

## **1. BACKGROUND INFORMATION**

Hello and welcome to the North Shore Neighbourhood House's Infant and Toddler Child Care Centre's.

The North Shore Neighbourhood House has been meeting the childcare needs of the community since 1939 and is currently the largest provider of childcare on the North Shore.

The Neighbourhood House is a non-profit, United Way community agency that provides four areas of service: Childcare, Social and Community Services, Recreation, and Community Partners.

### **Mission Statement**

The NSNH promotes a sense of community, cooperation, tolerance and mutual understanding through the provision of programs and services designed to meet the needs of the individual and the community as a whole.

## **2. CHILDCARE PHILOSOPHY**

### **North Shore Neighbourhood House**

Our childcare programs are committed to nurturing and guiding young children. We are providing an environment that fosters trust, security and comfort. We strive to provide a balance of activities that help children to progress in social, emotional, physical and cognitive development.

The programs respect and value differences, recognizing that children are individuals and that every child is unique.

The program provides a safe, secure and stimulating environment for all children. It provides time and opportunities for children to explore and investigate their world and to communicate with other children and adults. The environment fosters an accepting, tolerant and flexible attitude towards others and respect for the natural world.

During these formative years children must learn how to get along in a group, to share, to problem solve in their relationship with peers and to have a positive self-image. By providing a play-based program, the children develop these skills in their creative play activities. Play is child's work. It is their way of trying out rules and experimenting with life.

Our aim is to be respectful and caring, and to treat each child and parent as individuals.

To provide a safe environment that will promote positive growth of the children and maintain the parent as the child's primary caregiver.

As parenting is such a difficult task, we endeavor to work with the families to promote positive parenting and provide opportunities to improve their skills.

We will value, not judge or criticize their parenting efforts and will work towards meeting the needs of children and parents through realistic expectations and ongoing communication.

Goals:

- provide quality care
- provide nurturing environment
- provide support and resources
- be flexible and family centered

### **3. STAFF**

All of our staff have valid First Aid Certificates and are experienced in providing quality childcare. The staff attend monthly workshops and other courses sponsored by the NSNH. The staff work rotating shifts, which ensures that proper staff/child ratios are maintained at all times.

The daycare welcomes the opportunity to participate in the practicum portion of training programs for Early Childhood Education students. The daycare supervisor coordinates with various teaching institutes (eg. Capilano College) the placement and orientation of practicum students into the centre and ensures adequate staff supervision for the students.

All staff, substitutes and students are screened upon application and undergo a Canada – wide criminal record search.

The childcare staff are unionized with C.U.P.E. and have a Collective Agreement describing their rights and benefits.

### **4. GENERAL PROGRAM INFORMATION**

The program is licensed and staffed according to the regulations of the Ministry of Health.

Our daily programs include a regular schedule of indoor activities, quiet and active play, washroom routines, snacks and group times. Play activities include a wide variety of toys and games, dramatic play and creative and physical activities. Stories, music and discussions of interest are also included regularly. Activities are presented in small groups so that the interests and abilities of individual children can be taken into account.

Parents are an important part of our team. We have an open door policy and welcome parents to visit anytime.

Consultative services are provided by North Shore Health and other Resource Personnel who may be working on a regular basis with the children within our program. Supported Childcare consultants will support the Child Care team when necessary.

#### **Waitlist Enrolment**

The North Shore Neighbourhood House maintains a waiting list for space, which generally operates on a first come first serve basis. However, priority will be given to children of families already enrolled in the centre.

### **Days and Hours of Operation**

The Daycare program operates from 8:00 am to 5:00 pm, five days per week, with the exception of the following closures.

New Years Day  
Good Friday  
Easter Monday  
Victoria Day  
Canada Day  
BC Day

Labour Day  
Thanksgiving  
Remembrance Day  
Christmas Eve (4:00 p.m. closure)  
Christmas Day  
Boxing Day

### **Professional Development**

Every year the daycare closes the Friday before Labour Day so that the teachers have an opportunity to set-up for the incoming September group of children. This day is used for professional development as well.

### **Gradual Entry**

Starting at a new daycare is an important event in your child's life. For some children this will be their first large group experience. It is natural for children to have concerns, though they may not have the language to express their feelings. New situations can be a frightening change, which may confuse or disturb children, even those who have had previous daycare experience.

In order to assist families with the transitions to a new childcare centre, gradual entry will be arranged by the program supervisor to meet the needs of that family. Gradual entry is a common childcare process where during the child's first week, they attend the centre with a gradual build up of hours each visit.

Families should be prepared to spend some time with their child during the first few days of gradual entry until the child has established a comfortable, trusting relationship with the staff. If you are unable to do this personally, friends and families are welcome to substitute for you. If the child is having difficulty adjusting to their new environment, it may be necessary for the parent to extend the gradual entry.

