The Child Development Centre
Playcare Program
Family Handbook
2017-2018

“Building the best foundation for our children’s future.”

10417 – 106th Avenue Fort St. John, BC V1J 2M8 | Phone. 250-785-3200 | Fax. 250-785-3202 | www.cdcfsj.ca
# Table of Contents

- Welcome Letter ........................................................................................................ 2
- Overarching Philosophy .......................................................................................... 2
- Playcare/Early Learning Program Goals .................................................................. 3
- Social Emotional Skill Development ...................................................................... 3
- Hours of Operation/Closure/Closure due to Fire/Evacuation .................................. 4
- Our Daily Schedule .................................................................................................. 4-5
- Playcare Celebrations and Traditions .................................................................... 5
- Classroom Job .......................................................................................................... 5
- Communication ........................................................................................................ 6
- Fees/Payment of fees/ Subsidy/Withdrawing from the program/Late fees ............... 6-8
- Dropping off/Releasing Children ........................................................................... 8-9
- Custody and Access ............................................................................................... 9
- Visitors at the Centre ............................................................................................. 9
- Suspect Child Abuse ............................................................................................... 9-10
- Guidance ................................................................................................................ 10-11
- Toileting ................................................................................................................ 11-12
- Clothing/Footwear/Bedding .................................................................................. 12
- Outdoor Play/Sun Safety/During Colder Weather/Gym Time .................................. 12-13
- Licensing Standard of Practice Active Play ............................................................ 13-14
- Wellness and Illness................................................................................................ 14-15
- Medical Emergencies and Incidents/Accidents/Biting ............................................ 15-16
- Administering Medication/Alert Forms/Immunization records .............................. 16
- Health and Nutrition-snacks/Lunches .................................................................... 16-17
- Teeth Brushing ....................................................................................................... 17
- Quiet/Nap Time ....................................................................................................... 17
- Volunteers/Students in Playcare ............................................................................. 17
- Field Trips and Short Excursions and Visitors to the Centre .................................... 18
- Family Crisis/Changes/Emergency Drills/ Evacuation Procedures .......................... 18-19
- Permission to Photograph/Video Tape ................................................................... 19
- Confidentiality ......................................................................................................... 19
- Smoking .................................................................................................................. 19
- Other Services Offered by Playcare/Early Learning Program/Centre ...................... 19-20
We are looking forward to your child/ren attending our program and want to thank you for entrusting us with the care of your child/ren.

We are excited to be implementing a play based program in which the most important learning goals are for children to get along well with others and become enthusiastic learners. We will guide children so they can build self-confidence, self-control, independence and learn kindness and respect for others. We’re teaching them How to learn, not just in Playcare, but all through their lives. We do this by creating purposeful and productive play experiences that help children grow in all areas.

We have an open door policy; parent /guardians may visit Playcare any time. We welcome other family member as well (grandparents, aunts and uncles) we ask that the enrolling parent /guardian make arrangements with the Early Learning Program Supervisor /Playcare staff in advance. For security and safety reasons unauthorized visitors will be asked to leave the premises.

Overarching Philosophy

The Early Learning /Playcare Programs are a play based environment where children gain skills in all developmental domains such as social /emotional, language, cognition, gross and fine motor through open ended play, healthy relationships with teachers and peer interactions. Our program teaches children foundational skills for literacy and mathematics (numeracy) in a fun and developmentally appropriate manner. Children also develop capacity in relationship building, problem solving in an environment that is safe and accepting. Children have opportunities to explore, build, create, draw, take things apart and do things for themselves. We support exploration of nature and believe that outdoor play is a cornerstone for children developing skills such as critical thinking, self-regulation and collaboration. The staff fosters a learning environment where all children of all abilities have the opportunity to grow and develop in a fully integrated and inclusive classroom. We strive to incorporate the following values into all aspects of our program:

Team work

Communication

Family

Loyalty /Dependability

Trust /Honesty/Integrity/Openness/Patience
Playcare / Early Learning Program Goals

We have identified goals in four areas of development.

1. Social Emotional: to help children develop independence, self-confidence and self-control, follow rules and routines, make friends and learn what it means to be part of the group.

2. Physical: to increase children’s large muscle skills; balancing, running, jumping, throwing and catching and use the small muscles in their hands to do tasks like buttoning, stringing beads, cutting, drawing and writing.

3. Cognitive: to acquire thinking skills such as the ability to solve problems, to ask questions, and to think logically - sorting, classifying, comparing, counting and making patterns and to use materials and their imagination to show what they have learned.

4. Language: to use words to communicate with others, listen to and participate in conversations with others, understand the purpose of print, recognize letters and words and begin writing for a purpose.

The time, environment, and classroom dynamics in which your child will be participating in the Playcare has the following highlights:

• Cooking: Children and staff will make /cook their snack weekly. Occasionally families may be asked to contribute to our snack by bringing in a piece of fruit or vegetable.

• The physical space of Playcare will be organized into the following interest areas: These interest areas plus the outdoor space offer multiple opportunities for children to explore, discover, and learn. Interest areas provide a setting for children to learn academic content and apply skills.


