, a Daycare Manager will be contacted to determine the next steps.
5. Three occurrences of being late will result in a discussion with Daycare Management and possible grounds for termination of enrollment with the Daycare.

**It is essential that you have 2-3 emergency contacts within Sooke core, that will**

**be able to pick up your child(ren) in case of an emergency or road closure.**

Please be aware that the Out of School program follows the SD62 schedule in regards to closures other than winter/spring and summer breaks, half days and pro d days. In addition to your monthly base fee, full days will be billed at an extra fee. You will need to pre-register for the spots you need for the breaks/pro d days.

For all children moving into kindergarten from the Group Daycare Program, all kindergarten transition days will be the responsibility of the parent. Staffing resources are limited and we cannot provide pick-up and drop-off transportation at all hours of the day. In addition, until the first full day of school, all kindergarten children will be invoiced at the Group Daycare daily rate depending on their schedule; all children will be billed for their scheduled full days, regardless of the kindergarten transitions and if your child is attending for a full day or not. So for instance if your child's first day of kindergarten is Sept 14, and your child attends full time, you will be billed for all of those full days of group care leading up to their first full day, regardless if they are in attendance or not.

### **Probation Period**

Each child is accepted on a calendar month (approximately 20 working days) probationary period. During this time Playland Daycare Centre reserves the right to refuse care. If a child is not able to participate in the regular daily program, the caregiver(s) will be asked to meet with the manager and alternative care will be discussed. It will be up to the caregiver(s) to arrange alternate care if the care will be terminated. Playland and the caregiver may terminate care at any point during this time with no notice.

### **Attendance for Supported Children/Support Staff**

If your child is supported with a one-on-one worker, it is key to communicate with that worker and daycare management staff regarding days, hours and absences. In the unfortunate situation where the support staff falls ill and is not able to support your child at daycare, the daycare management staff will look at all options we can provide within the center, and notify you of the support worker's absence. If your child appears to need extra support, parent and manager will meet to discuss options. This may include limited hours of care at the center, applying for funding for a support worker, or finding alternate care. Playland does not have extra support staff on hand.

### **Emergency Center Closure**

In the event Playland Daycare Centre having to close due to reasons beyond our control (including but not limited to snow days, earthquakes, fires, floods, health emergencies) you will be contacted to pick up your child(ren) from school. Playland is not an emergency pick up for school closures. We will close when SD62 closes in the event of snow or other reasons beyond our control. There will be no refunds for emergency closures, or closures due to Covid. However, in the event of more than 5 business

days of emergency closure, fee credits will be calculated and will be applied to your next invoice.

## **Food/Allergies**

The daycare will do their best to accommodate children with allergies and religious beliefs. Please note that we are a 'junk food and nut free zone' and promote healthy eating and nutritional habits without our program for our children and staff. We discourage juice, sodas, and any form of junk food. These will only be allowed on special occasions such as a birthday or other celebrations. Please note that our policies include;

- No child is forced to consume food.
- No child is left unsupervised while eating.
- Food is not used as a reward or punishment.
- Safe drinking water is available for all children.

## **Illness **\*\*Covid policy overrides these return dates when applicable. Please see covid policy\*\*****

The daycare policy regarding health is based on the following criteria:

- Preventative public health practices;
- The comfort and safety of the child who is sick;
- The staff's ability to accommodate or look after a sick child;
- The protection of the other children, staff, students and parents from communicable diseases and conditions.

1. The parent is required to submit a photocopy of the child's immunization record at the time of the enrollment, and must update Immunizations as indicated in the basic B.C Ministry of Health schedule; See <http://www.bchealthguide.org/immunization.stm> for more information from the B.C. Ministry of Health. Children who are not immunized must refer to the registration form regarding communicable disease outbreaks, and sign.
2. The parent must report to the Daycare Staff any communicable disease or condition that their child contracts within 24 hours of diagnosis;
3. The child may return to the program after an illness:
  - a. 24 hours after receiving an antibiotic;
  - b. When the child is no longer contagious. The parent shall consult with staff prior to returning the child to the program to ensure that the Vancouver Island Health Authority(VIHA) policies regarding Communicable Diseases are followed;
  - c. When a parent gives a staff member a note from their family doctor stating that the child is able to attend daycare;
  - d. 24 hours after the last bout of diarrhea;
  - e. 24 hours after the last time vomiting;
  - f. Tylenol has not been given in more than an 8 hour period for a fever.