## **5. COMPONENTS OF THE PROGRAM**

### **Arrival and Departure**

The smoothness of the transition of care from you, the parent, to the centre's staff is of utmost importance to your child's day. To assist in this transition it is essential to communicate with the staff. This is a time to share concerns or inform the staff of any special needs of your child (a sleepless night, teething, poor appetite, etc.) It is also a time to share those important events in your child's life (a first tooth, a first step, new words). It is also important to prepare your child for your departure with a "good-bye" and reassurance that you will be back. Communication is one of the keys to success in this program. Intake form and the sign-in sheet must be filled out by the parent before leaving the Centre. All bottles and soothers must be labeled and the bottles need to be refrigerated in the child's container.

Upon departure, parents sign the child out. As well, it is important to make personal contact with a staff member. All children must be picked up by 5:00 pm. It is important that parents pick up their children at the appointed time. Keep in mind that children may become anxious if a parent is late. In case of an emergency, parents must call the centre to explain the circumstance and make arrangements to have their child picked up.

If someone other than yourself is picking up your child, it is imperative that the staff be informed. We cannot release your child to an unauthorized person. As well, we must know if there is anyone who cannot pick up your child. Please ensure that staff have been informed if there is legal documentation specifying custody/guardianship or limited access to your child.

### **What to Bring for your Child**

Children are active participants in our daycare program so proper clothing is important. Parents should bring to the centre two complete changes of clothing, appropriate outdoor apparel (muddy boots), and footwear (boots). For quiet time, children may bring a favourite blanket or soft toy to nap with. All items need to be **labeled** clearly with your child's name.

For personal hygiene and comfort, children should be dressed appropriately for both indoor and outdoor play. Clothing should not constrain the child's activities. The centre's staff wash sheets, blankets and towels on a weekly, or as necessary basis. The centre's staff will promote good personal habits ensuring that children wash their hands before eating and after using the bathroom.

### **Nutrition, Snack and Lunch**

The centre will provide two snacks. Families are asked to provide lunch for their children. Milk and water is provided throughout the day. Parents must make staff aware of any food allergies. These allergies will be posted in the kitchen and in each room. A weekly menu plan will be posted on the Parent Bulletin Board.

\* A lunch is offered at the Learning Together location.

### **Rest Time**

Small children get tired, especially in a stimulating environment such as a daycare centre. Each day from 12:30 – 2:30 pm will be quiet time. The length of naps will depend on the individual child's age, activity level, and need. Blankets, teddies, and other comfort items are acceptable things brought from home to be used at nap time to help a child adjust to the

centre. Before going to sleep, all children will have a diaper change/toilet. Each child will be encouraged to have a quiet time even if the child doesn't sleep. Nap times will be recorded on their daily intake forms.

### **Toddler Daily Routine**

Rather than having specific times, these activities are provided each day on a flexible basis.

- children are greeted, parents tend to their child's needs as you prepare him/her for their day (undressing, changing diaper, filling out intake forms);
- free play;
- activity centres include puzzles, blocks, housekeeping corner, library, various manipulative toys, water/cornmeal table;
- music/movement/dance time;
- art experience
- snack time (open)
- circle time/bathroom routine;
- outdoor time/walks/playground/park;
- lunch time
- bathroom and preparation for nap;
- nap time
- gradual wake-up for children, bathroom;
- quiet play;
- snack time. Preparation for outdoor play/free play inside;
- clean up and prepare for going home;
- centre closes by 5:00

### **Infant Program**

The infants operate on individual daily schedules; therefore, staff use intake forms as a guideline for feeding, diapering and sleeping times. Parents are required to supply formula or milk in bottles labeled with the child's name.

As infants become more mobile, they will have the opportunity to participate in toddler activities to be eventually integrated into the toddler program at approximately 18 months.

Each infant will have his/her own crib/ mat to sleep on. Infants also go out on stroller walks.

## **6. GENERAL POLICIES**

### **Guiding and Caring**

With "Care and Respect" describes the guidance or discipline techniques that we use at this centre. We will be available when needed by the children. We will listen and hear what the children are saying. When we look at your child, we will see a unique individual. When we communicate with your child, we will express that care by: smiling, talking, hugging, setting limits, allowing frustration, allowing exploration, and giving choices. We will give the child clear messages of how we feel and what we expect from the child, which will foster their sense of independence. Children need to know where they stand in all kinds of life situations and discipline or loving guidance is an integral part of the child's sense of security. Setting limits is an important part of the guiding and caring process. The best way to teach a child limits is to have a consistent and non-threatening approach. To this end, the staff will set

reasonable limits and will support each child's growth toward self-control and social awareness.