<table>
<thead>
<tr>
<th>Blocks</th>
<th>Library /Quiet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dramatic Play</td>
<td>Discovery</td>
</tr>
<tr>
<td>Toys and Games</td>
<td>Sand and Water</td>
</tr>
<tr>
<td>Music and Movement/Group Meeting / Nap Area</td>
<td>Art</td>
</tr>
</tbody>
</table>

Social Emotional Skill Development:

Playcare/The Early Learning Program will be implementing the following:

• “Tucker the Turtle” - resources can be found at www.vanderbilt.edu/csefel

• “Bucket Fillers” by Carol McCloud www.bucketfillers101.com
These strategies will enable children to develop their social emotional skills by using various problem-solving strategies. Please speak to the staff for specific information or copies of the above “booklets”.

**Hours of operation**

Monday – Friday 7:00 AM – 6:00 PM

**August 9, 2017 Please Note**

Currently families’ earliest schedule for drop off is 7:30 AM, in order to best schedule staff and be cost effective; staff will be scheduled accordingly. Families will be notified of when doors will be open. We will be flexible and adjust opening times as needed.

Playcare will be closed all statutory holidays

**Centre Closures Please note families will not be charged for these closures**

Two weeks in December as per SD #60 schedule

Last week in July first week in August

**Closure due to Fire/Evacuation**

In case of fire, extended power, water or heat failure, extreme weather conditions or an evacuation due to the health and safety of the facility, the Centre may have to close. Staff will care for children until families / emergency contacts have picked them up. **Evacuation procedures are on page 18**

**Closures for Staff Training Please note families will not be charged for these closures**

Occasionally we may find it necessary to take a day for training or workshops. A minimum of a months’ notice will be given.

**Our Daily schedule**

The times are approximate and the schedule is flexible as we follow the children’s lead.

7:00 / 7:30 Class room choice time (with an art /craft activity)

9:30 Clean up and wash hands

Morning Snack  (CDC supplies) / wash hands after snack

Books – Group time (singing songs and reading a book to the group)

10:15/30 Outside play

11:30/45 Wash hands / Lunch (families provide)
12:30/45 Teeth Brushing & Hand washing

1:00 Nap / Quiet time

3:00 Wash hands /Afternoon snack (CDC supplies) /Wash hands

3:30 Play /choice time

4:30 -4:45 Clean up, group meeting, Outside Play / Home

**Playcare Celebrations and Traditions:**

**Celebrations:**

Throughout the year there will be materials available at the craft table for children to create cards & gifts for family and friends. Playcare staff will plan specific activities for children to make gifts for: Christmas, Mothers & Father’s Day!

Children are welcome to bring in Valentines for all of their Playcare mates at Valentines.

**Traditions:**

Playcare has adopted the Early Learning Program traditions; throughout the year we will have Costume, Hat, Pajama, Wacky Hair and Show & Tell days. We will plan the following “Family Activities \ Open houses (5:00 – 7:00 PM dates to be determined)

- **August - Family potluck**
- **December – open house / visit with Santa & Mrs. Clause**
- **February – Family Day celebration**
- **June – Family picnic**

**Classroom job**

Throughout the year we will be implementing a system for Classroom Jobs. Because the classroom belongs to everyone, taking care of it is a shared responsibility. Everyone has jobs. Some jobs are a part of our daily routine: cleaning up during choice time, putting away personal belongings and cleaning up after snack. Other classroom jobs: song selector, nursery rhyme selector, helping with attendance, or the countdown train are jobs that can be rotated and shared by everyone in the room. By having children care for their space they will learn to be responsible. They will also become competent and organized. Children will have a job for two weeks at a time. Feel free to look at the job chart with your child/ren.
Communication:

The Child Development Centre values professionalism and positive communication, Playcare / ELP staff are expected to communicate with parent / guardians accordingly. In return Playcare/ELP expects that parents and guardians will communicate with our employees in a manner that also reflects professionalism and positive communication. We will not tolerate yelling, swearing, or any other behavior that is discriminatory or profound.

Playcare/Early Learning Program Staff will communicate with parents/guardians in a variety of ways (face to face conversations, Hi Mamma software program, newsletters, sign/poster in the entrance, email, telephone and faxes). Playcare/Early Learning Program staff generally communicates with parents/guardians face to face when you are dropping off and picking up your child/ren. This allows staff to keep you informed of your child’s progress, accomplishments, dislikes, difficulties, and behavioral challenges. Staff may identify that they have concerns regarding your child’s development, their safety and/or the safety of their classmates by:

- Requesting a meeting to share their observations/concerns regarding your child. These meetings will be scheduled at a time that is convenient for the parent/guardian and they will be held in the ELP office. Staff will ask parents/guardians to make childcare arrangements for their ELP child while they meet.

- Request and obtain written permission to observe and document observations of the child/ren during preschool. This written observation will be shared with the parent/guardian.

- Recommend referrals to other services (Speech, Occupational and Physiotherapy)

- Request and obtain written permission to have the Supported Child Development Consultant come and observe your child in the classroom. The SCDP consultant will make recommendations to both the parent(s) and Early Learning Program Staff. Please note at times children may present challenging behaviors that are harmful to themselves or others and they may require a support worker to accompany them during the daily routine / activities. Parents may be asked to withdraw their child until such supports are put in place.

Fees

Fulltime $1,100.00 a month (prorated based on 21 /days /month $52.00) – including Stat Closures

Part Time $55.00 per day (27.50 for 4 hours or less) – payment for Stat closures is expected

When registering/ committing to / reserving the space there is a $550.00 (half a month’s fees) deposit required, if you withdraw prior to the agreed upon start date Playcare will charge $200.00 (Non-Refundable deposit) and reimburse $350.00.

