

Britters' Critters



Daycare

Family Handbook

4661 Wilson Rd, Duncan, BC V9L 6L6

info@britterscrittersdaycare.com

(250) 746-5538

Table of Content

iii. Introduction	3
iv. Program Overview	
i. About the Program	3
ii. Program Options	3
iii. Registration Process	3
iv. Registration Deposit	4
v. Monthly Fees	4
vi. Affordable Child Care Benefit	4
vii. Child Absences	5
viii. Refund and Credit Policy	5
ix. Schedule Closures	6
x. Unforeseen Closures	6
xi. Screen Time and Home Toys	6
v. Communications	
i. Open Door Policy	6
ii. Communicating Concerns	7
vi. Health, Wellness and Nutrition	
i. Behaviour Guidance	7
ii. Nutrition	7
iii. Active Play	8
iv. Nap and Quiet Time	8
v. Diapers and Toileting	8
vi. Health and Illness Policy	9
vii. Clothing Requirements	10
vii. Safety	
i. Supervision and the Environment	10
ii. Missing Child Procedure	11
iii. Safe Drop Off/Pick Up	11
iv. Late Pickup Procedure	12
v. Emergency Plan and Procedures	12
vi. Power Outages	12
vii. Abuse and Neglect	13
viii. Custody and Related Court Orders	13
ix. Updating Child's File	13
x. Background Checks and First Aid	13
xi. Confidentiality	13
viii. Withdrawal from Care	
i. Trial Period	14
ii. Family Requirements	14
iii. Caregiver Requirements	14

A. INTRODUCTION

Welcome to Bitters' Critters Daycare! The purpose of this handbook is to provide families with important information regarding program policies and procedures. This handbook has been developed in accordance to the *Community Care and Residential Living Act* and the *Child Care Licensing Regulations* and will be reviewed annually.

B. PROGRAM OVERVIEW

i. About the Program

Bitters' Critters Daycare is a Licensed Family Child Care for infants to school age children. The schedule has been developed to provide the appropriate balance between free play and directed play, active and restful periods and inside and outside time. While the consistency of the daily schedules is important, there is also a flexibility in order to respond to the changing needs and interests of the children in care.

DAILY SCHEDULE
7:30-9:30: ARRIVE AT DAYCARE AND FREE PLAY
9:30-10:00: GROUP ACTIVITY
10:00-10:30: SNACK TIME
10:30-11:30: OUTSIDE PLAY
12:00-12:30: LUNCH TIME
12:30-2:00: NAP & QUIET TIME
2:00-2:30: GROUP ACTIVITY
2:30-3:00: SNACK TIME
3:00-4:00: OUTSIDE PLAY
4:00-6:00: FREE PLAY AND HOME TIME

ii. Program Options

FULL TIME Monday-Friday
<u>Toddlers (12m-36m)</u> \$1050 / month
<u>Children (36m-5yrs)</u> \$900 / month

PART TIME 3 DAYS / WEEK
<u>Toddlers (12-36m)</u> \$600 / month
<u>Children (36m-5yrs)</u> \$540 / month

PART TIME 2 DAYS / WEEK
<u>Toddlers (12-36m)</u> \$400 / month
<u>Children (36m-5yrs)</u> \$360 / month

*please note that the prices listed do not include the Fee Reduction or Affordable Child Care Benefit discounts.

iii. Registration Process

Below are the steps that are involved in the enrollment process.