### **Illness**

Children who are not well enough to participate in all program activities, both indoor and outdoor, should be at home.

If your child contracts a communicable disease, notify the centre at once so that other families can be alerted. A doctor's written health clearance will be required before a child returns following a communicable disease.

The following are definite indicators that a child should NOT be at daycare.

- 1 A developing or acute cold with fever, runny nose and/or eye, coughing, sore throat. Once temperature, energy and well-being are normal, coughing and runny nose may continue without the child being infectious.
- 2 Fever over 100 degrees Fahrenheit (38 degrees Centigrade).
- 3 Communicable disease, infected skin or undiagnosed result – whether or not a child is infectious requires verification by the child's doctor (i.e.: the rash could be measles, scabies, et.) so other families can be informed and take precautions.
- 4 Vomiting or Diarrhea – Because children often become ill rapidly, it's essential that families can be reached during childcare hours. If the parent cannot be available, an alternate emergency contact should be designated. In the event that a child becomes ill, the centre staff will isolate and care for the child until the parent arrives. While every effort will be taken to maintain a healthy environment, it's important for families to plan alternate arrangements in the event of their child's illness.

### **Emergency Situations**

If your child is seriously injured or becomes ill while at daycare, you will be notified by telephone immediately. If necessary your alternative contact person will be called. In an emergency we will call a taxi or ambulance and a staff member will accompany your child to the hospital.

All staff maintains first-aid certification and fire evacuation drills are held once a month at the centre.

Fire evacuation drills are practiced once a month in the centre. Evacuation plans are posted near the fire exits.

**Medication**

NSNH staff will administer prescription drugs to children. Families are required to provide:

- A written authorization, including the dosage and times any drug is to be given and;
- Medication in the original container, clearly labeled with child's name, name of drug and the dosage, the date of the purchase, and instructions for storage and administration of the drug.

**Conflict Resolution**

Families are encouraged to discuss any questions or concerns they have regarding their child or the program with the centre staff. If concerns arise between an individual staff and a family they are encouraged to confront the Supervisor or Program Manager of Childcare.

If a resolution cannot be reached the Director of Child Care Services will become part of the resolution process.

**Picture Taking**

The daycare staff may take pictures of your child for keeping and for other uses within the program. An example of this may be in your child's cubby, so that they will be able to easily identify their cubby. All negatives are kept by the supervisor and copies are available to the parents.

**Confidentiality**

NSNH cannot release the addresses or phone numbers of children enrolled in our programs. This protects the confidentiality of personal information regarding your child.

**Financial Information, Policies and Fees**

Upon registration in a North Shore Neighbourhood House Childcare program you will be required to pay an annual membership fee of \$15.00. Membership in the agency entitles you to vote at the Annual General Meetings of the Board of Directors and to participate in programs offered by the agency.

Monthly fees are due on the first of the month to the accountant. Post dated cheques are encouraged, payable on the first of every month.

North Shore Neighbourhood House daycares and out of school care programs are part of the Child Care Operating Funding Program by the Ministry of Community, Aboriginal and Women's Services.

### **Subsidy**

To be considered for childcare subsidy refer to the Provincial Government Blue Pages of the BC Telephone Directory, and locate the nearest Ministry for Children & Families office to your home. You may be eligible for subsidy depending on the number of people in your family and the net family income. If your family is eligible for subsidy, an authorization form will be given to you by the MCF Financial Worker. This form needs to be given to the Supervisor at the daycare to initiate the process. The accountant will then determine the balance of your fee payable. Families will be notified by the centre before authorization renewal is required.

### **Late Pick-Up**

Late fines apply to families when the child is picked up after 5:00 pm. If a child is not picked up by 8:00 pm, he/she is considered abandoned, and if a family member has not contacted the centre, staff must carry out the following procedures:

- A staff member will phone your home or place of employment. If there is no answer the alternate person listed on your registration form will be contacted.
- If no one can be contacted, the Ministry of Children and Families will be called to come and pick up your child.
- Children will not be sent home in taxis, nor will they be driven home by staff.

If a child is picked up late the following procedure is followed:

1. First late pick-up – a notice is sent home to parents to remind them of our closing time.
2. Second late pick-up – a notice is sent to parents stating that they were late picking up their child. Late fee is \$1.00 per minute after 5:00 pm
3. Third late pick-up, services will be withdrawn.

### **Withdrawal of a child**

One month's written notice is required when withdrawing from childcare. Payment of one month's fees may be given in lieu of notice.

If a child is withdrawn for any period of time, their name may be placed on the waitlist for re-admission upon request. Spaces cannot be saved or reserved for returning children. If a family wishes to maintain a space for any absence, the family will be required to pay for their space.

### **Parental Responsibility**

We welcome parents into the centre at anytime. This is your centre too! So in the spirit of working together, the following guidelines need to be addressed.