Families will receive a 25 % discount $825.00 for the second child enrolled
Part-time spaces will be offered / accepted when two families have worked out an agreement with each other. Part-time agreements forms will be completed by both families with the understanding that when one family withdraws the other is responsible for the remainder of the monthly fee.

Holding a Space - Procedure with holding fee to be determined

**Payment of fees:**

All fees are due the first of each month, an electronic invoice will be send to families who request one. A receipt of payment will be printed for your records at your request.

Families are more than welcome to leave post-dated cheques or fill out a form for pre-authorized credit card payments if this is more convenient. Interac, VISA and MasterCard are available to make payments. Please keep all receipts in case of account discrepancies – receipts will be required to show proof of payment.

A cheque returned by the bank (for any reason) will be treated as a non-payment. A $20.00 administration fee will be charged. Special arrangements for parents with financial difficulties may be made with the Early Learning Program Supervisor / Financial Manager in advance of the payment date.

If your bill is not paid:

1. You will be given a reminder
2. A letter will go home from the Financial Manager with a deadline of payment date.
3. Your child’s space will be offered to a child on the waitlist

The process for Non-Payment of fees is strictly enforced.

**Subsidy:** Some families are eligible for subsidy from Ministry of Children and Family Development to assist with monthly fees. Information about the application process will be provided upon request. It is the responsibility of the family to pay the monthly fees to the CDC while they are awaiting approval of the subsidy application.

**Withdrawing from the program**

One month’s written notice must be given when withdrawing your child/ren from Playcare or you may choose to pay one month’s fees in lieu of notice.

**Late fees**

Playcare closes at 6:00 PM, Please be punctual picking up your child/ren. We ask that you contact the Playcare staff by calling 250-785-3200 extension 234 if you anticipate being late. If this occurs more than once, a late fee will be charged each time your child is picked up after 6:00 PM.
A late fee of $25.00 will be charged after the first warning. The fee will increase by $10.00 every 15 minutes up to a maximum of $75.00. Late fee forms will be completed by Playcare staff and the person picking up the child will sign the form. Fees may be paid at that time or will be invoiced. Playcare staff goes by the clock at the Centre.

If your child/ren is not picked up by 6:10 PM, the Playcare staff will call the parents as per admission form. If we are unable to contact parents we will call the person / people you have designated as emergency contacts. Please make sure all phone numbers are current. After 30 minutes, the Ministry for Children & Families will be contacted (as per licensing regulations).

**Dropping off children**

**The ELP entrance and Playcare door will be opened between 7:00/7:30 AM**

When dropping off children at Playcare, the adult dropping off the child/ren will be asked to check in with staff. Please bring your child right into the building and stay with them until you hand them over to the Playcare staff. When picking up children adults will be asked to sign out, sign out sheets are with the staff.

Please do not leave your child/ren unattended in the entrance.

Playcare staff recognizes that it is sometimes difficult to say goodbye when dropping off your child/children especially when they are upset. Parents/guardians are welcome to accompany their child into Playcare and get them settled (if time permits). We have found it best to say good-bye before leaving. Parents are welcome to phone the staff to check on their child, Playcare staff will use “Hi Mamma” to send you a quick photo / note update as soon as your child is settled. We recognize that this plan may not work for all children and families please feel free to discuss an alternate plan with the staff.

**Due to licensing regulations, children who are not enrolled in the Early Learning Program must be accompanied by an adult at all times.**

**Releasing children**

Children will only be released to an “authorized adult” as per the admission form. Staff will not release a child prior to confirming that their name is on the “authorization to release” portion of the child’s admission form. Parents / Guardians may add / remove names at any time by using ink and:

- Drawing a line through the name & contact information they are removing
- Adding the next name and contact information (if there is no space left, an additional consent form for “authorization to release child from the Centre” will be completed)
- All forms will be completed, signed and dated by the parent or guardian.
When a staff does not know the person picking up they will:

- Ask for photo ID to confirm the adult’s identification.
- The Adult picking up the child will complete the sign in/out form with the designated staff.
- The staff member and adult will print their name and the time of pick up on the form.

Staff will not release a child/ren when:

- When staff suspect the person picking up the child is under the influence of any substance or if they suspect/feel the child will be in danger
- The Playcare staff will use their observation skills to make this tough decision; staff will have a conversation with the person away from the child/ren’s hearing range and in private.
- Offer to call someone to pick them and the child up or keep the child if they choose to leave
- If the authorized adult insists on driving, he/she will be informed that by doing so would be breaking the law. The police will be called immediately.
- If “authorized person” leaves the child with Playcare staff, they will call the other parent/guardian first then the other people on emergency contact list.

Custody and Access

If parents live separately, CDC Playcare Program expects that the information provided by the enrolling parent is accurate. Without a custody agreement or court order on file at the Centre, staff cannot deny access to the non-enrolling parent.

If a family has a custody agreement or court order, a copy must be provided and placed in the child’s file.

When both parents have access, it means you both have signing authority on the admission and consent forms, when it comes to authorizing people to pick up from the Centre or who staff can release information to about your child’s day. We will follow what both of you have authorized us to do. It is the parent’s responsibility to agree on the information presented on the authorization forms.

Visitors at the Centre

As the safety and security of children, families and staff is critical, visitors need permission from the Early Learning Program Supervisor prior to visiting the classrooms. Community resources/partners and immediate family members of children enrolled are welcome to visit, however, arrangements must be made in advance with the staff.