1. Review the Family Handbook
2. Schedule a Meet and Greet at the Daycare outside of program hours
3. Pay the half month's deposit fee to secure your space
4. Visit the Daycare during program hours to meet the group (optional)
5. Submit all registration forms and supporting documents before your child's first day

iv. Registration Deposit

Once you have been offered a space, you will have one week to pay a half month's deposit to hold your space. The deposit will be put towards your last month's fees when the required one month's written notice is given.

v. Monthly Fees

Monthly fees are to be prepaid on the 1st of each month. Payments can be made in cash, e-transfer to info@bitterscrittersdaycare.com, or cheques made out to Brittnie Schwab. In the event payments are not made on time the following action will be taken:

- If fees are not paid in full by the 5th of the month, you will receive a late payment notice and will be charged a \$50 late fee
- If fees are still not paid by the 15th of the month, your child's space will be suspended until the monthly and late fee are paid in full
- If you receive two late payment notices in a 3-month period, we will create a payment plan. If the payment plan is not followed, your child's space may be discontinued at month end

vi. Affordable Child Care Benefits (ACCB)

All families have the opportunity to receive a reduced fee by registering with the Affordable Child Care Benefit (ACCB). If the family has applied for ACCB and an authorization has not been processed by the ACCB office before the monthly fees are due, the family is responsible for the entire agreed upon monthly fee. Once subsidy had been approved and the provider receives payment, if applicable, the provider will reimburse the ACCB contribution of the monthly fee to the family, or a credit can be applied to the following month's fees. From then on, the parent portion will be the difference between the monthly child care fees and the ACCB contribution, payable on the 1st of each month. Families are responsible for renewing their ACCB each year. In the event the ACCB is not renewed on time, the family is responsible for the whole monthly fee until the ACCB office has processed the new agreement, and the provider has received payment.

In any event the ACCB contribution if not covered , for example, if a child is absent from daycare for a number of days in a month, the family is responsible to ensure the full monthly fee is paid.

vii. Child Absences

Each child is entitled to 5 sick days and 10 Vacation days in a calendar year (January-December) that will be credited to the following month's fees. In the event of illness or vacation I ask you notify me as soon as you know.

viii. Refund and Credit Policy

Deposit Refund:

- The deposit is non-refundable beyond the 4-week trial period. If either the family or I choose to end care during the trial period, the deposit will be refunded in full
- If the care provider cancels care without notice, the deposit will be refunded in full.
- If a family ends care without the required one months written notice, the deposit will **not** be refunded

Monthly Fees Refunds:

In the event the care provider ends care without notice, a refund for all remaining prepaid days of care left in the month will be refunded. A description of how this is calculated can be found below.

***All refunds will be made by e-transfer within 2 weeks from when the receipt is issued**

Credits for Illness, Vacation, and Closures

Credits may be issued when a child is absent (**see Child Absence above**), or when the daycare needs to be closed (**see Schedules and Unforeseen Closures below**). When credits are issued, the amount will be deducted from the following month's fees.

Refund and Credit Calculations:

To calculate refunds and credits the parent portion that has been prepaid is divided by the number of days of care the family has prepaid for. This amount is then multiple by the number of days of care the child has or will miss. Refunds will be paid by e-transfer within 2 weeks and credits will be deducted from the following month's fees.

Example: \$750 parent portion - 21 days of care that have been prepaid - 5 days of missed care

$$\$750 / 21 = \$35.71 \quad \$35.71 \times 5 = \$178.55 \text{ refund or credit}$$

ix. Scheduled Closures

There are 5 weeks of scheduled closures throughout the year. Two weeks at Winter Break and one week during Spring Break will align with the SD79 schedule, and will not include a reduction in monthly fees. A two-week closure during the summer months will include a fee reduction, and dates for this closure will be provided before the end of April that same year. The daycare is also closed during all Statuary Holidays.

x. Unforeseen Closures

In the unforeseen circumstance that an illness or emergency arises, or appointments need to be attended, I have the right to close the daycare. In the event I am unable to arrange a substitute, families are responsible for organizing alternate care. I may take up to 5 paid sick days throughout the calendar year; anything over these 5 days will be credited. If a Drop-In Saturday needs to be cancelled, a full refund will be offered, or the payment can be used as a credit towards other fees **(see Refund and Credit Policy)**

xi. Screen Use and Home Toys

At Britters' Critters Daycare screen time is very limited. The occasional YouTube video may be shown to support an education topic or that involves physical participation, or during special Holidays like Christmas. Videos will only be shown to children over the age of 2.