1. Parents are responsible to bring and mark all personal items and bottles.
2. The centre is a busy place and to ensure the health and safety of all the children, all visitors and guests need to be brought to the attention of the Daycare Supervisor. If it is felt that they are either too many extra adults or a chance of spreading germs to the children, we may need to ask your visitors to wait in the foyer. All visitors need to sign in.

3. When parents are in the centre then their role of parent is assumed. The staff will not be responsible for your child and their needs at this time. Please make sure you write down any necessary information on the intake form.

We look forward to working together with you and your child.

## **7. GENERAL POLICIES**

### **Discipline Policy**

To the staff at the NSNH, discipline describes the teaching/learning process by which children develop socially and grow to maturity. Our goal is to assist children in developing self control, self confidence, and ultimately self-discipline and sensitivity to their interactions with others.

Underlying our approach is the recognition that each child is a unique individual and that the child's experience, environment, developmental level and culture influences his/her behaviour.

### **Behavioral guidance**

Section **51** (1) A licensee must

- (a) ensure that behavioral guidance is appropriate to the age and development of the child who is receiving the guidance, and
  - (b) provide to employees and parents a written statement of the licensee's policy on behavioral guidance.
- (2) If the child has a care plan that includes instructions respecting behavioral guidance, the licensee must ensure that
- (a) any behavioral guidance given to the child is consistent with those instructions, and
  - (b) if the behavioral guidance includes the use of restraints, that the restraints are administered only by a person who is trained in the use of, and alternatives to the use of, restraints.

### **Harmful actions not permitted**

**52** (1) A licensee must ensure that a child, while under the care or supervision of the licensee, is not subjected to any of the following:

- (a) shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child;
- (b) confinement or physical restraint by an employee, except as authorized

in a child's care plan if the care plan includes instructions respecting behavioral guidance;

(c) harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self respect;

(d) spanking or any other form of corporal punishment;

(e) separation, without supervision by a responsible adult, from other children;

(f) as a form of punishment, deprivation of meals, snacks, rest or necessary use of toilet.

(2) A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Schedule H.

### **Communication of Behavior and Expectations**

Realistic expectations based on:

I. General information – age, sex

II. Individual differences – developmental level, activity level, health, personality, temperament and history

CLEAR Behaviour description (be specific)

WHO does it?

WHAT he/she does

WHEN it occurs

#### **Guidance**

STAFF/PARENT(S) Need to be at:

Child's level

Make eye contact

Calm, firm voice – positive statements

Have child repeat your instructions

State your expectations, clear and specific limits

Be consistent, follow through

Reinforce appropriate behaviour

Encourage children to use teacher as a resource, model problem solving

Anticipate – be observant, be aware of difficult situations, this allows the opportunity to anticipate potential difficulties and strategies.

Intervention when Difficult Behaviour Occurs:

Techniques and strategies used:

1. Withholding attention or ignoring: used only in response to behaviours that are "attention seeking"

2. Redirect (to appropriate activity): change circumstances or environment which causes unwanted behavior, offer choice when appropriate.

3. Natural and logical consequences: Natural consequences result “naturally” from inappropriate behaviour choices. Adult does not intervene. SAFETY must be taken into account. Children must be protected from decisions that would have dangerous or overly serious consequences.

Logical consequences are related or are somehow fitting for the particular behaviour. Logical consequences are imposed by the adult i.e.: a child who is pushing other children off a climbing toy is not allowed to play on it for \_\_\_ minutes. Once child has experienced the consequence, do not lecture or sympathize.

**Infant and Toddler Registration Package**

Start Date: \_\_\_\_\_ Monthly Fee: \_\_\_\_\_ Annual Membership Fee: \_\_\_\_\_

Days attending: \_\_\_\_\_

Please indicate what hours your child will be attending: \_\_\_\_\_

\*Please note that all information will be kept confidential. In order to give the best care possible, the teachers need to have a clear picture of your child. Thank you for your assistance in completing the following questions.

CHILD'S NAME \_\_\_\_\_ SEX: M / F

ADDRESS: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_

BIRTHDATE: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

PARENT/MOTHER/GUARDIAN: \_\_\_\_\_

PHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_

EMPLOYER: \_\_\_\_\_ PHONE: \_\_\_\_\_

HOURS YOU CAN BE REACHED: \_\_\_\_\_

PARENT/FATHER/GUARDIAN: \_\_\_\_\_

PHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_

EMPLOYER: \_\_\_\_\_ PHONE: \_\_\_\_\_

HOURS YOU CAN BE REACHED: \_\_\_\_\_

EMERGENCY CONTACT: \_\_\_\_\_ PHONE: \_\_\_\_\_

EMERGENCY CONTACT: \_\_\_\_\_ PHONE: \_\_\_\_\_

THE FOLLOWING INFORMATION IS REQUIRED FOR THE SAFETY AND WELL-BEING OF YOUR CHILD: We urge you to keep it current: I authorize the following people to pick up my child:

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

I understand that the staff cannot release my child to any persons not listed above and I must notify staff of changes in the above list.