4. The parent must not send the child to the program if the child is not well enough to take part in the regular program of the childcare. A list of symptoms that would indicate that the child is not well enough to attend daycare is specified below.

6. If the child becomes ill during the day, a staff person will:

a. Contact the parent(s) to pick up the child from the program;

b. If the parent(s) cannot be located, staff will contact the alternate Person listed on the Enrollment Form to take the child from the program.

**NOTE: The daycare DOES NOT have FACILITIES or EXTRA STAFF to care for sick children.**

7. Parents must phone the Centre to leave a message for the staff EACH DAY that their child will be absent from the program, or inform staff of a long absence.

Illness that a child should be kept home for:

- Vomiting: 2 or more times in a 24 hour period
- Rash: body rash especially with a fever or itching.
- Diarrhea: 3 or more watery stools in a 24 hour period
- Eye infection: thick mucus or puss draining from eye(s)
- Skin infection: including scabies, impetigo.
- Sore throat: with fever or swollen glands
- Lethargic: unusually pale, tired, lack of appetite, confused or cranky
- Fever: temperature of 101 degrees (f) or more, with temperature taken in the ear and/or sore throat, rash, vomiting, diarrhea, earache or just not feeling good.

Parents will be called in the case of a fever, and asked to pick up their child. The child should not return if they are still feverish and unwell. Tylenol should not be given to mask the fever symptom. Staff will call parents if this happens, to come pick up their child once it is apparent the child has been dosed.

- Communicable diseases: chicken pox, measles, covid-19 etc.

**PLEASE REVIEW OUR COVID POLICY, AS THIS OVERRIDES OUR REGULAR ILLNESS POLICY**

### **The Common Cold**

Children with colds may attend daycare if they feel well enough to take part in activities

### **Influenza**

Children with influenza may attend daycare if they feel well enough to take part in activities

## **More Than the Common Cold or Flu**

When it comes to illness more than the common cold or flu the daycare's policy varies on each illness.

## **Chickenpox and Shingles**

Children with chickenpox should not go to the childcare center or school for five days after the beginning of a rash or until blisters have crusted over. During this time keep the child away from others in the community as much as possible. A person with shingles can attend the childcare center or school, as long as they feel well enough and the blisters are completely covered or have crusted over

## **Cold Sores (Herpes Simplex)**

Children with a first attack of herpes simplex that causes drooling from the mouth should not go to the child care centre or school until the sore is crusted over

## **Croup**

Children with mild croup can attend daycare if they feel well enough to take part in activities.

## **Ear Infections**

Children with ear infections can attend daycare if they feel well enough to take part in activities

## **Fifth Disease (Parvovirus B19)**

Children with fifth disease can attend daycare if they feel well enough to take part in activities

## **Hand, Foot and Mouth Disease**

Children with hand, foot, mouth disease can attend daycare if they feel well enough to take part in activities and any open sores are crusted over

## **Impetigo**

If your child's health care provider has prescribed an antibiotic, your child should use the antibiotic for at least one full day (24 hours) before returning to daycare

## **Measles**

Children with measles should not attend daycare until at least four days after the appearance of a rash and only when they can take part in activities. Please have your child fully immunized for measles.

### **Meningitis (Bacterial)**

Children with bacterial meningitis should not attend daycare until they have been cleared by their health care provider to do so. A doctor's note will be required.

### **Meningitis (Viral)**

A child with viral meningitis may attend daycare if they feel well enough to take part in activities

### **Methicillin-Resistant Staphylococcus Aureus (MRSA) (Staph)**

A child with a Staph or MRSA infection may attend daycare if the infection is not draining and is covered by a dry dressing or once the sores have crusted over. The child should avoid physical activity or sports that involve skin-to-skin contact until the infection is completely healed

### **Molluscum Contagiosum**

A child with Molluscum contagiosum may attend daycare, but sores must be covered.

