

# **TSLEIL-WAUTUTH CHILD & FAMILY DEVELOPMENT CENTRE**

**3036 Takaya Drive, North Vancouver BC V7H 3A8  
(604) 929-0693**

## **Family Handbook**



**Hours of Operation: Monday to Friday: 7:30 am – 5:30 pm**

## Vision Statement:

The Tsleil-Waututh Child & Family Development Centre will provide a holistic program for children and families where they will learn, thrive, and grow through incorporating the Tsleil-Waututh culture, *səlilwət-aʔt hənqəminəm* and other cultures.

## Mission:

The Tsleil-Waututh Child and Family Development Centre works to promote healthy development in children, families and the community by using a strength based approach that is family focused, community based and culturally inclusive.

Family focused means we will help families identify what their goals are and support them in reaching their goals.

We plan on using as many community supports and resources, as possible, to help families reach their goals.

Some families may find it hard to use certain supports, the centre will then work with parents to deal with those road blocks or look at other supports.



Although the centre will incorporate the Tsleil-Waututh culture as part of its curriculum, the centre will also look at other First Nation's cultures and the cultures of the families who are enrolled in the centre. Staff will work on showing the children other cultures as well.

## Philosophy:

### We believe:

- Parents and families are their children's main caregivers and teachers
- In supporting and empowering parents and extended families
- Supporting families in promoting their children's overall development
- When children know who they are, they are more successful in life
- Children learn through play
- All children have rights and we have an obligation to protect them
- In providing a home-like environment that is welcoming and reflects the cultures of the families we serve
- Our curriculum must be culturally relevant, developmentally appropriate and stimulating
- In providing a holistic program that incorporates the six program components of BC Aboriginal Head Start Program: 1) Culture and Language, 2) Education, 3) Health Promotion, 4) Nutrition, 5) Family Involvement, and 6) Social Support.
- The *səlilwət-aʔt hənqəminəm* is our connection to the past
- We share a responsibility in reviving the *səlilwət-aʔt hənqəminəm*
- The Elders are our main resource in teaching language, culture and values

**Children need:**

- Relationships of trust, where they feel they belong
- To gain a sense of accomplishment by learning through successful challenges.
- More responsibility as they become more independent
- A sense of purpose where care and concern for others is modeled, recognised and reinforced

Children are raised in a family and families are recognised as the main influence in children's lives.

**Families need:**

- Opportunities and choices to decide how they will participate in the centre
- Support for all members in the family that are relevant to their personal needs
- To decide what they need and how they will meet their needs
- To be respected as individuals

All families deserve support at one time or another and it's believed that families are affected by the community they live in.

**Program Goals:**

- To foster the spiritual, emotional, intellectual, social and physical development of children and their families
- To foster a desire for lifelong learning
- To support families as the main influences in children lives
- To foster a holistic approach to learning based on culturally inclusive values
- To ensure the efficient and effective management of all aspects of the program

**Services Provided****Centre-based programs:**

1. Infant & Toddler group child care
  - Provide full time fee based in centre childcare with fully qualified licensed educators
  - Operational hours: 7:30-5:30
2. 3-5 group child care
  - Provide full time fee based in centre childcare with fully qualified licensed educators
  - Operational hours: 7:30-5:30
3. Aboriginal Head Start Program
  - For children who are registered Tsleil-Waututh Nation Band members
  - Preschool hours: AM program 9-12pm

3. Parent Group (Parents' Nights)
  - Weekly Parenting Program on a variety of topics
  - Centre-based program
  - Dinner and child-minding available
4. Supported Child Care for children with special (extra) needs

### **Home-based Program:**

4. Aboriginal Infant Development program (AIDP)
  - Our AIDP consultant provides a home-based service for families with children 0-6 years old
  - Consultant designs program according to family needs
  - Monthly house visits
  - Ages and Stages & Childhood Development

## **About our Program**

### **Days & Hours of Operation:**

Monday to Friday: 7:30 am – 5:30 pm. We ask families to pick up their child(ren) at/by 5:15pm this allows children to get ready to leave in a relaxed way, and will allow staff time to pass along needed information, and complete day end cleaning by 5:30. Please note that families have the right to pick up their children at anytime throughout the day. If you plan to pick up earlier than 4pm please call to inform us as we may be walking in the community and not in the building when you pick up.

### **The centre will be closed for the following holidays:**

Family Day	Good Friday	Easter Monday
Victoria Day	National Aboriginal Day	Canada Day
BC Day	Labour Day	Thanksgiving Day
Remembrance Day	Christmas Eve	Christmas Day
Boxing Day	New Years Eve	New Year Day

### **Christmas Closure:**

December 24<sup>th</sup> – January 2<sup>nd</sup> (actual dates may vary depending on statutory holidays)

**Head Start will follow North Vancouver School District for school closures for both Christmas (winter) and Spring break closures; however we are only closed for the month of August.**

**Additional Closures:**

These closures do not affect child care fees, fees are payable in full each month as per Child Care financial contract.