Suspected Child Abuse

The Child, Family and Community Service Act state that all children in the Province of B.C. ‘are entitled to be protected from abuse, neglect and harm or threat of harm’. The Act also states that any “person who has reason to believe that a child needs protection must promptly report the matter” to the Ministry for Children and Families. Playcare / Early Learning Program Staff follows the Centre’s policies and procedures when making a report. If you have any questions, or would like more information, we invite you to talk to the Early Learning Program Supervisor.
**Apprehension By The Ministry For Children And Families**
The Child, Family and Community Services Act define when a child is in need of protection. Decisions related as to when, how, and where the Ministry for Children and Families can apprehend a child rests solely with the Ministry. If and when a Social Worker from the Ministry for Children and Families intends to apprehend a child at the child care Centre, the senior staff person on duty will be responsible for responding to the situation. Prior to the child being removed, the Centre staff member will verify with a Ministry supervisor that the social worker is authorized to apprehend the child. It is the responsibility of the Ministry to make all reasonable efforts to notify the family of the apprehension.

**Guidance**
We respect and value each child as an individual and understand that their behavior is influenced by their age, temperament, family, culture, environment and adults who care for them. Each child will be encouraged and supported to develop positive relationships and learn social skills. Our goal is to provide a safe and healthy learning environment in which each child can feel secure.

**Families can expect the staff to:**
Promote Strategies and Techniques outlined in the booklet “Guiding Children’s Behavior” that reinforce requirements in the COMMUNITY CARE AND ASSISTED LIVING ACT / CHILD CARE LICENSING REGULATIONS.

- Model appropriate, respectful behavior at all times
- Promote the development of positive social skills including self-esteem and self-control
- Encourage children to understand and follow simple rules
- Supervise the children at all times.

**Staff will strive to:**
- Establish clear, consistent and simple expectations
- Acknowledge children’s feelings
- Offer choices that are developmentally appropriate
- Demonstrate respectful affection and caring to each child
- Give verbal direction and redirection as the main way of guiding children

We encourage families to ask about guidance and discipline methods as any questions arise. We are committed to working with families and to enhancing knowledge of child development and approaches to child-rearing practices.

No corporal punishment or any form of verbal degradation shall be used by any person or employee in the Child Development Centre.

While we strive to create a positive environment and minimize challenging behavior, there will inevitably be occurrences of inappropriate behaviors, as per the guiding children’s behavior booklet staff may use one of the following three intervention strategies.
1. **Redirection**

This strategy enables children to recognize their own emotions and behaviors and to redirect themselves away from an over stimulating situation, activity or location before inappropriate behaviors occur or escalate. When children are guided to develop impulse control and redirect themselves to an area that helps them to “feel better”; they are able to interact cooperatively again in shared settings. Self-directed environments should be anywhere that a child can begin to “feel good” again.

2. **Time Away**

Time away can show children that being redirected from an over stimulating environment to a more calming area allows them to manage their own behaviors before inappropriate behaviors occur or escalate. The intent of time away is to provide children with opportunities to develop self-direction and to become aware of when they are becoming anxious or agitated. Unpredictable behaviors occur when children feel powerless and out of control.

When children have determined where they would like to spend time to “feel better” and to regain control of their emotional and physical state, invite them to determine when they are ready to participate in activities with the group again – time in. Children learn self-control when they feel encouraged, when they feel they belong and feel valued, and when they feel they have power in their lives.

3. **Holding**

Holding will only be used for safety reasons and a behavior plan needs to be in place. Where a child’s loss of control and the ability to reason causes him/her to become a safety hazard to his/her self or others, a staff may assist the child in re-establishing control through this technique as a last resort. The intent of this strategy is to soothe the child and to keep them and others safe until self-control is regained.

Staff will discuss the challenging behavior with the parent or guardian. After staff has discussed concerns with the parent / guardian they will document. An individual program may be developed to help reduce the frequency of the inappropriate /challenging behavior.

**Toileting**

Playcare /CDC staff will provide constant supervision while children are toileting. Children will be changed or reminded about toileting every 3 hours.

As toileting of young children involves close adult-child contact, each child will have a designated staff member whenever possible to assist them with toileting. Staff will involve the child by encouraging him/her to help out as much as possible.

Staff will:
- follow the toileting procedures posted in the washrooms
- wash their hands and encourage/assist children to wash their hands
- encourage and assist children to undress and dress themselves as they are able
- decide with the family when, and if, a child is physically and emotionally ready to start to learn to use the toilet
- be patient, supportive and understanding during this learning process
- be respectful of the child’s needs
Supplies

Families are to supply diapers/pull ups/ and diaper cream if needed. The Centre will provide wet wipes (if families have a specific brand they will have to supply wipes). Staff will send notes via Hi Mamma when more supplies are needed.

Clothing/Footwear

Our activities are messy and accidents happen, please send your child/ren in comfortable play clothes. **PLEASE PROVIDE A BACK PACK OR CLOTH BAG TO STORE CLOTHING.**

We ask that at least two complete outfits of clothing, including socks be supplied on a daily basis; when clothing is soiled staff will place it in a Ziploc bag in your child’s back pack.

Everyone in the Playcare Centre is expected to have indoor shoes (preferably with a rubber sole, a non-marking sole is best)

**Appropriate outdoor clothing** at all times, including splash pants, boots, coat, etc. We will play outside twice a day weather permitting. Generally we follow the guideline of a minimum of 20 minutes up to a maximum of 45 minutes; at times we may extend our outside play to hour.

Please label all of your children’s belonging with first initial and last name, e.g. “G.Smith”.

Playcare staff is not responsible for personal items that are lost / left at the Centre (shoes, boots, and outerwear) after hours. We will do our best to keep your entire child’s personal belongings in their cubby. When clothes are not labeled we take the children’s word when sorting out “what belongs to whom”.

Bedding, Blankets and Snuggle Buddies

- Playcare will provide bedding for the sleep cots and wash them on a weekly basis or sooner if required. Cots will be disinfected weekly or immediately if needed.
- Families will provide a blanket.
- Families will provide a Snuggle Buddy if their child requires one
- Playcare will store each child’s nap supplies individually in a plastic container with a lid.
- Please remember to label all of your child belongings

Outdoor Play & Sun Safety

**During the warm weather Spring / Summer (May to September)**
Children will be spending time outdoors enjoying the fresh air and sunshine. We play outside in the rain (as long as there is no thunder / lightening or a down pour). If we are outside and we hear thunder everyone will come inside immediately, we will return outside ½ hour after hearing the last sound of thunder.
In order to protect the children from an over exposure to the sun we are recommending the following precautions:

• A sun hat
• A light, loose fitting shirt
• Sunscreen that is at least 30 SPF (refer to Sunscreen consent forms for specific details)
• Staff will limit the outside time between the hours of 11:00 AM to 4:00 PM to a maximum of 30 minutes at a time when the UV index is between High and Extreme.

**During the colder weather Fall/Winter (October to April)**

During the winter months we will play outside with temperatures as low as –20 (including wind chill) 
In order to protect the children from the cold /wetness we are recommending the following precautions:

• Water proof mittens
• Winter boots
• Hats that cover their ears fully or a balaclava
• Winter clothing i.e. warm jacket and snow pants

**Gym Time**

When it is too cold to be outside we will have gym time twice a day.

**Licensing Standard of Practice Active Play**

**What is Active Play?**
Active play is physical activity which includes moderate to vigorous bursts of high energy, raises children’s heart rate and may make them ‘huff and puff’ such as running or jumping. For an infant or toddler, active play may include reaching out for a toy, rolling over, balancing in a sitting position and crawling/walking.

**Why is active play Important?**
Active play helps to promote healthy growth and development and supports body control and movement. Active play can help build strong bones and muscles, improve balance, coordination and assists with the development of gross motor and fine motor skills. Active play also helps to promote children’s confidence, improves concentration and thinking and learning skills and provides opportunities to develop social skills and make friends.

**Playcare and Early Learning Program staff will implement our Active Play Policies on a daily basis.**
Active Play policy is posted on the parent board.

**Screen Time**
We feel that in today’s world, managing screen time is an ongoing challenge that is a responsibility of the families.

**As per the Licensing Standard of Practice Active Play #5. All licensed child care programs must limit screen time (TV, computer, electronic games) to 30 minutes or less a day.**

• Programs where children are in attendance for 3 hours or less should not include screen time activities into the daily routine.
• Screen time is not offered to children under two years of age.
Playcare and Early Learning Programs have chosen to be screen time free. We ask that Staff and Families respect our “No cell phones” in our program. One designated staff will carry a cell phone when they are away from the Centre to be used in case of emergencies.

Implementation of Hi Mamma Software Program
Playcare and Early Learning Programs will be using “Hi Mamma” to record activities, share updates about your child’s day. We will also be sharing portfolio photos via Hi Mamma which you can chose to download. Early Learning Program families please note we will no longer be creating a folder of photos on our computer to share with families during conferences.
Families will also be able to access other program information such as menu plans, lesson plans. Once families have submitted their “consent to participate in HI Mamma” they will be enrolled in the program.
- Playcare staff will be using IPads and or Tablets to share information/photos/daily reports
- Early Learning Program staff will use a camera to take photos of the children “in action” and will post a photo on “Hi Mamma” once every two weeks.
The use of “Hi Mamma” will not take away from our staff being fully engaged with the children. All staff will have designated time for inputting information, either in the office or a designated space in Playcare.

Wellness and Illness
To promote health and wellness in our program, we encourage healthy habits:

- Regular Handwashing
- Coughing/sneezing into our elbows
- Daily access to outdoor play, nature and fresh air
- Drinking water for snack & eating healthy food
All areas of the classroom are cleaned, sanitized and disinfected as needed on a daily and weekly basis (mouthed toys are removed immediately).

While we are sensitive to the stress that illness may cause for families, we ask that you keep your child at home or make alternate arrangements for them if they are not well. If your child is not well enough to go outside or participate in the daily activities they are not well enough to be at the Centre. If a child is sick the staff may refuse to admit the child to the Playcare/Early Learning Program. That is, if in her opinion, there is a risk that the child is contagious or if the child will require additional attention.

If your child becomes ill during Playcare/Early Learning Program, we will notify you as soon as possible, and ask that you pick him or her up. If staff is unable to reach you, we will call the person you designate as your emergency contact. Staff will give your child a place to rest; away from the other children and care for him or her while we wait for them to be picked up.

We recognize that children can get 8-10 colds a year, green/yellow discharge does not mean it is infectious. Children will not be excluded from the Centre unless they are not well enough to participate or have a fever accompanying their cold symptoms.

Children should be excluded from the Centre for the reasons below
- Fever over 38.3 degrees Celsius/100 degrees Fahrenheit
- Is vomiting or has diarrhea
- Pain, Headaches,
• has influenza or like symptoms
• has a communicable disease
• has a contagious infection, including pink eye
• has a skin infection or an undiagnosed rash especially if it spreads rapidly
• has an acute change in their behavior: lethargy, lack of responsiveness, irritability, persistent crying, and difficulty breathing

Children can return to Playcare/Early Learning Program when he or she is:
• free of fever, vomiting, diarrhea for a full 24 hours
• has been treated with an antibiotic for a full 24 hours (unless otherwise specified)
• is free of infectious conditions / communicable disease
• is able to participate in all of the usual program activities, including outdoor time

Please notify the Centre if your child or someone in your household has a serious illness or contagious communicable disease so that other families and the Public Health Department can be notified. We post notices of contagious illnesses on the ELP entrance door and on the bulletin board by each classroom cubbies.

Medical Emergencies & Incidents/Accidents
If your child is injured or becomes ill while at the Centre, staff will quickly assess the situation and follow the appropriate procedure as outlined in the Centre’s Policy and Procedure manual. As per Child Care Licensing Regulations, staff “must immediately notify a parent or emergency contact if, while under the care or supervision of the licensee, the child”
(a) becomes ill or is injured, or
(b) is involved in, or may have been involved in, a reportable incident described in Schedule H.

• Parent/caregivers will be informed as soon as possible when their child/ren has been involved in an incident / accident that require immediate medical assistance.
• When your child/ren are involved in an incident/accident that requires staff to provide First Aide (washing/cleaning a scrap / bite that doesn’t break the skin, ice or cold cloth for a small bump etc.).
• Staff will first tend to the injured child and then complete an accident /incident or reportable incident form.

Biting
Biting is a natural developmental stage that many children go through. It is usually a temporary phase that is most common between 13 and 24 months of age, sometimes 3-5 year old children also bite. The safety of the children is our primary concern. Our policy address the actions that staff will take when biting occurs.
Children bite others children for many reasons. A child might be teething, overly tired and frustrated. He or She might be experimenting or trying to get the attention of an adult or his peers. A child could be reacting to another child trying to take their toy or get into their space. Children have limited verbal skills and are impulsive without a lot of self-control. Sometimes biting occurs for no apparent reason.

Playcare:
• The biting will be interrupted with a firm “OUCH….biting hurts!”
• Staff will stay calm and not overreact.
• The bitten child will be comforted. The bitten area will be washed with soap and water, an ice pack or cool cloth will be applied to help prevent swelling.
• The biter will be removed from the area and told “you hurt _______ (child’s name), he / she is crying. He / she will be redirected to place to play away from the bitten child.
• The incident will be documented and both parents will be informed of the situation. Staff will let parent know what triggered the incident and how they handled it.
• The bite will be assessed it will be determined if there was blood exposure further steps will be followed.
• Staff will check files to ensure children have had the necessary immunizations.
• If medical treatment is required, a copy of the incident report will be forwarded to Licensing with a reportable incident form within 24 hours.

When biting continues: A designated Staff will “shadow” the biter for (approx. 2 weeks) and the following will happen:
• The Staff will give the children the necessary words needed for communication.
• The Staff will aim to teach and give positive attention for acceptable social behavior.
• An extra staff will do an observation
• An inclusive care plan will be put into place that may include
• Extra staff coverage will be made available if necessary.
• Referrals to other professionals support might be required to support the biter.

Administering Medication/ Alert Forms

If you would like Playcare/Early Learning Program Staff to administer prescription or non-prescription medication to your child, the Child Care licensing regulations require that we have written consent.

When children have severe allergic reactions and require an Epi Pen or they have Asthma and require puffers; Alert Pages with step by step instructions of signs /symptoms to observe for and an emergency care plan will be completed. The Alert pages, medical consent and medications are kept on the staff’s body at all times.

Medication must be clearly labeled in its original container and go home on a daily basis. Playcare/Early Learning Program Staff will review the staff procedure for administering medications once a consent form is completed.

All medications must be labeled with the child’s name & will go home with the child in the evening.

Immunization records

As part of our licensing regulations all children enrolled in the Playcare /Early Learning Program must provide the Centre with a copy of their child/rens immunization records which will be shared with the Community Child Care Licensing Officer. Parents /Guardians who choose not to immunize their child must complete the Centre’s form “Child/ren not immunized” which will be kept on file with the admission forms.

If there is a reportable Infectious / Communicable Disease outbreak with in the Centre, we will be sharing information with Northern Health as per consent signed on your child/ren’s admission form. Northern Health staff will contact families individually to obtain / share information and make recommendations to the Centre.

Health & Nutrition - Snacks/ Lunches
Healthy & Nutritious food and drink is an important part of our day. We ask that families join the Centre in following the Canada Food Guides Requirements when preparing food for Playcare / Early Learning Program. Food should be cut up into appropriate sizes for your child for easy consumption and reduce the risk of choking. Popcorn is not allowed for children under three years of age. Please cut grapes and hot dogs lengthways. Even if your child doesn’t eat these food cut up at home, these rules exist for the safety of all children enrolled at the Centre.

**Snacks**  **The CDC is a NUT FREE facility**

Are provided by Playcare / Early Learning Program; Families will provide Breakfast (if your child has not yet eaten before drop off) & lunch for their child/ren.

The menu plan will be posted on “Hi Mamma” and the parent board located outside the classroom door.

**Eating Procedures**
- Tables are sanitized before and after use.
- Hands will be washed before and after mealtimes.
- Children are taught to use good manners and to clean up after themselves.
- We implement a “Family” eating style, this means that all adults in the room will sit at the table with children.
- Adults will facilitate conversations with the children at the table throughout their meals.
- Children will serve themselves with assistance from the Playcare / Early Learning Program staff.
- The children are offered food and encouraged to try new foods i.e. take a small bite of a food they have taken.
- Children are not forced to eat, Playcare children will be offered a snack from their lunch if they chose not to try at least one of the food options served.
- Children will be provided with sufficient time to eat.

Water is the main beverage – it will be unlimited. Each child/adult will have their own “water bottle” which will be labeled with their first name and face photo (supplied by Playcare).

Our Centre is Juice box free, we may serve milk. When we serve milk (1 or 2 % and occasionally Chocolate milk – which will be mixed with white), children will receive two servings and then offered water.

**To Prevent Choking accidents:**
- Children are closely supervised
- Everyone sits down while eating and drinking

Please speak directly to the Playcare / Early Learning Program staff if your child/ren has a special diet due to allergies, medical needs or family belief. Families may be asked to provide food from home for snacks dependent upon your child/ren’s special diet.

**Preparing snack with the children**

We will be making will be making/baking snack

Periodically children may be asked to bring an item from home, e.g. an apple to make apple sauce or a vegetable to make soup.

Baking / Making schedule is as follows:
- Playcare weekly – Wednesday
- Early Learning Program bi-weekly – Wednesday or Thursday
**Playcare Lunches**
Families will provide a nutritious lunch for their child, there will be a designated area in the fridge to store lunch bags. Playcare staff will reheat home cooked food in the microwave, please remember to label all of your food containers. Commercially prepared solid foods / small packages of crackers, fruit to go etc., may be brought in their original packages. Please speak to the staff directly or place a note in your child’s lunch if you have a preference of what is eaten first otherwise we will allow them to “choose from their lunch options”.

*Note: Please do not send any candy, gum, chips or sweets with your child. They will be sent home*

On occasion families may choose/wish to send healthy food (muffins vs. cupcakes) with their child that can be shared with others. Please make prior arrangements with the staff as some children have allergies.

**Teeth Brushing**
Playcare will be implementing “teeth brushing” after lunch; each child will receive a toothbrush compliment of Northern Health Dental Department. Toothbrush covers & toothpaste will be supplied by Playcare. Playcare staff will be responsible for:
- placing a pea size dap of tooth paste on the child’s tooth brush (tooth paste will be “dapped onto a napkin to ensure that there is no cross contamination of germs from tooth brushes)
- supervise children individually while they brush their teeth ( following the visual step by step instructions posted)
- store the child’s toothbrush on the shelf to dry prior to placing the cover

**Quiet / Nap time**
We recognize that napping /resting is an important part of your child/ren’s day as they are busy with numerous activities and they need time to rest. Children in need of rest are more likely to get cranky, irritable, have meltdowns, get aggressive with others and have trouble calming themselves. We will work with each family individually to set up a nap / quiet time routine for your child. All children will toilet prior to nap / quiet times. Playcare guidelines are:
- Nap time will be a maximum of 2 hours in the nap room or longer as directed by parents.
- Quiet time will be a minimum of ½ an hour on a cot in the classroom. Playcare will provide quiet bins/activities.
- Staff will allow a child to nap/rest in the morning if they have indicated they are tried and need to rest.

**Volunteers / Students in Playcare & Early Learning Program**
The Centre’s protocol for “volunteers and students” will be followed. All volunteers will be required to complete a request to volunteer form, Criminal Record Check, code of ethics & confidentiality forms as well as have an orientation to the room. Parent / Guardians are welcome to volunteer. Criminal Record Checks are valid for 5 consecutive years, unless you have left the Centre for more than a year. Upon returning you will need to complete a new volunteer package.
Licensing regulations state that only children registered in the Early Learning Program may attend scheduled classes. Please make arrangements for siblings when you are volunteering.

Field trips/Short Excursions and visitors to the Centre

Throughout the year staff will plan field trips and visitors. We are always open to suggestions for destinations and visitors that are age appropriate and safe environments for the children.

Each ELP class will have a minimum of 2 field trips per year. The first field trip occurs in March to the North Peace Culture Centre to practice our talent show performances. The second field trip will occur in May when we visit some community business for tours. Transportation for community outings is usually provided in 1 of 3 ways.

1) Children and staff walk.
2) A school bus from School District #60 is rented.
3) Children and staff will use a city bus

Playcare and Early Learning Program Staff and Children may periodically take a walk around the block to explore the neighborhood.

ALL CHILDREN are expected to accompany their class on community outings. Volunteers with Criminal Record Checks completed are welcome to join us.

Parents and children registered in Playcare/ ELP may attend community outings on their non-scheduled day, children are then the responsibility of the parent and we ask that you follow the expectations / limits set by CDC staff as well as the staff person providing the tour.

The ELP staff will provide notice of outings by:
1) Posters at school classroom/entrance
2) Notices from staff
3) Verbally during drop off and pick up of child
4) Written on top of the sign in /out sheets

Family Crisis / Changes

If there are any changes in the family such as separation, death, divorce, illness, extended absences or any change in routine that may affect your child, please advise the staff so we can be prepared and be supportive to your child.

Emergency Drills/ Evacuation Procedures

Fire drills will be carried out by the Playcare/ Early Learning Program monthly. Practice drills are carried out by the Fire Department / CDC Occupational Health & Safety Committee for the entire Centre two times per year. OH & S booklets are available upon request.

All visitors are asked to wear indoor shoes. The Fire Drill procedures are posted in each classroom. Evacuation procedures are posted in every room with in the Centre.

If we for any reason need to evacuate the building for more than an hour, Families or Emergency contacts from registration forms will be contacted. We will take our admission binders with children’s information and their Back Packs with us, you may wish to put a family photo and a note for your child.
The Muster Area is in front of the CDC garage. During inclement weather, staff, children and families will evacuate to the Royal Canadian Legion (10103-105 Ave). If the North-West Quadrant of town is evacuated, staff, children and families will evacuate (by any means necessary) to the Fort St. John Curling Club. If Fort St. John is being evacuated, staff, children and families will follow the direction of city personnel and will evacuate to the next nearest CDC or School.

Permission to Video Tape Children
Periodically staff will be photographing or videotaping children in the classroom; photos / videos may entail public viewing. There is also considerable Media Interest in the Playcare/ELP/Centre services and such interest may entail public viewing (on local television stations, in the local Newspapers and social media). All children enrolled in Playcare/ELP must have their “consent to photograph and video tape” section of the ELP Parent Consent form completed.

Confidentiality
Information concerning individuals receiving services, or affairs of the Child Development Centre is privileged and confidential and will not be released without authorization. We ask that parents and/or guardians maintain confidentiality of all information that comes to their attention regarding the children, their families and the staff at the Child Development Centre, respecting their privacy. Playcare/Early Learning Program Staff will be happy to share information with you regarding your child/ren. Please do not ask questions about other children.

Smoking
Playcare/Early Learning Program and its fenced grounds are non-smoking areas as required by the Community Care and Assisted Living Act/Child Care Regulations. Anyone wishing to smoke must do so outside of these areas. Please do not smoke near any of the CDC entrances.

Complaint / Conflict Resolution (as per our CDC family handbook page 8.)
Families are encouraged to discuss questions or concerns regarding any aspect of the Playcare/Early Learning Program with the staff or Early Learning Program Supervisor. If an issue arises, the goal is to resolve differences of opinion and conflict in a peaceful way and find solutions that everyone can accept. The steps outlined will be followed:
Step 1 – The enrolling parent/guardian and Centre staff will meet to define the issues and state their point of view.
Step 2 – Solutions and/or appropriate resources will be identified, whenever appropriate.
Step 3 – A plan will be agreed upon by the enrolling parent/guardian and the Early Learning Program Supervisor and Executive Director.
Step 4 – Write a confidential letter to the President of the Society Board stating your grievance.

Other services Offered by Playcare/Early Learning Program
Class Photos: Playcare and ELP will also be making arrangements for class photos in February. Staff and Children will have class photos taken. Families may purchase 5 x 7 photos for $5.00 per copy.
Vision and Dental screenings: Northern Health staff will visit the Playcare / Early Learning Program. All children will receive dental screenings, vision screenings are for 4 year old children only.

Playcare and Early Learning Programs foster a fully integrated and inclusive environment where everyone plays, learns and grows together.

Other Services Offered by the Centre

The Child Development Centre (CDC) has been serving Fort St. John and area since 1973. It is dedicated to helping children who have a broad range of developmental delays and special needs.

- Infant Development Program (Provides service for children birth to 3 years of age)
- Supported Child Development Program (Provides service for children birth to 19 – current funding is for birth up to 12 years)
- Speech Therapy (Provides service for children birth to school entry age)
- Physiotherapy (Provides service for children birth to school entry age)
- Occupational Therapy (Provides service for children birth to school entry age)
- Family Services (Provides service for children from 3 years of age to school entry)
- Respite/Special Services (Provides service for children from birth to the age of 19 years)
- Kids Connect Program and Kids Connect Autism Program provides Centre based early behavioral intervention for children up to the ages of six that have a diagnosis of Autism Spectrum Disorder (ASD). The Kids Connect Program follows the principles of Applied Behavior Analysis (ABA) with the components of Reference and Regulation (R&R) being woven into the practical application.
- The Families Connect Program Is a centre and home based program that provides support to families that are struggling with their daily function (ie. feeding, sleep, attention, behavior) because of difficulties in foundational systems of attachment, sensory processing and motor development. The program is available to families with children 0-5 years of age
- Early Years Rotary Play Centre provides a warm and welcoming atmosphere where families can drop in to play and interact with their child/ren. The Centre’s environment promotes the development of the whole child and provides parent/caregivers with opportunities to share and learn new ways to support their child’s learning through play both at the program and at home. Based on the Strong Start model, this free program is open to children birth to five years along with their parent/caregivers, however is unique from Strong Start Centers in that the space and programming has specific design elements especially for toddlers, eighteen to thirty-six months.

Parents and guardians who have concerns regarding their child’s development may request a referral for a screening or assessment. Please speak to the Playcare / Early Learning Program Staff for further information.