FAMILY INFORMATION:

PLEASE LIST SIBLINGS

Name: \_\_\_\_\_ Age: \_\_\_\_\_

Name: \_\_\_\_\_ Age: \_\_\_\_\_

Name: \_\_\_\_\_ Age: \_\_\_\_\_

Language Spoken at home: \_\_\_\_\_

YOU'RE CHILD LIVES WITH:

\_\_\_\_\_  
(Include any other significant adults or children living with your family)

Is there any specific custody arrangements? (If yes please describe) \_\_\_\_\_

\_\_\_\_\_

Is there any imminent danger to your child or a chance of future harm? (If yes please describe) \_\_\_\_\_

\_\_\_\_\_

PLEASE DESCRIBE YOUR CHILD:

Hair Colour: \_\_\_\_\_ Eye Colour \_\_\_\_\_

Approximate Weight: \_\_\_\_\_ Approximate Height: \_\_\_\_\_

Have you applied for subsidy? YES / NO -- If so....

Who is your financial assistance worker? \_\_\_\_\_

Has your child attended another childcare program: YES / NO

Have you or your child ever used any other programs offered by NSNH? Please describe

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What other professional services is your child currently using or has used from this or other organizations?

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**OTHER PROFESSIONAL SERVICES RECEIVED:** (Please list name and phone number below)

Speech and Language Pathologist: \_\_\_\_\_

Physiotherapist: \_\_\_\_\_

Child and Adolescent Program: \_\_\_\_\_

What are your expectations for your child during his/her stay in our program:

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Do you follow any religious or ethnic observances?

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**HEALTH HISTORY**

CHILD'S DOCTOR: \_\_\_\_\_ PHONE: \_\_\_\_\_

CHILD'S CARE CARD NUMBER: \_\_\_\_\_

Does your child have any allergies:

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Please describe:

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Does your child require any regular medication:

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Please describe:

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What happens if your child does not receive said medication? Please describe

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Has your child received any service from the public health nurse? YES / NO

Hearing: Does your child experience frequent (2 or more) ear infections? YES / NO

Does your child have a diagnosed hearing loss? YES / NO

Are you aware of any vision or hearing problems? YES / NO

Have you ever been concerned about your child's speech or Language development? YES / NO

Does your child have any condition that may require emergency care?

Please describe:

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Please indicate any other special concerns, illnesses, allergies, operations, medications or chronic conditions etc.:

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Do you agree to allow the public health nurse to examine your child for vision, hearing and general health concerns during any visits to the centre? YES/NO

Are there any concerns of abuse or neglect? \_\_\_\_\_

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Has your child been in the care of the Ministry of Children and Families? \_\_\_\_\_

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Is there a social worker involved? (If yes name and phone number)

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Are there any health concerns? (physical, cognitive, emotional or environmental)

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Has your child been affected by alcohol or substance abuse? If so how? \_\_\_\_\_

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Is there any other information that we should know regarding your child to better serve them?

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**CHILD INFORMATION:**

**EATING:**

Breastfed: YES / NO

Bottle Fed: YES / NO

Formula Name: \_\_\_\_\_

Puree or Finger Foods

Favorites: \_\_\_\_\_

Dislikes: \_\_\_\_\_

Does your child drink from a bottle, sippy cup or cup?

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**PHYSICAL:**

Crawling: YES / NO

Walking: YES / NO

**SLEEPING:**

Naps: AM: \_\_\_\_\_ PM: \_\_\_\_\_

**SLEEPING PROCEDURES AND POSTIONS:**

How does your child like to fall asleep at home?

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Does your child use a soother? YES / NO

**TOILETTING:**

Does your child use diapers? YES / NO

Does your child sit on the potty? YES / NO

Is there any special words that your child uses to tell you when he/she needs to use the bathroom or when their diaper is soiled? If yes what are they?

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**INTERESTS:**

Does your child have favorite toys, activities and songs?

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Dear Parent or Guardian:

- A. I give my permission for my child/ren to accompany staff on short neighbourhood walks.
- B. I give permission for the use of photographs, films, slides, video tapes of my children taken during the program for educational and / or promotional purposes within the community. This may also include various electronic mediums (e.g. NSNH Website). I understand that names of the children will not be published without my express written permission.
- C. In case of an emergency, I \_\_\_\_\_, authorize the staff of the NSNH to call an ambulance or to take my child \_\_\_\_\_ to the nearest emergency centre. I understand that should such an emergency arise, I or my emergency contact (when I cannot be reached) will be notified immediately. I agree that any cost for such services shall be my responsibility.
- D. I acknowledge that from time to time this centre has volunteers and/or students.