### **Mononucleosis (Mono)**

Children with mononucleosis may not feel well enough to attend daycare for some time, but may return when they feel well enough to take part in activities

### **Mumps**

Children with mumps should not return to daycare until nine days after their glands begin to swell and only if they feel well enough to take part in activities, unless otherwise directed by the health care provider

### **Norovirus**

Children and staff who are sick with vomiting and diarrhea should stay at home until 2 days after their symptoms go away. Even when diarrhea and vomiting have stopped, the virus can still be in the bowel movements

### **Pertussis (Whooping Cough)**

Children with whooping cough should not return to daycare until 5 days after they begin treatment with antibiotics and only when they feel well enough to take part in activities

### **Pinkeye (Conjunctivitis)**

When your child has pinkeye, your health care provider can tell you if your child can return to daycare or should stay home. If your child's health care provider has prescribed antibiotic drops or ointment, your child should use the antibiotic for a full day (24 hours) before returning to daycare

## **Pinworms**

Children with pinworms can return 48 hours after initial treatment.

## **Pneumonia**

Children with pneumonia may attend daycare when they feel well enough to take part in activities

## **Roseola**

Children with roseola may return to daycare when the fever and rash are gone and they feel well enough to take part in activities

## **Rotavirus**

Children and staff of the daycare who are sick with vomiting or diarrhea, should stay at home until 2 days after their symptoms go away

## **Rubella (German Measles)**

Children with rubella should not go to daycare for at least seven days after the rash appears and only when they feel well enough to take part in activities.

Children who have been in contact with someone with rubella and who have not been immunized against rubella, should not attend the daycare until they are immunized or until their health care provider says it is safe for them to return.

Doctors note may be required.

## **Streptococcal Infections (Strep)**

Children with a strep should not return to daycare until they have completed 24 hours of antibiotic treatment and only when they feel well enough to take part in regular activities

## **Thrush and Candida Diaper Rash (Yeast Infection)**

Children with thrush or candida diaper rash may attend daycare if they feel well enough to take part in activities

## **Medication**

No medication will be given to a child without completion of the Permission to Administer Medications forms. Please see below regarding medication.

i) Prescription Drugs: medication must be brought by the parent to the Daycare in the original container from the pharmacy; the parent must record the following information on the Permission to Administer Medications form:

- the name of the medication
- the date and time the medication is to be given



- the amount of medication to be given
  - sign the permission form.
- ii) Non Prescription Drugs: medication must be brought by the parent in the original container that includes amount to be given and duration of treatment. The parent must record the following information on the Permission to Administer Medications form:
- the name of the medication
  - the date and time the medication is to be given
  - the amount of medication to be given
  - sign the permission form.

A long-term medication form will be filled out if a child is on a long-term medication such as a puffer or other. Notes from the doctor will remain at the Daycare as part of the child's medication record; the staff will follow the parent's instructions as recorded on the Medications Form, will sign their name when medication is given, and will record any unusual effects of the medication.

### **Hand Washing**

To help control the spread of illness, children are encouraged to wash hands upon arrival at the centre, before eating, after toileting and at other times throughout the Daycare Program. Washing hands is the best way to prevent the spread of illness.

### **Required Supplies**

The following items are to be left at the childcare and replaced as needed. Soiled clothes will be returned in a plastic bag at the end of the day.

One (1) change of clothing including socks (an extra pair of shoes if available)  
Hat and water bottle

### **Head Lice**

Our Daycare completes regular head checks of all children in the program to ensure that we minimize the spread of lice and to ensure that no one child is singled out in the program. If a child is found to have lice, we will inform the parent privately, and they will be urged to start treatment asap. There are several treatments available and if you are unsure please feel free to talk to Daycare staff. Daycare staff can also provide you with a sheet of what to clean in your household from lice and some FAQ's. There are many household treatments that can be used for lice. Parents must retreat 7 days later and continue on until no more live nits are found and live bugs are gone. Children can continue to come to daycare, but proper treatments must be done, and live nits are gone.

### **Allergies**

From time to time children that attend our program manage life threatening allergies. As we are inclusive of all children we will, if necessary, restrict particular items from entering the Daycare Program. For example our Daycare Program reserves the right to be designated

"peanut and nut safe". This means that all staff and children attending the Daycare program are asked to bring lunches free of peanut butter, peanuts, peanut oils or nuts and nut oils.

If your child is anaphylactic, you will be asked to complete a care form to describe your child's allergies, and to describe procedures to be followed in the event of an incident. The staff may consult with the prescribing physician and or other qualified medical personnel where, in their judgment, there is reasonable concern as to the appropriateness of administering the medication supplied by the parent. Such consultation may result in a refusal to administer medication, in which case, the staff will attempt to contact the parent(s) to inform them of this situation, and/or call 911 in the event of an emergency.

