



Wee Care Early Childhood Centre Inc.

Serving Comox Valley families since 1999

PARENT HANDBOOK OF POLICIES AND PROCEDURES

LOCATIONS : Valley View El., Royston El.,
Ecole Puntledge Park & Ecole Robb Road

Providing fun, educational before and after school (K-Gr.6)
and Kindergarten Preparation (3 ½ - 5 yrs)

PHILOSOPHY

Wee Care Early Childhood Centre Inc welcomes your family. It is the goal of our facility to provide your child with high quality, educational care.

At our centre, your child will have the opportunity to gain practice in cognitive, language, fine motor, large motor, social, emotional and self-help skills through "Developmentally Appropriate Practice" techniques. These skills will help your child build his/her self-esteem and prepare him/her for future life skills. Each child is treated with respect and love and is offered a positive learning environment.

Wee Care is dedicated to helping each child reach his/her full potential. Your child's safety and wellbeing are always a priority. The care is personal and individualized to enhance your child's growth and sense of well-being. Your questions, comments, and input are important so we can work as a team to achieve the very best experiences for your child.

NON-DISCRIMINATION

At Wee Care, we admit children of any race, religion, physical ability, national and ethnic origin to all the rights, privileges, programs and activities made available to students at the school. We reserve the right to determine the suitability of our program for your child's personal needs.

Termination of Services – There is a probationary period of two weeks (ten days attending) to see if the centre and our program is the best place for your child. Usually, this is adequate time for a child's adjustment to the program.

However, **at any time** during your child's attendance at the centre, if he/she is not succeeding with peer and group interaction, and unable to follow rules during activities and routine skill building, we reserve the right to end services.

We are a fun, school based childcare program and may not be a suitable for all children. Our adult to child ratio is 1-12 or 15 and a child who is struggling with listening and cooperation can, in an emergency, put themselves and the whole group at risk. We will return any monies owing and **do our best to help** families find alternate care. A successful child is a happy child.

If any unresolvable issues arise between the child/family and the centre, we will give one week notice for ending the child's attendance. For the health and well-being of the centre, we have all of the children's and staff's best interest at heart in this matter.

REQUIRED FORMS PACKAGE - MUST BE COMPLETE and SUBMITTED PRIOR TO FIRST DAY ATTENDANCE

- Registration form signed and dated by parent or guardian.
- Two Emergency cards with consent for child to receive medical treatment.
- Record of immunizations
- Two current 4 X 6 photos of child – upper torso, face, any distinguishing marks. Must be replaced each school term as children can
- Signed policies and procedures agreement including a consent for the child to go on any spontaneous outing (in the neighbourhood) off the premises, walks, short field trips, etc.

PAYMENTS

To ensure your spot, parent fees are due on or before the first day of each month. (Parent fees for drop in and those receiving subsidy are due at the end of the month.) Early payment with post-dated cheques is accepted.

We require one months' notice for cancellation of service and any fees paid will not be refunded, unless authorized by Head Office.

REFUNDS : In case of unexpected facility closure, or for some reason Wee Care is unable or ceases to provide care for your child(ren), the unused portion of payment will be refunded within 30 days (by cheque). This does not apply to the one **month's notice**, and families voluntarily removing child from care.

Types of Payments Accepted are e-transfers and cheques only.
(We no longer accept nor carry cash on-site.)

Parents receiving subsidy are responsible for ensuring that the necessary forms and information are submitted and up to date to prevent any processing delays. All parent fees must be paid in full and the subsidized amount will be reimbursed when we receive payment from MCFD. (please read and sign subsidy addendum)

Wee Care accepts e-transfers at: weecare.childcare@hotmail.com

Please ask the Manager of your child's centre for our e-transfer handout with the pre-set Security Question and Answer we ask all families to use. (No making up your own Q & A as this complicates processing times any may result in unnecessary late fees.)

In the message area of the e-transfer the following information needs to be provided: *child's first & last name; month payment is for; centre name. ie. Joe Smith, Sep 2017, Valley View (or VVE.)* It is very important to include these details because e-transfers are processed at the Wee Care main office, (and not by the Centre Manager.)

Note : Please send e-transfers before 4 pm. Any e-transfers received after 4 pm of the payment due date are considered late and late charges apply. Wee Care is not responsible for bank processing times or delays.

Late Charges

A fee of \$5 per calendar day (including holidays and weekends) will be charged for late payment of fees. A charge of \$20 will be charged for insufficient funds on cheques. If fees are more than 4 days late, the child will not be allowed to attend the centre until fees and late charges are paid in full. Late charges are to be paid by cheque or e-transfer and no receipt is given for that portion. Please call the centre ahead of time if special payment arrangements are required.