I give my permission for A \_\_\_\_\_ B \_\_\_\_\_ C \_\_\_\_\_ D \_\_\_\_\_  
(Please initial) (Please initial) (Please initial) (Please initial)

## REGARDING MY CHILD

1. To bring my child in to the centre, not just to the front door and, to sign my child in and out each day.
2. To pick up my child by 5:00 pm. In an emergency if I am going to be late, I will make arrangements for someone to pick up my child. I will let the centre staff know who this person will be.
3. To notify the staff by letter or telephone if my child is to be picked up by someone other than those persons listed on my child's enrollment form. I understand that the staff will not release my child if this procedure is not followed.
4. To notify the supervisor of the centre of changes in my address, phone number, or place of employment. I will also up-date emergency information on my child's enrollment form as it is necessary.
5. To provide my child with appropriate clothing. I will put my child's name on all of his/her belongings.
6. Fee structure and/ or policies of the centre are subject to change on 30 days notice.
7. To discuss with the Director or Program Manager of Childcare of any concerns regarding the care of my child, fee, payment, or any other issue relating to the service given by the agency.
8. \$1.00 per minute late fee will be charged and is payable upon pick up of my child.
9. Constant late pick up of my child may be cause for termination of childcare.

Date: \_\_\_\_\_ Name of Child: \_\_\_\_\_

Signature of Parent/ Guardian: \_\_\_\_\_

**REGARDING THE HEALTH OF MY CHILD:**

1. I WILL NOT SEND MY CHILD TO THE CENTRE when he/she is ill. I will notify the staff if my child is to be absent. In the event of my child having a communicable illness, I will adhere to the centre policy and bring a Doctor's certificate for my child when he/she is able to return to the centre.
2. That the staff will give no medication unless the medication has been prescribed by a doctor and in a prescription bottle. This includes aspirin, cough and/ or cold medication.
3. I understand that if my child is well enough to attend the centre he/ she is well enough to play outdoors. Children play outside each day and this time is important to their well being.
4. To pay the full fee each month when my child is away, this will hold my child's place in the centre (ie: holiday, illness, etc.).
5. To join the membership of the NSNH and to pay the annual fee of \_\_\_\_\_. This membership is payable at the date of enrollment. Membership in the agency entitles me to a vote at the Annual General Meeting of the Board of Directors and to participate in programs offered by the agency. I understand that the membership is mandatory as the NSNH is a registered non-profit society.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**REGARDING THE GUIDANCE AND DISCIPLINE POLICY:**

I \_\_\_\_\_ (your signature) have read the discipline policy of NSNH and have understood it.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **PROCEDURE FOR RELEASE OF YOUR CHILD FROM**

### **North Shore Neighbourhood House Child Care Programs**

#### **Community Care Facility Act, Child Care Regulations, Section 19**

- (1) The licensee must ensure that a child is not released from a facility to anyone except**
  - (a) the parent of the child, or**
  - (b) a person authorized under sec. (19)**
- (2) The licensee must have clear written policies and procedures to guide staff actions when**
  - (a) a person described in subsection (1)**
    - (i) appears incapable of providing safe care, or**
    - (ii) does not arrive to pick up the child, or**
  - (b) a person not described in subsection (1) requests the release of the child from the facility.**

#### **North Shore Neighbourhood House Policy**

- 1. If the person picking up the child is not on the list of authorized persons, staff will attempt to contact the parents or guardians for verbal authorization. If this is not successful, staff will not release the child.**
- 2. If the parent or person picking up the child does not appear to be capable of providing safe care, before releasing the child staff will discuss safe options, offer to call a family member, friend or taxi, to assist and ensure the safety of the child, or call the appropriate authorities if necessary.**
- 3. If the person picking up the child does not arrive for the child, staff will keep the child with them on the premises, when possible. When this is not possible, staff will call the emergency contact persons or other authorized persons to pick up the child.**

#### **++Alternative Pick-Up**

**Families must tell the staff if a child is to be picked up by another person who is on the registration form. If an emergency happens during the day, the family can call the staff and tell them of another authorized person who will pick up the child.**

**If an unauthorized person arrives to pick up the child, the staff will not release the child and will stay with the child until the parent or guardian is reached. The parent or guardian will be reminded of the pick-up policy. If the parent/guardian gives permission over the phone to release the child, the staff will need information about the person (name, address, telephone number and a physical description). The pick-up person will need to provide photo identification to the staff and be expected to sign the child out. The staff will write down the time of the call and information shared.**

**If there are any problems, all reasonable efforts will be made to ensure the safety of the child, other children and the staff. The staff, if necessary, may need to call the appropriate authorities for assistance.**

**Alleged Impaired Authorized Pick-Up**

It is the staff’s legal responsibility, to the extent that it is possible, not to release a child to a person who is unable to care for a child.

