



Tsawout First Nation  
XE, NE, SEN Child Care Center  
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## **XE, NE, SEN, Child Care Center Policies**

Included in this document are policies that cover the following topics:

- Payment Policy
- Subsidies, Fees & Other Funding
- Admission
- Arrivals & Departures
- Release of Child In Care Policy
- Withdrawal of Child Policy
- Guidance & Discipline Policy
- Health & Safety Policy
- Termination of Services
- Parent / Guardian Custody
- Confidentiality

### **Payment Policy**

The parent/guardian's responsibilities in regards to payment of fees are as such:

- The cost of childcare services delivered by XE, NE, SEN Childcare center is \$550 per child per month. These rates are based on the childcare subsidy rate and are also based on 20 working days per month.
- Payment is due on the first of the month. Post-dated cheques will be encouraged.
- A reminder that fees are due will be posted one week before the end of the month and another notice will be posted after the first of the month that fees are overdue.
- Parents who are over one week in arrears will be issued a form letter signed by the Manager asking for the payment of fees.
- If payment of fees or arrangements for the payment of fees have not been made by the 15<sup>th</sup> of the month the parent will be issued another letter by the Manager asking them to withdraw their child until payment has been made; if by the end of the month arrangements for payment have not been made the parent will then be issued a notice of termination of care for their child. The child will then lose their spot in the Daycare and if their parent wishes to enroll the child after termination of care the parent must pay all overdue fees first, and understand that their child will then be at the bottom of the wait list.

## **Subsidies, Fees & Other Funding**

- The provincial Daycare Subsidy is income-tested. Therefore, parents/guardians must apply to determine eligibility. If the subsidy covers only a portion of the Center fee than the parent/guardian is responsible for the balance.
- Parents/guardians must ensure the subsidy is in place before their child attends the Center. If you choose to send your child before subsidy is place and you do not qualify for subsidy the parent/guardian **will be financially responsible** for the time the child has been in attendance at the Center.
- It is the parents/guardians responsibility to ensure their child's subsidy is up to date.
- A meeting with the Manager can be set up to discuss payment plans for those families requiring such service.
- The XE, NE, SEN Child Care Center relies on the fees collected from parents/guardians to assist with the operating costs of the Center and these fees are due on the first of each month.
- Parents/Guardians should provide the Manager with post-dated cheques. If a parent/guardian is unable to provide post-dated cheques, s/he should discuss alternative arrangements with the Manager.

## **Child Admission**

- Please provide complete information about your child on the Registration Form including up-to-date information on immunization and health history, your contact information, emergency contact names and phone numbers, names of adults who are allowed to pick your child, etc.
- As per Licensing Regulations please notify the staff of the Center in **Writing** if there are any changes to the information provided on the Registration Form (e.g.: change in home or work phone number, mailing address or removal of any emergency contact name, etc.)
- Please provide the Manager with a certified copy of any Custody Agreements you have regarding your child. This document must give staff clear direction about who is permitted to pick up your child. Custody information is required at the time of registration. During the interim when custody is being established the Center requires a written letter signed by both parents stating who can pick up your child. As per Licensing Regulations staff members **cannot** release a child to anyone not designated by the parent who has custody.

## **Arrivals and Departures**

- When you arrive at the Center please ensure a staff member knows you are there, assist your child to settle in and then sign them in on the sign in/out sheet. When you are departing, please sign out your child, and let a staff member know you are leaving. The routines of the Center are important in providing your child with a sense of security. An earlier arrival time will give him/her time to participate in the free playtime.

- **A copy of our Arrival & Departure policy is available for anyone to read**

## **The Release of Child in Care Policy:**

As per the **Child Care Licensing Regulation (CCLR)** it is the responsibility of the staff to see that all of the children attending the Center are dropped off safely and picked up by authorized persons only.

- **Arrival:** To ensure that the children participate in the daily program and field trips, children must (extenuating circumstances allowed) be at the Center by 9:00 AM. Parents will be encouraged to arrive and leave at approximately the same time each day, this is to help the child/ren feel more secure and to allow planning on the part of the staff. Parents will be asked to phone the Daycare by 8:45 AM if their child/ren will be late or absent. If the child will be late the stated time of arrival will be adhered to. If the parent/s drop the child/ren later than the stated time the child/ren will not be allowed to attend the Center for that day. Staff will attempt to interact with each child and parent as they arrive; greet the child/ren, see if the parent/s has any concerns, check the health of the child/ren, and help with the parent's departure if needed. Parents are encouraged to say goodbye to their child/ren.
- **Sign In/Out Sheets:** Parents are required to sign their child/ren in and out, with the time of arrival or departure, along with their initials. Any messages for the staff or parent are noted on this sheet as a reminder for further communication. These sheets will be kept in a permanent file.
- **Departure Time:** All children must be picked up by 4:00 PM daily. If a parent/guardian is experiencing difficulties and needs to make alternate arrangements for picking up their child/ren, then that parent must make contact with the Center **Before 3:00 PM.** No child will be released to an adult who appears to be impaired. If the staff member believes there is a risk to the child's safety then the staff will contact the first person on the emergency contact for that child or offer to call a friend or family member to provide a safe form of transportation. No child will be released to an adult who is not listed on the Registration Form as an authorized person to pick up. If a parent wants someone to pick up his or her child who is not on the authorized to pick up list then that parent must provide the Center with written permission with a **Signature** in order for the staff to release the child. They can leave the written notice upon dropping off their child or they can fax in the written notice.
- If at closing time parents/alternate person has not picked up the child/ren or if the parents/alternate person is incapable of providing care the remaining staff member will:
  - Try to contact parents
  - Try to contact alternate people listed on the registration form
  - After 30 minutes of closing the daycare the remaining staff will contact the Manager and then the Ministry of Children and Family Development @ 310-1234
  - It is the responsibility of the parent to pay the Daycare at the rate of \$5.00 for each 15 minutes of providing additional care

Staff members of the Center are obligated by law to report any situation that they feel will/may endanger a child's safety. Any staff member who does not report these incidents is at risk of losing their license.

### **Custody Issues:**

The Center must have a copy of the most current custody agreement that has been filed and ruled upon by the courts. We cannot surrender a child to a parent/guardian if there is a custody order stating they are not authorized to have contact with that child. If a parent/guardian that has a no contact order tries to pick up their child the staff member must contact the Police immediately and then the custodial parent/guardian to inform them as to what is happening. If the non custodial parent/guardian shows aggressiveness in their need to pick up the child, inform them that you have contacted the police, if they still show aggression do not engage in any physical contact with them. If there are still children in the Center do everything you can to ensure their safety and if there is a staff member available have them remove the children away from the situation.

### **Withdrawal of Child From XE, NE, SEN Childcare Center**

- We require one month's written notice if you wish to withdraw your child from the preschool.
- Failure to give written notice of withdrawal of your child from the preschool, will be considered a breach of the Parent/Daycare registration agreement, thus the Parent will not get a refund.
- In regards to a parent/guardian receiving a Daycare fee refund, special consideration will be given in cases of emergency, but this will be determined, and granted by the Licensee (Richard Veerapen) and Daycare Manager (Gus Underwood).
- Parents/guardians are required to give **one month** written notice prior to withdrawing their child from the Center (e.g.: If you wish to withdraw your child for the month of May written notice is required by April 1). Prior notice will give the Manager time to fill the vacancy from our wait list.
- If a parent/guardian does not give one month written notice prior to withdrawing his/her child from the Center, that month's fees are forfeited.

### **Guidance and Discipline**

Our Staff will provide each child with guidance that will assist him/her build a positive self-concept. Discipline and guidance given by our educators will be positive, constructive and age-appropriate.

The Center environment is structured to promote positive interactions between the children and child and staff member. Staff will model appropriate behaviour and communication in a way easily understood by each child. When a child is experiencing difficulty staff will:

- Give a clear message of what a child should do, acceptable choices and consequences.
- Use redirection to positive activities that can change the child's focus
- Use active listening skills to determine the underlying cause of the child's actions and model problem-solving to lead the child to a positive solution

- If a child does not respond to these steps and continues with the inappropriate behaviour, a final step will be to separate the child from the group. If a child is separated from the group s/he will receive constant supervision. No child will be removed for longer than four minutes.
- Inappropriate behaviour includes hitting, screaming, biting, kicking anything that could harm other children or staff
- Any adult who observes mistreatment of any child must contact the Manager immediately
- Staff will work with parents/guardians to positively change persistent behaviour issues.
- **A copy of our Abuse, Guidance and Discipline Policy is available for anyone to read**

## **Health & Safety**

Our health and safety policies and practices are created to ensure a safe comfortable environment for your child and our staff:

Your child should not attend if s/he has any of following conditions:

- **Diarrhea** Your child may return to the Center once s/he is free from diarrhea for 24 hours.
- **Fever** Many things can cause fever of more than 101 or 38.3 degrees and your child will be more comfortable at home when ill.
- **Acute Cold/Cough** An acute cold includes runny nose with heavy discharge, runny eyes and possibly sore throat. An acute cough is a frequent bout of coughing that leads to choking or vomiting.
- **Headaches** accompanied by a fever, stiff neck, and nausea and vomiting.
- **Head lice** Your child may return to the Center when s/he has received an effective treatment that removes all live nits and lice.
- **Contagious skin or eye infections** These kinds of infections include pink eye, scabies, impetigo, etc. Once the infection has been treated and is not longer puffy or showing runny discharge or irritation your child may return to the Center.
- **Communicable diseases** Chicken pox and measles are common in this age group; please report any cases to the Director. Once the contagious period has passed and symptoms are gone, your child may return to the Center with a doctor's note stating they are healthy enough to return. (Please see your doctor or the Public Health Nurse to learn more about communicable disease and their symptoms).
- Part of role modeling and prevention of illness in the Center will be to promote hand washing with your child. Children will wash their hands prior to eating, after playing outdoors, after toileting, etc.

- If your child is taking prescription medication, you must advise the staff. If medication must be administered during Center hours, the medication must be provided to the Center in the original bottle, labeled clearly with the instructions and your child's name. The staff will have you complete an information/consent form to permit staff to administer the dose and report to you when you return to pick up your child.
- Staff will not administer non-prescription medication to your child.
- If your child falls ill during the Center hours our staff will contact you or if you are unavailable, then we will phone the designated emergency contact to pick up your child. In the event that we are unable to contact you or your emergency contact, we will assign an employee to take care of the sick child.
- Staff members have the right to refuse a child if they feel s/he appears too ill to participate in the program or may still be contagious to others.
- The Center receives a regular visit from a Nurse on site, as part of health promotion and prevention services for the children and their parents.
- Staff members are obligated by law to report any suspected abuse. Failure by staff to report any suspected abuse could result in the loss of the staff member's license. (For a definition of abuse please see the Center Policy Handbook or the Inter-Ministry Child Abuse Handbook, Province of BC, 1988).
- Staff will conduct routine fire and earthquake drills with the children. Children will learn the "Stop, Drop and Roll" technique, how to safely evacuate and where to evacuate from the building in case of a fire or earthquake. Our site is equipped with smoke detectors, fire extinguishers, and a group earthquake kit. Staff also has up-to-date First Aid certification.
- Parents are required to provide clothing appropriate for the weather and that permits safe freedom of movement. Therefore, long skirts, ponchos, jackets with drawstrings or thong-style shoes are not recommended.
- A set of clothing must be provided for your child at the Center including a pair of slippers or indoor shoes. This extra set must be labeled with your child's name and be appropriate to the season.
- Winter clothing should include mitts, boots, hat and muddy buddies.
- Summer clothing should include hat, swimsuit, towel and sunscreen.
- The extra set should be laundered from the time-to-time and returned to the Center.
- The Center is a Smoke-free facility.