## **We are currently NUT FREE**

### **Medical Treatment**

In the case of an emergency and medical treatment is required, the staff will contact the parent/caregiver(s). If the parent/caregiver(s), cannot be located, staff will take the following actions:

- i) call the Emergency Contact Person listed on the registration Form;
- ii) if emergency contact cannot be located, child will be transported to nearest medical center
- iii) continue to call and locate parent/caregiver(s)/emergency contact

If the situation is very serious, 911 will be called and the child will be transported to the hospital by ambulance and a staff member will join the child. The staff member will also continue to call the emergency Contact Person listed on the registration form if the parent/caregiver cannot be located.

### **Parent Conduct**

Parents and employees are to be respectful in communication to ensure the daycare remains a safe place for all involved. Comments and questions are encouraged and concerns must be relayed to employees in a way that respects our setting. Harassment towards employees will not be tolerated. Harassment is defined as the belittling or threatening behaviour directed at an individual worker or a group of workers whether it be intentional or unintentional, that creates an uncomfortable or intimidating atmosphere. Examples of harassment may include, but are not limited to:

- Written or verbal abuse or threats
- Unwelcome remarks, slurs, jokes or suggestions that are related to any characteristic identified in the definition of discrimination
- Unwelcome physical contact such as patting, touching, pinching or hitting
- Unwelcome sexual remarks, contact or invitations
- Abuse of authority that undermines someone's performance or threatens their career
- Bullying
- Negative comments
- Physical or sexual assault

- Humiliating or embarrassing an employee in front of co-workers
- Displays of sexually explicit, sexist, racist or other offensive material
- Practical jokes that embarrass or insult someone or could result in bodily harm or injury
- Slander on social media sites

If a parent harasses an employee:

- They will be reminded of their signature on the parent handbook agreeing they have read and understood the document.
- They will be notified how their behaviour constitutes harassment.
- The event will be documented and copied to Daycare Management and to the child's file for record keeping.

If a second event of harassment occurs:

- All personal effects of the parent's children will be collected.
- A document with the date of the first harassing incident, a copy of the parent conduct and the policy and grievance process will be given to the parent.
- Parent will be escorted off the premises by staff.
- The parent's children will be automatically withdrawn from the program.
- Any fees or deposits paid to the day care are forfeited.

If the parent wishes to appeal the process they will have 30 calendar days to submit an appeal in writing to Daycare Management. If the daycare has not received anything in writing after 31 calendar days, they hereby release the day care from any further obligation.

### **Emergency/Evacuation Procedures:**

Playland Daycare abides by the existing emergency procedures detailed in the Playland Daycare Emergency Plan which is reviewed yearly.

### **Evacuation**

In the event of an emergency that requires the staff and children to evacuate the Daycare Centre the following procedure will be followed:

1. Upon hearing alarm bells Daycare Staff Leader will walk over to cloak room door exit and grab the emergency backpack and attendance sheet.
2. Daycare Staff Leader will calmly direct children to line up with her at the cloak room door.
3. With Daycare Staff Leader in the front leading, the staff and children will exit the room. Daycare Staff Leader will lead staff and children out the nearest door to building exit.
4. Once staff and children have safely exited the building they will walk safely and quietly to the muster point, which is located at the top of the main daycare parking lot.
5. Daycare Staff Leader will read out attendance to confirm all children have safely exited the building.
6. Families will be notified at the soonest possible time.
7. Daycare staff will remain at meeting place (parking lot) until all children have been picked up by legal guardian.

**Fire Emergency:** In the event of a fire at the Daycare, staff will follow the detailed evacuation plan listed above.

### **Earthquake Emergency:**

In the event of an earthquake at Playland, the Daycare staff and children will:

- TAKE COVER under desks or tables
- FACE AWAY from windows
- ASSUME "CRASH" POSITION on knees, head down, hands clasped on back of neck or head covered with book or jacket
- STAFF WILL COUNT ALOUD to 60 -- earthquakes rarely last longer than 60 seconds and counting is calming.

The Daycare Staff will:

- direct all children to "take cover"
- stay under cover for 60 seconds
- follow the evacuation procedures if evacuation is necessary.

### **Emergency Preparedness:**

To ensure a smooth evacuation, practice drills will be practiced with Playland Daycare Staff and children various times throughout the year, depending on the drill. Our muster point is located at the top parking lot at corner of the fence.

- Each day, staff will check the play areas to ensure it is free from debris and equipment is safe.
- In addition to the morning check, before the children are allowed on to any playground, whether it be our own playgrounds or playgrounds off site, our staff do a complete check for any debris. A monthly log is completed with all the locations and all the checks completed
- Emergency drills are done on a regular basis and a log is kept in each room of all the drills done. The drills consist of Fire, Earthquake, and Lock Down Drills
- Our staff do regular counts of all children in and out of the classrooms
- We are in code with VIHA Standard Daycare ratios (ages 2.5-5 ratio is 1:8, ages 5 -13 is 1:10 or 1:15 if not kindergarten children are present)

### **Child's Comfort Kit/Earthquake Kit**

As part of Playland Daycare emergency preparedness program, we ask you create a "Comfort Kit" for your child that will kept in their own lockers.

All items should be placed in a small nylon drawstring bag with your child's name written on it with a permanent marker.  Emergency foil blanket (for warmth)  Warm hat  Kleenex pocket packs  Family photo  Small comfort items (e.g. paper and pencil, mini stuffed animal, favorite book, etc.)  A note from you to your child for reassurance - suggestions include: • It's okay to be afraid • Listen to the daycare teachers and stay with the group • The daycare teachers will take care of you until I/we are able to come for you • Special saying or nick names shared in your family

## **Active play/screen use policy**

Active play is an important role in a child's development. At Playland Daycare we believe active play should be an imperative part of our everyday routine and programming. As per the guidelines set-out by licensing, Playland Daycare is to provide the children in our care a minimum of 60 minutes per day of active outdoor play. As per Playland Daycare's routine, active play will be provided to the children for 60 minutes in the morning time and 60 minutes in the afternoon, for a total of 120 minutes per day on a full day at the center. When active play is restricted due to weather conditions or there is limited play space available, this same active play will be applied inside the center through the use of dancing, yoga, obstacle courses, jumping games, parachute play and even contained gymnastics on our mats we have available.

The active play provided to the children at Playland Daycare will be a combination of both unfacilitated and facilitated games and activities. Each employee will make sure to incorporate the fundamental movement skills, safety and injury prevention into all active play activities. In lieu of this active play policy, screen time (ie. TV) will be limited to 30 minutes or less per day. Screen time will be given through an appropriate program or movie. (Movies shown no more than once per week). No other electronics are allowed at Playland. In addition, as this program offers two significant sections of free-play, prolonged periods of sitting are limited and the free play encourages frequent short bursts of active moment.

## **Guidance and Discipline Policy**

We strive to ensure that all children are treated with respect and dignity. We believe that effective child guidance techniques begin with developmentally appropriate expectations for young children. We realize the importance of providing all children with a balance between active and quiet activities, and a balance between child-directed choices times and educator-directed times. This allows children to make positive, appropriate choices within a safe and secure environment. In addition, our team of educators works cooperatively at setting consistent, firm limits on inappropriate behavior such as hitting, kicking, inappropriate use of language, or misuse of books, toys and other materials.

Guidance techniques used are designed and carried out in such a way as to help the individual child develop self-control, sensitivity for others and to assume responsibility for his or her actions.

Some of the guidance techniques regularly used at Playland Daycare Centre includes:

- Setting up a developmentally appropriate environment and creating regular routines to eliminate many potential problems. The toys are all age appropriate and we provide ample amounts for all of the children. If we observe an area under used or used inappropriately we may rearrange or modify the environment as needed.

- Redirection, along with a simple explanation
- Natural and logical consequences
- Limits and boundaries are set and remain consistent between educators, children and events
- Educators' model appropriate behavior and children are shown with their peers how to respond/act in a specific situation
- Developmentally appropriate choices are given and children are encouraged to choose for themselves
- Positive encouragement, reinforcement and facilitation are given.

Communication and problem solving are encouraged. Children are brought together to work out conflict with educator support and facilitation. Children are encouraged to talk about their feelings, actions and plans to work towards solutions. Through these actions children learn to cooperate, compromise and have empathy for others.

Young children need the experience of interacting with other children on a consistent basis. Learning how to share and cooperate with others is an ongoing process for young children, consequently some aggressive behaviour will occur (i.e., hitting, yelling, name calling, biting, pinching, kicking, etc.). Although we do not allow this behaviour to persist, it takes time for a child to learn a more acceptable way of dealing with his/her anger and frustration (i.e., using appropriate words to express his/her feelings).

### **Behaviour Management Policy**

As Early Childhood Educators, it is our responsibility to ensure the physical safety and total wellbeing of all children within our care. The centre has adopted the following policy regarding aggression:

#### Definition of Aggression:

a physical, emotional or verbal act which may result in placing oneself, other children and/or staff members within the centre in an emotional, physical, harmful, hurtful or unsafe situation.

In dealing with aggressive behavior, the following procedures will be followed:

1. The child will be removed from the group and using a positive support strategy, the staff will redirect the child to stop the aggressive behavior.
2. If the aggressive behavior continues throughout any part of the day, the parent/guardian or alternate pick up person (in that order) will be contacted to immediately pick up the child. An incident report will be completed, and the parent will be asked to sign it.
3. Once the parent has been called on 3 occasions relating to aggressive behavior, a letter will be sent home to the parent/caregiver regarding the ongoing behavior and a plan will be outlined in the letter. The plan in the letter could range from a "planning meeting with supports for the child" to "withdrawal from the daycare" depending on the severity of the behavior.

The daycare has the right to:

1. Impose a suspension of daycare privileges;

2. Consult a Behavior Management Specialist;

3. Limit the child's hours of attendance;

4. Terminate the space. In case of termination, the 30-day notice period would be waived.

Please note: Any aggressive, violent or intentional aggressive behavior that endangers the child, other children, staff, equipment, or building cannot be tolerated. In these extreme cases, the child will be automatically suspended for three days or have their spot permanently revoked without warning. Once again, we state that the number one priority is the welfare, safety, and security of all children and staff within our program. Children face many challenges throughout their lives. Learning acceptable behaviors and being able to regulate their own behaviors in different social and emotional environments, or when interacting with their peers or adults, are two of those challenges. Our child behavior management policy is focused on the importance of respect and dignity for the child, acknowledging and accepting children's feelings and encouraging these feelings to be expressed.

### **Communication**

It is vital that parents keep us informed of any changes in a child's life, no matter how small. Health records, change of address and phone numbers should be kept updated on registration form as they occur. It is very important that we have current phone numbers where you or your contact person can be reached. Playland Daycare promises to let you know of any changes in behavior we notice in the daycare. Please feel free to speak to your child's caregivers about any questions or concerns you have. We would like to work with you to ensure the very best for your child.

### **Parent Check-In/Child Progress**

Parents are welcome to make an appointment with the Daycare Management or Staff to discuss their child's development, ways to contribute to the child's progress, or inform staff of changes of routines or events at home that might affect the child's behaviour at the daycare. The intention is to work collaboratively with the family to ensure a positive experience at daycare for both the child and the family.

### **Items from Home**

The daycare maintains a generous supply of materials, toys and equipment for the children to use. However, we do understand that at times a transitional item may be needed to feel safe and secure in the daycare. Such an item can ease that transition from the well-known environment of the home to the daycare environment. For many children this will be a blanket or a toy. Therefore, we do allow children to bring items from home in that situation. If we find that the item is causing difficulty between children or that the child is not engaging in the surrounding environment we will ask the child to put the item into their locker.

Please keep in mind that your child is entering a large group of children, it is possible for anything s/he brings into the centre to get lost or broken in our active environment. We do not allow toys/cards from home. Please check with staff if you have any concerns or questions

## **Birthdays and Celebrations**

Birthdays are an incredibly significant and special part of most children's lives. For birthday celebrations, a birthday cake is made to acknowledge the special day and families are welcome to provide a special treat instead. Holiday celebrations are an excellent way to celebrate diversity and learn about other cultures and religions. Some holidays are appropriately celebrated with a special snack. Others may be best honored through special activities such as food drives, charitable collections, or visits by special guests. If your family celebrates a holiday that you would like the centre to celebrate please see a staff member to discuss appropriate ways in which to celebrate at the daycare.

## **Photos**

Playland Daycare loves to share the great moments we experience during the day, with you and other families. We have a photo permission section on our registration form. This allows us to post photos in the center, and/or in our closed Facebook group which is closely monitored. You are free to allow this or to not have your child's photo shared at all. Please notify staff verbally and via the section in the registration package.

If family/caregiver is not in compliance with the policies of the Playland Daycare Centre the following process will occur:

- If a parent disregards a Child Care Policy, the Daycare Staff will speak directly to the parent;
- If the matter is not resolved, Daycare Management will contact the parent and attempt to resolve the matter. The Manager will keep written documentation;
- If the matter remains unresolved, the situation will be referred to the owners, whose decision will be final.

## **Fee Payment Schedule**

Upon enrollment there is a \$50.00 non-refundable registration fee per child; this is due with the registration submission. The registration fee is just that. It is the fee for the administration to set up paper and digital files and organize your child's information. If the center receives an application (via email, mail or in person) without a registration fee, that application will be considered incomplete. A security deposit of one month's fee is also required to hold your spot if the start date is more than 30 days from registration date. If start date is within 30 days of registration, half a month's fee is required. The other half can be payable over the first 2 months of care. The security deposit is not refundable should you cancel your spot with the center before your start date. This security deposit is also used in the event that one month's notice is not given at withdrawal time, and also to cover your last month's fee when you leave us. You will not be charged your last month's fees if proper notice is received, and your deposit has been paid in full.

All families who will be applying for subsidy are required to apply prior to starting with the daycare. If subsidy has not been approved by the child's start, the parent then becomes responsible for all monies owed to the center. Should the family qualify for daycare subsidy, it is required to be directed to Playland Daycare Centre via a child care arrangement form, filled out by Playland Daycare. Parents must take responsibility for any and all fees not covered by



subsidy. Once subsidy is received, parents will be credited back. It is the responsibility of the parent to renew their subsidy when it is expired. Deposit and registration fees will still be paid in full by you. You will be responsible for paying these fees.

### **\*\*Special Needs Supplement\*\***

There is a \$150 special needs supplement which is provided to families who have special needs children, or children with a diagnosis who require extra care outside the daycare facility. This will be added to your subsidy amount, and deducted, as subsidy is, from your daycare fees. You will need to apply for this as you do with regular subsidy.

### **Other fees**

We will require a one time payment of \$10 towards spray sunscreen for your child for the season. This fee will be added on to your June invoice each year. If you are attending only for the summer, it will be applied to your first month's invoice. If your child requires a different sunscreen that you would like to provide, payment will not be required.

### **Late Fees and payment methods**

Late fees are \$30 per day late, and will start on the 2<sup>nd</sup> of the month. If fees are not paid in full by the 4<sup>th</sup>, care will be suspended until they are paid in full. Where a child is sick or away for any other reason there will be no refund given for these days as we are holding a spot for that child. This includes if you are keeping your child home for isolation/quarantine due to Covid. Fees are still payable during daycare closures except during emergency closures that last longer than 5 days. In this instance, you will be credited for each day we have to remain closed due to emergency circumstances such as snow, flood etc...

All NSF fees will be charged \$35 by Playland Daycare Centre; two NSF's will result in a cash only payment. We also reserve the right to send unpaid accounts to collection.

Cheques should be made payable Playland Daycare Center.

E-transfer can be sent to [sookeplaylanddaycare@gmail.com](mailto:sookeplaylanddaycare@gmail.com)

Tax receipts will be issued by the end of February, for the previous year.

### **Repayment**

As parents/guardians are required to pay for the child care services prior to having received those services for the month, parents /guardians are entitled to a refund or account credit should over payment occur. The refund or account credit will be the amount remaining after monthly childcare services provided, are deducted from the amount paid to the daycare.

### **Waitlist**

Playland does not take a waitlist at this time. If there are available spaces, we will advertise them on social media, our own website, or you can call us to check if there are any spaces available

### **Withdrawal or change of schedule**

To withdraw your child from Playland Daycare Centre, parents/guardians must provide a full month's written notice to the Daycare Staff. Written notice needs to be received on the last day of the month prior to the month the child is expected to leave the Daycare. For example, I would need to provide written notice on March 31 to withdraw my child from Daycare for last day of April. In the event of an extreme emergency, the penalty may be waived by the Daycare Management. If one month's notice is not given, you will be required to pay for the next month in full.

If looking to change your child's days of attendance, please fill out our attendance change sheet. If you are decreasing your days, you will be at risk for losing your spot. We may require 30 days (one month's written notice) to make any changes. Duration of the current schedule will be billed at the regular schedule rate, and once the 30 days has passed the new rate will be in effect.

### **Who to Contact When your child is going to be away**

Call 250-642-4121

Email [sookeplaylanddaycare@gmail.com](mailto:sookeplaylanddaycare@gmail.com)

Tatiana Ellis-Manager

Bailey Leach-RA

Lynn Kearney-RA