If an authorized person is driving a vehicle and it seems like (s)he is unable to care for the child – staff will explain that driving in a state of impairment is unsafe, and staff are obligated to ensure the safety and well-being of the children. If the presumed impaired person chooses to get into the vehicle with the child and drive away, staff will immediately notify the police. Staff is required to notify Management, and if it is deemed the child is in need of protection the Emergency Services of the Ministry of Children and Family Development will also be contacted. The staff will record this in the child’s files. Should this happen again, a team meeting (with parent/guardian) will be called to discuss solutions.

Children will not be sent home by taxis, nor will they be driven home by staff.

**Late Pick-Up**

Late fines apply to families when the child is picked up after 5:00 pm. The child will not be taken out of the centre at the end of the day. If a child is not picked up by 8:00 pm, (s)he is considered abandoned and, if a family member has not contacted the centre, staff must carry out the following procedures:

1. A staff member will phone your home or place of employment. If there is no answer the alternate person(s) listed on your registration form or emergency contact card will be contacted.
2. If no one can be contacted, the Ministry of Children and Family Services will be called to come and pick up your child.
3. Children will not be sent home in taxis, nor will they be driven home by staff.

If a child is picked up late the following procedures are followed:

1. First late pick-up – a notice is sent home to parents to remind them of our closing time.
2. Second late pick-up – a notice is sent to parents stating that they were late picking up their child. Late fee is \$1.00 per minute after 5:00 pm.
3. Third late pick-up, services will be withdrawn.

\_\_\_\_\_  
Signature of Parent / Guardian

\_\_\_\_\_  
Date



**LICENSED CHILDCARE FACILITY IMMUNIZATION HISTORY FORM**  
**PLEASE COMPLETE AND RETURN THIS FORM PROMPTLY TO COMPLETE YOUR**  
**REGISTRATION PROCEDURE**

In order to protect the health of your child and the health of other children, all parents or guardians of children seeking admission to any Licensed Childcare Facility in the jurisdiction of North or West Vancouver must provide a statement of their child's immunization. This form **MUST** be returned to the facility.

**I understand that all information provided will be entered into the BC Public Health Information System (database). This allows Vancouver Coastal Health to access the level of immunization within the entire preschool population and allows for quick and easy access of information should there be a communicable disease outbreak. This information may be provided by the facility to Vancouver Coastal Health by means of a class list that includes child's legal name, date of birth and address. The information is collected and shared as per the Freedom of Information & Protection of Privacy Act (FOIPPA) and the Personal Information Protection Act (PIPA) of B.C. This information will only be used for the purposes identified on this form.**

**New Child to this facility: Fill out Part A and B**

**Returning Child to this facility: Fill out Part A only: Part B if new immunizations need to be added to the child's existing record.**

**Child Care Facility** \_\_\_\_\_

<b>A. CHILDS INFORMATION (Please Print)</b>	
Child's Name _____ Sex F ___ M ___ (Birthdate <u>   </u> / <u>   </u> / <u>   </u> )	<small>Y / M / D</small>
Personal Health Number _____ Country of Birth _____	
Parent /Guardian's Name _____ Work Phone (Father _____ (Mother) _____)	
Address _____ Postal Code _____ Home Phone _____	
Doctors Name _____	Doctor's Phone _____

**PLEASE SEE OTHER SIDE FOR BASIC IMMUNIZATION SCHEDULE**

Conscientious Objector Yes  Children not protected may be excluded from the childcare centre for the duration of a communicable disease outbreak.

<b>B, VACCINE AND DESCRIPTION</b>				
<b>PRIMARY INFANT SERIES</b>	<b>Dose #1</b>	<b>Dose #2</b>	<b>Dose #3</b>	<b>Dose #4</b>
<b>1. PENTACEL</b> * (DaPT/IPV/HIB)- Diphtheria, Pertussis, Tetanus, Polio & Haemophilus Influenza Type B)				
<b>2. HEPATITIS B</b>				
<b>3. PNEUMOCOCCAL CONJUGATE</b> (Prevnar)* # of doses depends upon age of start up				
<b>4. MMR</b> – combined (Measles, Mumps and Rubella)				
<b>5. MENINGOCOCCAL C CONJUGATE</b> # of doses depends upon age of start up				
<b>6. VARICELLA</b> (Chicken Pox or history of disease)				
<b>7. OTHER (SPECIFY)</b>				
<b>SCHOOL ENTRY</b>				
<b>QUADRACEL</b> (DaPT/IPV) –school entry booster of Diphtheria/Pertussis/Tetanus/Polio)				
<b>OTHER (SPECIFY)</b>				