**A copy of our Health and Safety Policy is available for anyone to read**

### **Nutrition (Food and Drink Policy)**

The Center will provide your child/ren with two daily nutritious snacks (morning and afternoon) and will also provide a health and nutritious lunch.

- The staff will purchase fresh fruits, vegetables, meats and other foods on a weekly basis from Thrifty Foods.
- The foods we purchase are stored in freezers, fridge, and in the cupboard. And are rotated accordingly, to insure freshness.
- If a parent wishes to bring in foods for their child/ren please be sure to bring in healthy and nutritious foods. And please provide enough food for all of the children in the center, as we are an all inclusive center (No child feels different or left out).
- To assist your child in forming healthy eating habits we do not permit candy, gum, juice, pop or overly sweet snacks. During snack time and lunch your child will be offered water or milk.
- Please ensure that you list any food allergies that your child has on the Registration Form. A list of the children with food allergies will be posted in the food/eating preparation area.

## **Center Routines**

Familiar routines help your child feel safe and comfortable in the Center environment. We do our best to provide regular routines so that your child will know what to expect during the day.

- Rest time is encouraged as part of the full-day program. Children will be encouraged to rest or nap after lunch.
- We will assist our child during their transition from diapers to using the toilet. In order to make this process easier for him/her please send extra underwear and pants and ensure the ones they will be using are easy for him/her to remove.
- Weather permitting: staff members may take the children for an outing from time to time (walk to the beach or local park). Parents/guardians are requested to complete the permission form for Field Trips when registering your child. Parents will be advised of the field trip in advance and a notice will be posted on the Parent Bulletin Board, located in the Center entrance way.
- We require that each child have a pair of slippers, and an extra set of clothes, which can be kept at the school. Please send your child to school in clothing that may get soiled either by outdoor play or an art activity.

## **Parent Participation**

We hope all parents/guardians will feel welcome to join their child during the course of the day. Please check with the Manager about times of field trips and nap schedules so that your visit will be compatible with the schedule. We welcome your feedback on Centre practices and will be happy to address any concerns you may have.

- If you are concerned about your child's care we ask that you first:
  - Notify the Manager, if you do not feel satisfied with his response, then

- Notify the Health Director of the Tsawout Health Programs, Richard Veerapen, if you still feel the issue has not been appropriately resolved then
  - Notify the Director of Operations for the Tsawout Band, Garry Jung
  - Finally the Licensing Officer for the Community Care Facilities Branch.
  - We welcome parents/guardians and community volunteers. If parents or community members wish to volunteer they must provide a Criminal Record Check and doctor's note. Please see the program Manager to discuss opportunities for volunteering.
- **A copy of our Hiring and Staffing Policy is available for anyone to read**

## **Termination of Services**

Our staff is committed to providing services to families. There are some circumstances where it may not be possible to do so:

- If parents/guardians are unable to successfully conclude a custody agreement
- When Center fees are not paid as agreed
- If the parent/guardian or family member is abusive, threatening or violent toward a child, staff member or other parents/guardians in the Center setting
- If parents/guardians does not comply with the Center schedule for picking up their child
- If the Center cannot provide the level of care necessary to meet a child's needs and cannot obtain Special Needs funding to assist.
- If a child's behaviour is disruptive or physically threatening to other children and/or staff members and the efforts to staff members cannot bring about positive behaviour changes.
- Before termination of services our staff members will:
  - Work with parents/guardians to identify services that may assist their child (e.g. meeting with the Aboriginal Infant Development Consultant, Public Health Nurse, etc)
  - Assist parents/guardians to apply for Special Needs funding.
  - Provide referrals to other resources outside the Center that may support their child (e.g. Vancouver Island Health Authority Prevention Services).

## **Confidentiality**

- **All information provided on the Center Registration form is Confidential.**
- **Only staff members working at the Center will have access to your child's information.**



- **We will request your written permission, if it is necessary to share your child's information with any other resource agency.**