

# **NSNH INFANT & TODDLER PARENT HANDBOOK**

## **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 child care needs of the community since 1939 and is currently the largest provider of childcare on the North Shore.

The North Shore 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.

## **OUR MISSION STATEMENT**

The North Shore Neighbourhood House is a not-for-profit registered charity serving the North Shore Community since 1939. We believe working together to meet the grassroots needs of our neighbours, especially our most vulnerable residents, is essential to building a safe, healthy and strong community. The House values and promotes cooperation, respect and empowerment through the provision of programs and services designed to meet the needs of individuals and the community as a whole.

## **OUR VISION**

We are building a safe, healthy and strong community welcoming all ages, abilities and cultures. One where everyone has access to support, everyone is included and where everyone matters.

## **CHILDCARE PHILOSOPHY**

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 relationships 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

## **STAFF**

All of our staff have valid First Aid Certificates and are experienced in providing quality childcare. The staff attends 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 (e.g. Capilano University) 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.

## **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 observe 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	Victoria Day	Thanksgiving Day	Boxing Day
Family Day	Canada Day	Remembrance Day	
Good Friday	BC Day	Christmas Eve (4:00pm)	
Easter Monday	Labour Day	Christmas Day	

In the event of **CLOSURES** due to circumstances or conditions beyond the control of North Shore Neighbourhood House Childcare, included but not limited to power failure, excessive snowfall, and flooding, the client will NOT be eligible for reimbursement. It is recommended that parents telephone the centre during such circumstances or conditions to determine status of service.

## **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 centre 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 transition 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.

## **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 you 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 information if there is legal documentation specifying custody/guardianship or limited access to your child.

## **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.

## **See Attached Section 48 CCFL Regulations**

## **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.

## **GENERAL POLICIES**

### **Guiding and Caring**

'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 AND POLICIES**

### **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.

If you are paying by cheque, we encourage you to send in six months of post-dated cheques (or sign up for EFT). Payment not received by the 7<sup>th</sup> of the month will be considered in arrears. If payment or a payment schedule is not mutually agreed upon by the end of the month, the NSNH will withdraw childcare services. If you are facing extenuating circumstances, please contact our Executive Director, Lisa Hubbard, at 604-987-8138 immediately. Our desire is to work with all families to ensure no disruption to childcare services. Should no recourse of payment occur, we will unfortunately have to forward the account to a collection agency. The NSNH will issue an annual childcare receipt to be mailed out in February. Lost receipts or additional receipts will result in a \$25 charge.

### **Payments are not accepted at the daycare centre.**

#### **Daycare Payment Options Available:**

1. Payments will be accepted at the North Shore Neighbourhood House's main office at 225 East 2<sup>nd</sup> Street either in person or by mail. We accept cash, cheques, post-dated cheques or credit card payments (Visa or Mastercard). (Please do not mail cash).
2. We have an electronic funds transfer option (EFT) whereby your bank will be debited each month for your daycare fees (works like post-dated cheques). You will have to fill out a form and provide us with your bank account details. Call Carol in Accounts Receivable (local 213) to sign up.
3. If you would like to pay by credit card, we have a recurring charges option, your credit card will be charged automatically on the 5<sup>th</sup> of every month and an automatic receipt will be emailed to you. Call Carol (Accounts Receivable, local 213) to sign up for this option.

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. Parents are responsible to apply for their own subsidy by contacting the local Ministry of Children and Family Development office 1-888-338-6622 or by calling the Accounts Receivable Clerk at 604-987-8138 local 213, to schedule an appointment. 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 accounts receivable clerk to initiate the process. The accounts receivable clerk will then determine the balance of your fee payable. Families will be notified by the accounts receivable clerk before authorization renewal is required.

### **Withdrawal of a Child**

**Parents will give ONE full month's written notice or pay ONE month's fees in lieu of notice when withdrawing or decreasing days from childcare. For example, if leaving or decreasing days February 1, notice must be received by December 31.**

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.

### **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 7:00 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.

## **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.

## **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.

## **Section 48 CCFL Regulations**

### **Nutrition**

**48 (1)** A licensee must

- (a) ensure that each child has healthy food and drink according to the Canada's Food Guide, and
- (b) promote healthy eating and nutritional habits.

(2) If a child's record includes, or the child has a care plan that includes, instructions respecting food and drink for the child,

(a) the requirements of subsection (1) (a) do not apply to the extent that they are inconsistent with those instructions, and

(b) the licensee must comply with those instructions.

(3) A licensee must ensure that the food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, having regard to

(a) the child's age,

(b) the number of hours the child is under the care of the licensee, and

(c) the child's food preferences and cultural background.

(4) A licensee must ensure that children are not

(a) fed by means of a propped bottle,

(b) forced to consume any food or drink, or

(c) left unsupervised while consuming food or drink.

(5) A licensee must ensure that safe drinking water is available to children.

(6) A licensee must make available to parents information on the food and drink given to children.

(7) A licensee must ensure that food and drink are not used as a form of reward or punishment for children.