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## ROUTINE IMMUNIZATION SCHEDULE

		2 mo	4 mo	6 mo	12 mo	18 mo	4-6 yr	Gr 6	Gr 9	Adult
DPT/POLIO/HIB (Diphtheria, Pertussis, Tetanus, Polio, Haemophilus Influenzae type B)	Diphtheria ♦	●	●	●		●▲	●◆◆		●◆◆◆	●+
	Pertussis ♦	●	●	●		●	●		●	
	Tetanus ♦	●	●	●		●	●		●	●+
	Polio ♦	●	●	●		●	●			
	Haemophilus Influenzae type B	●	●	●		●				
PNEUMOCOCCAL ** CONJUGATE ▲		●	●	●		●				
HEPATITIS B ♣		●	●	●				●♣♣		
MMR (Measles, Mumps, Rubella)	Measles				●	●				
	Mumps				●	●				
	Rubella				●	●				
MENINGOCOCCAL C ♥		● <sup>1</sup>			● <sup>2</sup>			●♥♥	●♥♥	
VARICELLA ●●					●		●●●	●●●		●++

### Infant/Child (2 months – 4 years)

#### **DPT/Polio/HIB (Penta)**

Interval of 8 weeks preferred between doses 1,2,3

▲ Interval of 12 months preferred between doses 3 & 4

◆◆ If dose 4 is given after 4<sup>th</sup> birthday, dose 5 not needed

#### **Pneumococcal Conjugate ▲**

Infants born on/after July 1, 2003

Hepatitis B ♣

Infants/child born on/after July 1, 1998

#### **MMR (subcutaneous)**

Must be on/after first birthday 1 month minimum between dose 1 & 2

#### **Meningococcal C ♥**

●<sup>1</sup> Infants born on/after April 1, 2005  
- at 2 and 12 months

●<sup>2</sup> Infants born on/after July 1, 2002  
- on/after first birthday

#### **Varicella ●● (subcutaneous)**

Infants born/after January 1, 2004  
- Must be on/after first birthday

#### **Catch-Up Program:**

**April 1, 2005 – April 1, 2006 all children 18 to 48 months of age (if no history of disease or immunization)**

### School Program (5 years plus)

DPT/Polio (Quad) under 7 years of age

#### **Tdap**

◆◆◆ Grade 9 Booster dose Tdap (ADACEL)

Hepatitis B – if not previously immunized

♣♣ Grade 6 (2 dose schedule as of September 1, 2001)

**Meningococcal C – if not previously immunized**

♥♥ Grade 6 as of September 2003

♥♥ Grade 9 as of September 2004

Catch-Up Program: Grade 12 for 2 years starting September 2005

**Varicella – if no history of disease or immunization**

●● Kindergarten and Grade 6 as of January 1, 2005

### Adult Program

**Td Kindergarten Booster**

+Adult Booster dose every 10 years

#### **Varicella**

++ Women of childbearing age who test negative for varicella (2 dose schedule, one month apart)

**Note: Children with history of varicella disease under 1 year of age, vaccination is recommended. For delayed or interrupted schedules consult BCCDC Immunization Manual or contact North Shore Health Department Communicable Disease Team at 604-983-6700.**

**Please be advised, as per Section 4(1)(b) of the Community Care and Assisted Living Act, CCFL can call for and inspect all records of a community care facility.**

It is a requirement of the Community Care and Assisted Living Act, Child Care Regulations, that the licensee obtain an emergency consent form signed by a parent of each child enrolled in their licensed facility.

NAME OF PARENT(S)/GUARDIAN(S): \_\_\_\_\_

NAME OF CHILD: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DATE OF BIRTH \_\_\_\_\_ SEX \_\_\_\_\_

CITY: \_\_\_\_\_

ALLERGIES/MEDICAL CONDITION:  
 (Please note any medications used for the above.)

TELEPHONE: \_\_\_\_\_

Office: \_\_\_\_\_

Home: \_\_\_\_\_

ALTERNATE EMERGENCY CONTACTS:  
 I hereby authorize my child to be released to the following:

MEDICAL PLAN NO. \_\_\_\_\_

FAMILY DOCTOR: \_\_\_\_\_

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

NAME TELEPHONE

NAME TELEPHONE

**PERMISSION FOR EMERGENCY MEDICAL AID IN CASE OF ACCIDENT OR ILLNESS**

I hereby give my permission to \_\_\_\_\_ to call a physician or ambulance in the case of accident or illness of my child when I cannot be immediately reached.

\_\_\_\_\_ Date

\_\_\_\_\_ Signature of Parent or Guardian: