



**QUEEN OF ANGELS**

**CHILD CARE CENTRE**

**License #1381622**

**PARENT HANDBOOK**

## **WELCOME!**

The staff of Angel Care welcomes you to our facility! The purpose of this handbook is to provide families with an overview of our center operations. We consider this handbook to be a “working document”. It provides a foundation of information for staff and families who are just starting to work together, based on generally accepted Early Childhood practices and principles. We are looking forward to working closely with you to provide the best quality care for your child.

Once again, a warm welcome to everyone! We look forward to the friendships and fun we will gain as we learn and grow together!

## **OUR PHILOSOPHY**

Our philosophy states that “we encourage the full development of children in a caring and nurturing environment steeped in the love and teachings of Christ”.

- We believe that the development of the whole child (physically, socially, emotionally, cognitively, and spiritually) encourages everyone to develop to their full potential.
- A Christian Centre recognizes the need for nurturing spiritual awareness and understanding in young children and families.
- From an early age, acceptance and openness towards Christ is fostered as factors vital to a healthy spiritual life.
- The child is surrounded with the concept of God’s love and guidance as an integral part of his or her daily life.

## **STAFF**

All staff are required to meet the Child Care Licensing Regulations for professional designations, including a criminal record check prior to being employed at Angel Care. All staff are qualified Early Childhood Educators, Early Childhood Assistants, or Responsible Adults. Every staff member holds a valid first aid certification.

## **CLOTHING**

- All children in our program are required to wear a uniform. The uniform consists of a Queen of Angels Navy Blue crested shirt. We have short sleeve, long sleeve, and sweatshirt options available for purchase at our school uniform store. Children can wear bottoms of

their choice. (Please note that if your child wears a different colour long sleeve shirt underneath their short-sleeved shirt or wears an outside hoodie or sweater they will be asked to remove it)

- In accordance with licensing regulations, outdoor play activities are scheduled every day. Please send your children in appropriate outdoor clothing for the weather. (Please apply sunscreen if required before your child arrives).
- Your child will need a pair of indoor shoes to leave at the school, as well as a pair of rain pants/muddy buddies. Please ensure that they are clearly marked with your child's name.
- Please note that during school closures children can wear civies rather than uniform shirts.

### **LUNCHES AND SNACKS**

Parents are asked to provide nutritious lunches and snacks for their children. Children are encouraged to eat their healthy choices first, so healthy eating habits are established at a young age. No child will ever be denied the food that is provided from home.

### **BIRTHDAYS AND OTHER CELEBRATIONS**

Staff will acknowledge each child's birthday in a special way. Parents are welcome to send in a special treat on their child's birthday.

Seasonal holidays are also acknowledged and implemented into our program planning.

### **TOYS FROM HOME**

***PLEASE LEAVE YOUR TOYS AT HOME!*** Bringing toys to group settings can cause problems such as distractions during the program, misplacing them, sharing difficulties, and in some cases, promotes inappropriate play.

### **STATUTORY HOLIDAYS AND CENTER CLOSURES**

- We close for all statutory holidays including Boxing Day and Easter Monday.
- Two weeks at Christmas.
- One week at the end of summer (The week before Labour Day).
- Five Pro-D Days Yearly

- We close at 4:00 on the first Thursday of every other month for a staff meeting.
- Please note that in case of extreme weather closures, we will follow Queen of Angels School closures. Listen to the local radio station for notice or check the school's website. You will also receive a phone call and an email to confirm that our center is closed.

Other unforeseen closures may happen to comply with Licensing regulations (service interruptions) These could include power outages, disruptions to water supply, extreme heat.

### **ATTENDANCE**

Parents are expected to keep the teachers aware of your child's absences due to health or other reasons. Please contact us at our direct number 250-701-0433 or email [angelcare@cisdv.bc.ca](mailto:angelcare@cisdv.bc.ca)

If a child has missed more than five classes and the staff have not been informed, it is our policy to contact the parents. Please be aware that if a child is away for any reason, you are still required to pay the full monthly fee.

### **COMMUNICATION CHANNELS**

- Ongoing daily communication between parents and staff.
- Newsletters will be produced and distributed via email to keep all parents informed about the program and special events.
- Please feel free to arrange for a time to meet one on one with the teachers to go over any questions or concerns you may have regarding your child's progress or program activities.

### **REGISTRATION FORMS**

Licensing regulations and standard childcare practices require that registration forms be completed by registered families and are maintained at the center. Please be prompt in completing these forms and notify the teacher of any changes needing to be made to your child's form.

## **ARRIVAL AND DEPARTURE**

Please drop off children no earlier than the start time of our program, 7:30am. Doors remain locked until the program start time to ensure staff get time to prepare before opening.

Please notify staff if you will be dropping off after 9:00am.

Children are to be signed in/out daily at both drop off and pick up time.

Please note that a child will not be released to a person other than his/her parent unless they are named as an authorized person on the registration form. Picture ID may be required if the person picking up your child is not known to the teacher.

## **PARKING**

Parking at arrival and departure times must be in the Queen of Angels School parking lot. Please do not park in the bus lane in front of our center.

## **PRACTICUM STUDENTS**

Periodically we have practicum students coming into our Centre. All students will have completed a Criminal Record Check and will never be left alone, unsupervised, with the children. Parents will always be notified via email prior to a student attending our Centre.

## **PRO D DAY CARE**

Pro-D Day care is available on the school professional development days for students registered at Queen of Angels school. The Pro-D Day program will be available on a first come, first serve basis for children enrolled in our out of school care program.

## **OUT OF SCHOOL CARE CONDUCT**

Children in the out of school care program are expected to follow the Queen of Angels code of conduct. In cases where they are unable to do so families will be called to pick up their child. If this occurs more than 3 times the child will be removed from the program.

## **CARE PLANS**

Care plans are a Licensing requirement! They are put into place when a child requires or could require extra supports, modifications, or adaptations to the program, requires regular medication, or has severe allergies.

Care plans are a partnership with families, involved professionals, and the Centre.

## **AFFORDABLE CHILD CARE BENEFIT**

Families earning a household income of less than \$111, 000.00 may qualify for this funding to assist with covering childcare costs.

All parents or guardians utilizing the Ministry of Child and Family Development's Affordable Childcare Benefit (ACCB), must apply for the ACCB before starting at the Centre. The manager will fill out the childcare arrangement form for families but it is the parents' responsibility to follow up with their claim status and ACCB renewals.

ACCB will cover all or part of the child's childcare fees. If there is a difference between the amount of the ACCB and the Centre's monthly fees families are required to pay the difference.

Families applying for the ACCB who wish to have their child start before approval will be charged the monthly fee and reimbursed when the Centre receives authorization of the ACCB approval.

## **CENTRE POLICIES**

### **FINANCIAL**

An annual registration of \$50.00 per child is required to guarantee your spot and to help cover administration costs. Such fees are not refundable.

Fees are due in full on the first class otherwise payments are due on the fifth or twenty fifth day of each month by pre-authorized debit. Credit is not available and, if fees remain unpaid, the account will be sent to collections and/or the child will be asked to withdraw from the program.

### **MEDICAL POLICY**

- Any child that is required to have medication administered to them at Angel Care must have their parent sign a medication permission

- form. (All medication will be kept in a locked cupboard, out of the reach of children).
- All minor injuries will be recorded in our minor incidents book and parents will be notified of all injuries at pick up time.
  - Any major injury or incidents will require a Community Care facilities incident report. If this happens parents can expect our Licensing officer to reach out to check on how their child is doing prior to their return to our Centre.
  - Angel Care is equipped with a complete first aid kit, which is taken on all field trips, walking excursions, and to the playground.
  - Please keep the staff up to date on any changes in your child's medical history.
  - Please let the staff know of any injury or medical issue, which could affect your child while in our care.
  - If any child requires medical treatment while at school staff will document what happened and contact a parent immediately to let them know.

## **GUIDANCE**

We will follow methods of guidance provided by the Provincial Child Care Facilities Licensing Board. Discipline is the process by which children learn socially acceptable and appropriate behavior and is something that adults do “with” and “for” children, rather than “to” children.

Each child enrolled in the program will be treated individually, with emphasis on encouragement and age appropriate, activities. We will avoid a crisis intervention approach.

The following is a good general outline of the methods to be used in the program.

- The staff will model the language and behavior they would like to hear and see in the children. The environment (furniture and toys) will be set up to encourage desirable behavior. Routines will be established so the children feel comfortable and familiar with their program. Children will be notified in advance of changes in their routine.
- Limits that are simple, clear, consistent, and realistic will be established and stated positively.

- Interactions with the children will focus on the positive rather than the negative. Appropriate behavior will be acknowledged. Staff will help children “learn what to do” rather than “what not to do”.
- The development of positive self-esteem will be encouraged for all children.

When a child displays an inappropriate behavior the following “tools” will be used to help the child learn more appropriate behavior:

- Reminders – the child is reminded of the appropriate behavior.
- Distraction – a different toy or activity is offered to a child.
- Redirection – the child is directed to another activity or area.
- Problem Solving – alternate strategies are presented to the child. The child is encouraged to participate in finding an acceptable solution to the problem.
- Choices – Children will be offered a variety of choices.
- Logical and natural consequences – Children will learn what a natural consequence is (If you throw sand you will have to play in a new area of the room).

### **RELEASE OF CHILD POLICY**

All staff will ensure that no child attending Angel Care is released to anyone except a parent of the child or a person authorized to pick the child up.

If a parent wishes for their child to go home with anyone other than someone stated on their registration form, we must have written consent before releasing the child.

If a parent or authorized person arrives to pick a child up and appears to be incapable of providing safe care for that child, the following steps must be followed:

- Offer to call a relative or friend to pick up the adult and child.
- Offer to call a cab to take them home.
- Inform the adult that if they choose to get into the car with or without the child, you will notify the police immediately.
- Call the Ministry of Children and Family Development if you feel that the child needs protection.



If a parent or authorized person does not arrive to pick up a child from care the following steps must be followed:

- Try and contact the parents at home and then at work.
- Call all authorized alternate emergency contacts.
- After one hour, if you have not been able to get hold of a parent or authorized alternate contact, call the Ministry of Children and Family Development.
- Never remove the child from the facility.

If an unauthorized person requests the release of a child, the following steps must be taken:

- Let the person in question know that they are not authorized to take the child from the facility.
- Contact the parent at home or work to discuss the situation.
- Tell the unauthorized person that you are unable to release the child into their care, and if they pursue this, you will contact the police.

#### **LATE PICK POLICY**

If a program has ended and a child has not been picked up the following procedures will be followed:

- Call the parents at home, cell, and work to see if you can contact them.
- If you were unable to reach a parent, then call the emergency contacts listed on the child's registration form.
- If above efforts are unsuccessful then it is the childcare programs responsibility after 30 minutes to call the Ministry of Children and Family Development.

**\*PLEASE NOTE PARENTS WILL BE CHARGED \$1.00 PER MINUTE THAT THEY ARE LATE.**

#### **REFUND/WITHDRAWAL POLICY**

Notification of withdrawal of a child from Angel Care shall be made in writing to the Manager one month in advance or one month's fees shall be paid in lieu of notice.

- Island Catholic Schools Administration, with the advice of the manager, have the right to require the withdrawal of a child if a

serious problem arises that cannot be resolved with the parent/guardian.

If Angel Care is unable to provide service on a regularly scheduled day of operation due to an unforeseen circumstance such as a snowstorm, fire, or lack of staff no refund will be provided.

### **TERMINATION OF SERVICE**

Services will be terminated when:

- Fees for services are not paid by month's end and no alternative arrangements for payments have been made.
- The Centre is unable to satisfactorily resolve an issue with an enrolling parent/guardian using conflict resolution steps.
- A child is persistently unwilling or unable to abide by Centre rules and expectations and has proven unwilling to change inappropriate behavior.
- Angel Care's policies and procedures are not being adhered to, even after an attempt to rectify the situation, and the family has been given warning.
- The child has been referred to Supported Child Development and the family has not followed through on the referral.

### **POTTY TRAINING POLICY**

All children enrolled in Angel Care must be potty trained, as we do not have facilities or extra staff to help change children. We understand that accidents can happen, and we will help your child in a respectful and compassionate manner.

### **A POTTY-TRAINED CHILD IS A CHILD WHO CAN DO THE FOLLOWING:**

- Be able to tell an adult they must go to the bathroom before they must go. They must be able to say the words "I have to go to the bathroom/potty".
- Be able to pull down their underwear and pants and get them back up without assistance.
- Be able to wipe themselves after using the toilet.
- Be able to get on and off the toilet by themselves.
- Be able to wash and dry hands.
- Be able to go back to the classroom without directions.

- Be able to postpone going if they must wait for someone who is in the bathroom or if we are outside and away from the bathroom.

### **ACTIVE PLAY POLICY**

The following procedures will be followed with regards to active play at Angel Care.

- Staff will take all children to the outdoor playground or forest area twice a day for a minimum of an hour each time and after school care children for half an hour once daily. (On full days of out of school care children will be outside twice a day for a minimum of one hour at a time).
- Staff will encourage appropriate outdoor games to play with the children such as (What time is it Mr. Wolf, tag, follow the leader, etc....).
- Staff will help children dress appropriately for the weather conditions.
- In the event of extreme weather, the children will go to the school gym instead.

### **SCREEN TIME POLICY**

In the 3–5-year-old program Angel Care does not offer regular screen time. We do not have electronics, television, or computers for children's use. We do show a movie 2-3 times a year for special occasions.

In After School care the policy that is in place for screen time is as follows:

- The children will only have screen time on early dismissal days, on Pro D Days, and during Christmas and Spring Break Camp.
- They will use the mobile computer lab in the mezzanine area for a period of 30 minutes maximum playing educational games.
- During camp or Pro D Day care may watch a movie up to 6 times a year.

### **NUTRITION POLICY**

- All children will bring their own lunches and snacks.
- All children must have healthy food and drinks while in the Centre. (Healthy by definition of the Canada food guide).

- Snacks and lunches must include items from at least two different food groups.
- Children are to bring a water bottle to school each day. If they do not bring a water bottle, then a cup of water will be provided.
- If a child does not have a lunch or snacks, we will contact their parents to see if one can be brought for the child. If not, we will provide food for the child to eat and notify the parent what we have given the child to eat.
- Staff will model appropriate food choices.
- Staff will respect all care plans or specific information on the registration forms with regards to food choices or allergies.
- If a snack is brought to the Centre and shared with the children (Birthdays) parents will be notified.
- Food and drink will never be withheld or used as a reward.
- Information will be provided to parents on healthy food choices.

#### **NAP TIME POLICY/QUIET TIME POLICY**

- We do have a designated rest time daily.
- All children will have their own personal mat and blanket.
- You can bring your own blanket to leave at school.
- Children may bring a small comfort item from home (stuffy/doll)
- All children will have a quiet time for 30 minutes.
- Nap time will last 1 hour for those children sleeping.
- Upon a parents request we will wake children up at the 30-minute mark.
- Please do not pick up during nap time, 12:45-1:45 as it very disruptive.

#### **ILLNESS POLICY**

The following regulations shall be observed:

- No sick children will be able to attend the Centre.
- If a child becomes ill while at childcare the parents will be contacted and asked to come and pick up their child. The child will be removed from the group and will lay in the sick area until they are picked up.
- Parents must notify staff immediately if a child gets a communicable disease. The staff will notify all other families in the Centre.

- The section on each child’s registration form showing any allergies or medications must be filled out by parents.
- A copy of each child’s immunization record will be kept in their file.
- Staff will supervise toileting and handwashing.
- All children will be encouraged to cough and sneeze into their elbow.

If your child has any of the following symptoms, do not bring them to the centre:

- Any new cold or flu symptoms such as listlessness, runny nose or eyes, coughing, and/or sore throat.
- Difficulty breathing or wheezing/coughing.
- A fever.
- Infected skin or eyes.
- Unexplained or undiagnosed pain.
- A new or undiagnosed rash.
- A headache or stiff neck.
- Diarrhea or loose stool, vomiting, or abdominal cramps.
- Sever itching of body.
- A known suspected Communicable disease.

A child who is too sick to participate in the daily program or play outside is too sick to attend!

## **ADMINISTERING MEDICATION**

Staff will only administer medication prescribed by a doctor. All over the counter medication must have labelled instructions from a doctor before staff will administer it. Parents must complete a “permission to administer medication form” and all medications must in the original container and be clearly labelled.

Staff will not administer any over the counter medications not prescribed by a doctor. If children required such medications, they are not well enough to participate in our daily program.

## **INJURY POLICY**

### **MINOR INJURIES**

Staff will:

- Provide first aid treatment such as a band aid or ice pack.
- Acknowledge the child’s feelings.

- Provide close supervision to ensure that the child does not require further first aid.
- Document the incident.
- Inform the family at pick up time.

#### HEAD INJURY

All injuries to the head regardless of severity, will be immediately reported to the parents.

#### MEDICAL ATTENTION REQUIRED

Staff will:

- Provide first aid.
- Contact the parent or guardian immediately.
- Provide families with pertinent information for the medical practitioner.
- Document the incident.
- Complete a Community Care Facilities Licensing Incident Report form and call to report the incident to our Licensing officer. (Parents can then expect to be contacted by Licensing)

#### EMERGENCY INJURY

Staff will:

- Call 911.
- Contact the parent or guardian.
- Provide information to the paramedics.
- Travel with the child to the hospital in the Ambulance.
- Document the incident.
- Complete a Community Care Facilities Licensing Incident report form and call to the report the incident to our licensing officer. (Parents can then expect to be contacted by Licensing).

If an ambulance is called for a child that attends Angel Care the family is responsible for the ambulance fee.

#### **COMMUNICABLE DISEASE POLICY**

The following policies will be in effect for Communicable Disease prevention:

- Staff and students will wash their hands or hand sanitize upon arrival to the centre, before and after eating, after going to the washroom,

coughing, sneezing, or blowing their nose, and every time they enter the classroom.

- Sick staff members and children will stay home until they are feeling better. If a staff member or child becomes ill while at school, they will be sent home asap.
- All high touch surfaces will be cleaned daily.
- Toys will be washed on a regular rotating basis. If an outbreak occurs, then all toys will be washed immediately.
- Windows will be always cracked open to allow ventilation.
- Manager will follow all directives as set up by Community Care Facilities Licensing, Work Safe BC, the Centre of Disease Control, and public health.

### **CUSTODY AND ACCESS POLICY**

Parents who are separated or divorced are required to provide accurate information on custody and access arrangements.

To prevent a child being released into the care of a non-custodial parent who does not have access, a copy of the custody agreement or court order must be on file in the Centre. If there is no agreement on file, staff cannot refuse or deny access to a parent.

If a custody or court order exists, a copy of the order must be placed in the child's file. The parent/guardian is responsible for providing accurate and up-to-date information regarding the guardianship of the child. If this information changes at any time, it is imperative that staff be notified immediately.

**AGAIN, WELCOME TO ANGEL CARE!**