Court Fees

Should it be necessary to go to court over non-payment of fees owed, court & attorney fees will be added to your bill.

Appropriate food and drink policy

All Wee Care Centres offer a nutritious afternoon snack daily. When purchasing food for the children, we read labels to ensure packaged food contains the most amount of nutrition and the least amount of preservatives, artificial colouring and flavour.

Because children's minds and bodies function best when supplied with good nutrition, we encourage healthy eating and ask parents to not send any of the following in their children's lunches: Pop, chocolate bars, chips, or candy, high sodium content (dehydrates, raises blood pressure), food colouring (please see)

http://www.naturalnews.com/032512_artificial_colors_food.html .

If one of our students has a severe allergy we may ask for parents help in omitting some food items. We truly appreciate everyone's assistance in making our centre a safe place for all.

Registered seats

If you require 1 - 4 days per week this is considered part time; 5 days per week is considered full time care. With space permitting we may have drop-in spots available. Children enrolled in full time care are given priority over drop in/part time registrations.

Registration Deposits

When you do sign up, we require a \$100 deposit for full time children and a \$50 deposit for part time, drop-in and subsidized spaces. All Deposits are Non-Refundable, (unless we can't accommodate you,) and will be applied to the first months childcare fees.

Missed days

In accordance with our policy, **as soon as you know**, REMEMBER TO CALL if your child will not be attending on a booked day. The school does not inform us of student absences. Repeated incidents of not calling may result in termination of care services.

If your child falls ill or has an appointment, please call as soon as possible and you may be credited for that day. Occasional pre-booked time away from a reserved spot may be acceptable (special trips/visits from relatives) and if pre-arranged with the manager of the Centre.

Centre names and numbers:

- Ecole Puntledge Park (250) 331-3001
- Ecole Robb Road (250) 331-2241
- Royston El. (250) 898-3333
- Valley View El. (250) 331-2388

This is imperative for the safety of the caregivers and other children. We schedule staff according to the number of children we expect to be attending and have a ratio of:

1 staff to 12 children, (kinder – Gr 1); 1 staff to 15 children, (Gr. 2 +)

When a scheduled child does not show, a staff member has to leave the room to locate the child, leaving responsibility of their group to another. Daily activities don't start until all children are accounted for. A missing child occupies a caregiver's time and makes it stressful for the whole group. Because of the severity and effect it has on the centre, repeated offences of not informing us when your child has a schedule change, will result in termination of services. Please call Carla Carriere – President of Wee Care Inc. at (250) 898-9661 if you have questions or concerns.

BEHAVIOUR MANAGEMENT & DISCIPLINE POLICY

When a child is having a difficult time following directions or treating others or equipment with respect, developmentally appropriate guidance techniques are used. These techniques are as follows:

Positive Reinforcement

The child will be encouraged when he/she is demonstrating acceptable behaviour.

Redirection

When a child is acting inappropriately, they will be removed from their activity, redirected to another activity and given an opportunity to return and try again at another time.

If a behaviour threatens group safety and is not manageable, a parent will be called immediately and must come to pick up the child. If the problem persists, notice will be given for families to find alternate care arrangements. Follow up will be implemented to ensure that the problem is resolved before the child comes back to the centre. Our regular staff members are child caregivers and guide behaviour. They are not trained behaviour interventionists, and most do not have that level of education. The centre feels strongly that each child should feel comfortable in a non-threatening, safe atmosphere and it is the job of each staff member to ensure that occurs. We want the best for all children and that includes being fully aware of our skills and limitations.

“When.....Then” Statements

A statement in which the child is encouraged to accomplish something before going on to something else. Example: “*When* you finish picking up the blocks, *then* you can go outside.”

“If...Then” Statements

A statement in which the child is encouraged to make a positive choice. Example: “*If* you feel able to manage there, *then* you can go to the dramatic play area.”

Take A Break

The child is separated from the activity for a regulated period of time. This technique is used only when a child is exhibiting *temper tantrum type* behaviour. When the child shows that he/she is ready to demonstrate managing themselves, the child is encouraged to join the activity and try again. There is no shaming used, only clear, concise language about acceptable behaviours and the natural consequences of not managing.

HANDWASHING - Hands will be washed before preparing or eating food, after bathroom use, after nose blowing or wiping, and after handling an injured child where blood or bodily fluids are present.

TOYS & EQUIPMENT - These will be sterilized regularly as needed with the recommended anti-bacterial solution.

FIRE/EARTHQUAKE DRILLS - Practice drills will be conducted once monthly and recorded on record sheets provided by the licensing officer. Evacuation procedures will be posted on the wall next to exits.

IMMUNIZATIONS - Only children who are current on immunizations shall be admitted, with the exception of those whose parents/guardians provide a letter of exemption. Medical records and immunizations will be kept up to date in children's files.

ACCIDENTS & INJURIES - First Aid will be administered to a child needing care. Any incidents will be recorded. Parents will be notified when they come to pick the child up. Serious incidents will result in parents being notified immediately and the incident will be reported to the licensing officer.

FIRST AID TRAINING - All staff members, including substitutes and volunteers, are required by licensing to maintain current Community Care 1st Aid/CPR C tickets.

RELEASE OF CHILDREN - Children will **NOT** be released to anyone except parents, persons listed on the child's registration form and persons with written permission (signed letter, text or email) Identification will be required of those authorized who are unfamiliar to the staff. To avoid any problems, we suggest that you provide us with the names and numbers of **any** persons you may want to have contact with your child. If there are legal considerations, please provide the centre with documentation copies for our files. ie) specific persons not allowed access to child.

REPORTING CHILD ABUSE - Wee Care is required by law to report any suspected child abuse or neglect.

ILLNESS : SCREENING - Children will be visually screened as they arrive at the child care centre. If a child exhibits signs of illness, it will be determined if the symptoms indicate the need for exclusion until remedied. In the event a child becomes ill and needs to be picked up, the child will be made comfortable until a parent arrives.

EXCLUSION - Parents are required to inform the centre within 24 hours of a diagnosis of a serious illness or presence of a contagion in the family. Wee Care will then inform other parents of the diagnosis and the cause of the infection in order for other families using the child care centre to consult with the local Health Unit. (e.g. chicken pox etc. ..)

SYMPTOMS WHICH REQUIRE EXCLUSION

Lice – because of the costs, time and manpower required to rid a centre of lice, we encourage that children not return to the centre until there are no visible signs of the lice present. ie) all lice and eggs.

Pain - any complaints of unexplained or undiagnosed pain.

An acute cold with fever - runny nose and eyes, coughing and sore throat.

Difficulty in breathing - wheezing or a persistent cough.

Fever - (100F/38.3C or more) accompanied by general symptoms such as listlessness may be an early sign of illness that requires a physician's attention.

- Sore throat or trouble swallowing.
- Infected skin or eyes or an undiagnosed rash.
- Headache and stiff neck. - Should see physician.
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps. These symptoms may indicate a bacterial or viral infection which is very easily passed from one child to another. The child should be kept home until all symptoms have stopped.
- Severe itching of the body and scalp. (hives, lice, mites, etc)
- Children with known or suspected communicable diseases.

ILLNESS REPORTS - Serious illnesses will be reported to the licensing officer.

STAFF ILLNESS - In the event that any staff member displays signs of infectious illness, they will be replaced by a qualified substitute until they are symptom free.

COMMUNICABLE DISEASES - We are required to report communicable diseases to the licensing officer.

MEDICAL EMERGENCIES - In the event of a medical emergency, staff will first call 911, then the parents or guardian will be contacted as soon as possible. If the parent/guardian cannot be reached, the directions on the enrollment form will be followed. All accidents and illnesses are recorded and reported to the licensing officer.

MEDICATIONS - Medication may be administered under the following conditions:

Written Consent - Parental or physician's consent is required to administer medication.

PRESCRIPTION MEDICATION - All prescription medication must be in its original container and properly labeled with child's full name, date prescription was filled or

medication's expiration date, and legible instructions for administration, such as prescription label. Any unused portion will be returned to the parent. Please fill out a medication consent form at your centre.

NON-PRESCRIPTION MEDICATION - The following classifications can be given with written parental consent only as to the dose, duration, and method of administration specified on the manufacturer's label for the age or weight of the child.

The following is a list of acceptable non-prescription medication:

- Antihistamines
- Non-aspirin fever reducers/pain relievers
- Decongestants
- Anti-itching ointments or lotions, intended specifically to relieve itching
- Sun screen

UNLISTED NON-PRESCRIPTION MEDICATION - A physician's authorization is needed for non-prescription medication that is not included in the above list, or if it is to be taken differently than indicated on the label or lacks labeled instructions.

ACTIVE PLAY AND SCREEN TIME policy - Wee Care Inc recognizes that many children experience too much screen time and too little active play. It is our policy that while children are at a Wee Care Centre, they do not engage in screen time except on designated movie days. Occasionally, a staff may use the internet or a video for teaching purposes.

Children are not to utilize personal devices, except for the sole purpose of listening to music. If sharing music with friends at Wee Care, staff must ensure that songs are kid friendly. le) no swear words or songs sensationalizing and encouraging violence or inappropriate behaviour towards others.

In accordance with licensing, Wee Care agrees that ALL CHILDREN require 45 min. to 1 hr. of outside play time daily, if weather permits, or alternatively, gym time doing large muscle, physical play.

Wee Care employees are aware of & incorporate fundamental movement skills & injury prevention into all active play activities (physical literacy). Children have opportunities to practice fundamental movement skills as a part of their daily routines.

On Pro D Days, when children are present for more than 3 hours, more frequent active

play times are necessary. To balance activity levels and allow for rest time, children will have at least one session in the morning and one in the afternoon.

- Teach children how to be safe, act responsibly at playground, how to correctly use play equipment & to be aware of potential hazards
- Minimize exposure to harmful UV rays by appropriate scheduling
- Teach children about safety promotion & injury prevention, to remove items from around their neck before playing on equipment
- Teach children to wear helmets & other sports safety equipment while riding & playing team sports. Staff aware of their responsibility to ensure such equipment is properly adjusted/worn

Wee Care staff model appropriate play and assist children in learning appropriate ways of interacting with others. Good sportsmanship is paramount in maintaining friendships.

VISITATIONS - Wee Care has an open door policy. Parents have free access at all times to the areas used by children.

TRANSPORTATION & FIELD TRIPS

Parents will provide transportation to and from the school.

Occasionally, we transport children on a field trip and parents will be asked to provide safety approved car seats in accordance with the British Columbia laws. If morning numbers are low, we may drive children to visit another playground but will advise parents of our intentions and have them sign an authorization then.

Prior parental authorization is required before children can attend scheduled field trips, although occasionally we do take unauthorized short walks in the neighbourhood of the childcare centre.

SIGNING IN & OUT - The signing in/out record will be kept with the staff in charge. Children will not be permitted to sign themselves out and will only be released to the care of persons previously authorized by guardian (in writing). The law prohibits us from releasing children to a parent/guardian or any other person who is clearly under the influence of alcohol or other drugs. In this case, staff will contact the RCMP and have them deal with the matter directly. Also, if a child is not picked up by closing time, and staff have not heard from someone, staff will first try all parent and emergency contacts, if no one is reached within 15 minutes, staff will consider the child abandoned and advise the Ministry for Children and Family Development.

CHILDREN'S SUPPLIES -

Parents are requested to supply those items necessary for the proper care of your child:

- Necessary medications (refer to medications section)
- Appropriate weather gear (rain suit, boots, gloves, hat)
- Special food for snack if allergies are a concern
- Sunscreen and hats for warmer weather

SUMMATION

All children are treated with kindness and respect and provided with the opportunity to engage in a wide variety of activities. Our objective is to provide for your child a safe, clean and caring environment, in which each child will feel that he/she is cared for and valued.

If you have any questions regarding the policies outlined in this handbook, please let us know or call our Head Office at 250-338-5869.

Please read this entire handbook, initial where indicated, sign and return the last page to the centre with your registration and two completed emergency medical forms, two current pictures of your child showing upper torso, head, and any distinguishing marks; letter of reassurance for disaster preparedness kit.

Also, please ensure all pertinent contact information is kept up to date, including all persons authorized to pick up your child. CHILDRENS FACES CAN CHANGE DRASTICALLY AS THEY GROW. PLEASE SUBMIT TWO COPIES OF THE MOST RECENT PHOTO OF YOUR CHILD EACH YEAR...

Thank you

Wee Care Early Childhood Centre Inc.
Carla Carriere - President

I agree to allow staff of Wee Care to take photos of my child during regular daily activities with the understanding that these photos may be posted on the Wee Care website and put up for viewing in the centre and on the display board.

_____ print name _____ signature

I agree that when registering for these childcare spaces, my schedule will remain the same throughout the school year. I agree that I will pay the fees required for this space for the entire year. I am aware that if I choose to reduce the number of days care is required, I may need to forfeit my space to make room for another child requiring full time care. (Certain unavoidable circumstances may apply) (Please contact head office at 250-338-5869) Initials _____

I agree to allow my child _____ to attend scheduled field trips that I have been given adequate notice of, and to occasionally take short, supervised walks in the local vicinity with no notice. _____ (initial)

I agree that Wee Care Inc is not responsible for loss or damage to any personal items brought to the centre. _____ (initial)

I have read, agree with and understand the above to be the policies of Wee Care Early Childhood Centre Inc. This signed sheet will be kept in my child's file.

Parent/Guardian _____

Parent/Guardian _____ Date _____

Wee Care Inc Rep. _____

Date _____

For the purpose of statistics, does your child self-identify as aboriginal?

Yes _____ No _____