Home toys are not welcome at daycare, except a comfort object for nap time, or during show and tell. Anything brought from home will be sent with parents at Drop Off or stored safely until the child is picked up.

C. Communication

i. Open Door Policy

I have an open-door policy and encourage families to participate in the program when possible. If you are interested in volunteering on a regular basis (more than 3x/month), you must provide a current Criminal Record Check, processed by the Criminal Record Review Agency. All volunteers must be 18yrs or older and will be required to sign in and out in a log book. These requirements are to ensure the safety and wellbeing of the children.

While at the Daycare, volunteers will be under my leadership and will not provide any behaviour guidance to children or communication with parents. Responsibilities will vary. It is understood that volunteers will maintain the confidentiality of the program families and not share any details or information about other children or their families with anyone.

ii. Communicating Concerns

There could be times that you have a concern about either the program or a specific event that has occurred. Constructive feedback is encouraged and welcomed. If you wish to share your thoughts, I ask we arrange a time outside of program hours to do so. This is to ensure I can give you my undivided attention.

D. Health, Wellness and Nutrition

i. Behaviour Guidance

The Behaviour Guidance Policy has been designed to help children develop self-discipline, responsibility and positive capabilities and attitudes. Britters' Critters Daycare will:

- Gain attention in a respectful way
- Establish clear, consistent, and simple limits and rules
- State expectations in a positive way (e.g. 'Use your inside voice' vs. 'no yelling')
- Offer appropriate choices which empower children
- Model and teach good problem-solving skills
- Use positive reinforcement and praise when good choices are made
- Acknowledge feelings of children in care and always be respectful of them
- Re-direct behavior when necessary
- Practice taking breaks when we need to calm out bodies and voices
- Have a 'break box' with calming activities for children to use when taking a break

ii. Nutrition

Families are responsible for providing a nutritious lunch for their child each day. I request that pop, juice boxes, chocolate bars, and candy not be sent in your child's lunch. To help minimize garbage, reusable containers are encouraged. Refrigeration space and a microwave are

available to store and heat foods. Children are not welcome to share their food with their friends. Families are responsible for notifying me of any allergies.

iii. Active Play

Active play helps to promote healthy growth and physical literacy in children. I will provide a minimum of 60 minutes of active play every day, and this will be achieved by:

- Going outside twice a day for a minimum of 30 minutes, weather permitting
- Having alternate activities available when weather is poor such as dancing and yoga
- Facilitating group activities that involve moderate to vigorous bursts of high energy such as chasing games and obstacle courses
- Scheduling opportunities for free play throughout the day
- Providing a variety of age appropriate equipment and toys

iv. Nap and Quiet Time

All children are encouraged to rest during nap time; however, I will not force a child to sleep. Children who nap will be provided a separate sleeping area that has a video monitor system. I provide sheets, mats, cribs and play packs. Families provide a blanket and comfort objects are optional. Children who do not nap enjoy calm activities such as crafts, playdoh, books and puzzles. The following safe sleep procedures are in place:

- Each child will have their own mat or crib and sheet that they will use all week.
- All bedding will be washed weekly, or more often as needed.. When not in use, each child's bedding will be stores in their own basket.
- All sleeping mats will be sanitized daily
- Children will be positioned a minimum of 6 inches apart alternating head to toe
- Children will be placed on their back, unless they are able to roll over unassisted

v. Diapers and Toileting

I support children at various stages of their potty-training journey. For childing who use the toilet, step stools and potty seats are available. I check on children when they are using the toilet to provide whatever assistance is needed, while encouraging independence.

For children who are in diapers or working on potty training, I have a cushioned change mat and wipes that I provide. Families are responsible for providing diapers, pull-ups and diaper cream if needed. Diapers will be checked before morning snack, before and after nap time, after the second outside play, and changed when needed. Diaper station will be sanitized after each use. I will help facilitate a family's potty-training plan as best I can while maintain the health and safety of the children in care.

vi. Health and Illness Policy

Reducing the spread of germs and responding to illness accordingly is the best way to prevent the spread of illness at the daycare. This policy is to ensure the best care for your child, as well as the other children in care.

As the care provider, my responsibilities include:

- Ensuring frequent, proper hand washing occurs
- Teaching the children to coughs and sneeze into their elbow
- Regularly sanitizing eating and toileting areas, surfaces, handles and toys

When a child needs to stay home

If a child has any of the following symptoms, or is unable to participate in the program, they must be kept home. If your child becomes ill at daycare, you will be notified and it is expected you pick up your child immediately. Children may return when they are symptom free for at least 48 hours.

- Fever (100 degrees F/ 38.3 degrees C or more)
- A wheezing or barking cough
- Sore throat or trouble swallowing
- Infected skin or eyes, or undiagnosed rash
- Diarrhea or loose stools
- Nausea or vomiting
- Head lice

Immunization

All children must be up to date with their immunizations. A copy of immunization records must be attached to the registration form. Flu shots are not required but are encouraged.

Communicable Disease

If your child comes in contact with, or contracts a communicable disease (mumps, measles, chicken pox etc.), I need to be notified immediately. The child may return after they have seen their family doctor and he or she provides a written medical note that has cleared the child to safely return. This is to ensure the safety and health of all children in care.

Medication

I do not administer medications at Daycare. The only exception are medications for allergic reactions that have been prescribed by a Doctor. A care plan will be written up.

Allergies

It is the family's responsibility to inform me of any allergies or sensitivities your child may have. In the case of allergies, a care plan will be written up, reviewed and signed. Britters' Critters Daycare is a **nut safe** space, which means nut products are welcome at Daycare, and in the case of nut allergies, steps will be taken to ensure your child's safety and wellbeing.

vii. Clothing Requirements

Children must arrive to daycare dressed and prepared for the day's events. Each child is required to have a pair of indoor shoes that would be suitable to wear outside in case of emergency evacuation. Clothing considerations should include the weather and time of year.

Summer:

Sunscreen
Hat
Sandals
Shorts
T-Shirt
Runners

Winter:

Toque
Mittens
Rain boots
Snow boots
Muddy Buddy
Winter Jacket

Families are responsible for always having at least one entire set of clean, spare clothes at the Daycare in case of emergency (shirt, pants, socks, underwear etc.). Each child will have their own labelled bin where the spare clothes will be stored.

E. Safety

i. Supervision and the Environment

In order to ensure the wellbeing of the children in my care and to reduce the risk of injuries and accidents, my roles as the care provider include

- Maintaining watchful supervision and providing a safe environment
- Conducting regular safety checks of the indoor and outdoor space for hazards
- Ensuring all furniture and toys are in good repair
- Keeping the sign in/sign out board up to date
- Observing children to anticipate dangers, and intervene when needed
- Participating in children's play to ensure that children are playing in a safe manner
- Modelling appropriate and safe behaviours

ii. **Missing Child Procedure**

I do not anticipate that a child will ever go missing, however, it is important to have a procedure in place. In the event a child does go missing, the following steps will be taken.

- All remaining children will be kept with me as I perform a search of the area.
- If search is unsuccessful, the police will be called and I will continue the search
- I will call my emergency contact to help supervise the remaining children
- The child's family will be notified and will be informed of the steps that are being taken
- I will reassure the remaining children as this could become a distressing situation
- An incident report will be made for this event and it will be recorded in the log book
- Once it is determined how the child became missing, appropriate steps and planning will be put into place to help prevent it from happening again.

iii. **Safe Drop Off and Pick Up**

A sign in/out form is provided and families are responsible for filling this out each day. Children will only be accepted and released in the presence of the provider or substitute provider and the parent or persons authorized to pick up the child. A minimum of one emergency contact must be provided, and additional authorized pickups are encouraged. Full legal names and phone numbers are required, and ID's will be checked before releasing a child. Families must notify me in writing if their child is to be picked up by anyone other than those listed on the child's registration form.

I have a legal responsibility to refuse the release of a child to any person who seems to be unable to adequately care for a child. If I believe that a person is impaired or having a medical

episode, I will offer to call a relative/friend to pick up the adult and the child. If a person I believe is unable to provide safe care chooses to leave the property, I will take action, which may include calling the police.

iv. Late Pickup Procedure

The Daycare is licensed to operate between 7:30-6:00 and I must not operate outside of these hours. Families are asked to plan sufficient time to dress their child and leave the daycare by 6:00pm. During extreme weather, families must allow for extra commute time. If you are going to be late, please contact me as soon as you know.

In the event a family has not arrived by the pickup time indicated on the contract agreement, and I have not received any communication from the family, I will wait 30 minutes beyond this time before I begin to call the family and emergency contacts. If I am unable to reach the family or any of the pickups within 60 minutes of the indicated pickup time, I may contact the Ministry of Children and Family, and follow their instructions.

A late fee will be charged at \$10 for every 15 minutes past 6:00pm, per child, with no cap, which is due within 48 hours. Repeat late pickups may result in termination of care.

v. Emergency Plan and Preparedness

Planning and preparing can lessen the impact of emergencies and disasters on the health and safety of children in care. I have prepared a Disaster Plan to provide clear direction to deal with different emergencies situations. A copy of this can be found on the Daycare resource shelf.

Other practices I have in place include:

- Evacuation diagrams and fire extinguishers posted by front entrance on both floors
- A fully stocked First Aid Kit, including all necessary and required items
- Laminated Emergency Cards for each child on hand at all time
- Monthly Fire/Evacuations and yearly earthquake drills discussed and practice

vi. Power Outage

In the event the power goes out, the following steps will be taken:

- BC Hydro will be contacted to see how long before the power will be restored
- If the power will not be restored within one hour the daycare will need to close

- If outage occurs before the start of the day, families will be called immediately
- If outage occurs during program hours, families will be called and asked to come collect their children from daycare

vii. Abuse or neglect

I am legally required to report any disclosed or suspected neglect or abuse to the Ministry of Children and Family Development. **1 (800) 663-9122**. If I feel a child is in immediate danger, I will contact the police. The health and wellbeing of the children is my first concern.

viii. Custody and Related Court Orders

If a custody or court order exists, a copy needs to be placed in the child's file. The family is responsible for providing up to date and accurate information concerning the legal guardianship of the child.

ix. Updating Your Child's File

It is important that a child's file stays up to date with any and all changes, including addresses, phone numbers, emails, emergency contacts, and authorized pickups. Families must notify me of any changes immediately, and the Child Registration Forms will be reviewed annually. All changes must be submitted in writing.

x. Background Checks and First Aid

As requires by licensing, criminal record checks are done on myself, all family members over the age of 12, all substitutes and staff, and any volunteers who wish to participate on a regular basis. In addition, myself and any staff will have up to date First Aid and CPR certification.

xi. Confidentiality

All information pertaining to a child and their family is kept confidential at all times. All files are kept in a locked filing cabinet. I will only release information if there is an official legal requirement to do so. It is also expected that any information you become aware of regarding other children and families at the Daycare be kept confidential.

F. Withdrawal from Care

i. Trial Period

The first 4-weeks of care is considered a trial period and either the family or myself may terminate the agreement if the arrangement turns out to be unsatisfactory. In the event that care is terminated during the trial period, the child will be allowed to attend until the end of the month, unless there are concerns around safety, in which case I may terminate care without notice.

ii. Family Requirements

After the trial period, one full month notice must be provided in writing. For example, if you wish to terminate care for September 30th, you must provide written notice no later than August 31st. If the required notice is not provided, families are responsible for the following month's fees, or you will lose your deposit fee.

iii. Caregiver Requirements

After the trial period, in the unlikely event I see a child having difficulties adjusting or adapting to the Daycare setting, I will provide families with one full month's notice in writing. If safety for that child, or the other children in care is a concern, I may terminate care with no notice. **(See Refund and Credit Policy).**