**Professional Development Day**

We will be closed twice annually for staff development days. You will receive one month's notice prior to the two professional day closures.

**Unexpected Emergency Closure**

In the case of fire, extended power or heat failure, extreme weather conditions or an evacuation due to the safety of the facility, the centre will close, as per licensing, until we can provide regular services.

Staff are scheduled for work at 730am and will begin to call families to inform them of the unexpected closure. If the event happens during child care hours 730-530, staff will call families for immediate pick.

Should a non-emergency closure be anticipated (e.g. heavy snow fall in the morning) staff will advise parents/guardians of the possibility of a closure when children are dropped off.

**Scheduled, Non-Emergency Closure**

Non-emergency situations (e.g. lack of heat, water, electricity) may come up needing the centre to be closed. We cannot operate during such closures.

**Emergency Release**

Once annually our Centre will perform a license required emergency release drill. This may or may not be done at the same time as the Tsleil-Waututh Nation. If you are required to pick up early you will get at least one month's notice for the emergency release. We will open at regular time (7:30), and may request an early pick up. This will allow you to prepare for a "real" natural disaster and route your pickup according to road closures. As you may already know some main streets such as, Keith Road and Seymour Parkway are reserved for emergency vehicles only.

**Unexpected Head Start Closures**

There may be times when Head Start will close. This generally happens due to illness and short staffing however our goal is to provide consistent care. You will be informed of a closure by a phone call from staff. During such closures if your child is fulltime their care will not be affected.

## **Tsleil-Waututh Aboriginal Head Start**

Head Start is a holistic, community-based early intervention program that operates with our existing licensed child care programs. All children will benefit from this program.

The BC First Nations Head Start (BCFNHS) On-Reserve Program is a program funded by Health Canada to enhance early childhood development, school readiness and overall family health and wellness for First Nations preschool children (birth to six years old) who are registered Tsleil-Waututh band members and are living on reserve.

This program has a limited number of spaces and operates Monday-Friday from 9-12. Once the program is full a waitlist will be created for band members who wish to take part in this program.

Should a family require care outside of these hours, they must make arrangements with the manager for fee based care.

### **Program Guidelines and Aboriginal Head Start Requirements**

#### **Culture and Language**

The program will:

- Demonstrate an understanding, respect and responsiveness for the Tsleil-Waututh cultures as well as the cultures and languages of the families enrolled in the centre
- Promote an awareness of and respect for a variety of cultures
- Promote a sense of pride in the children about their own culture

#### **Education**

The program will:

- Promote a desire for life long learning.
- Focus on all aspects of development – intellectual, social, emotional, physical, and cultural/spiritual by using screening tools (i.e. **Ages and Stages Questionnaire**)
- Provide children with opportunities to develop school readiness skills.
- Includes the Tsleil-Waututh Community Development Department in creating individual education plans when needed

#### **Health**

The program will:

- Work with families and Tsleil-Waututh Community Development Department for overall family support and health
- Have a qualified health nurse visit on a regular basis
- Promote healthy lifestyles
- Assist families in identifying their health needs and help them to meet these needs

**Nutrition**

The program will:

- Provide nutritious snacks to children.
- Provide information to families about healthy eating habits.

**Social Support**

The program will:

- Work in partnership with families to identify what social support they want
- Help families access support.
- Provide opportunities for families to support each other.
- Involve local services in projects.
- Develop a list of service providers in the area.

**Family Involvement**

The program will:

- Acknowledge families as the biggest influence in children's lives.
- Recognise that all families need support at some time.
- Help families identify their needs and support them to use resources to meet those needs.
- Provide a variety of opportunities for families to have meaningful involvement in the centre.

**Cultural Inclusion**

As a culturally inclusive centre, we welcome people from a variety of cultural backgrounds. Staff will recognise and acknowledge the cultural diversity of the environment. We will work towards understanding the cultures of the families in the centre and work with families who are willing to share their culture with the children.

**Communication with Families:**

Staff will show respect for, and recognise families' traditions, languages, communication styles and culture. The program promotes open, trusting relationships between staff, families and children of the Centre. Staff will aim to provide information to families in a way that is understandable. We ask that you pick up your child at the end of the day no later than 5:15 so that teachers can communicate your child(ren)'s day. This is important as this is the best time to relay needed information and allows staff to talk with families on a regular basis.

If a family has any questions, concerns or suggestions regarding their child(ren), they are encouraged to speak first with the child's room teacher. However, we understand that people may feel more comfortable in speaking with the manager. If the staff or manager has concerns regarding a child they will speak with the family and inform the manager of the outcome of the meeting. If the staff or manager has concerns regarding the parent/guardian and communication with the family, the manager will address the family in confidence.

**Other forms of communication**

For sharing information about the centre, there is a bulletin board, notes posted on building doors and face book and a quarterly newsletter. If the information to be shared with families is sensitive or confidential, then the policies regarding confidentiality will apply.

**Telephone and Messaging**

Please understand that our main priority in our Centre is to care for the children. We may not immediately answer the telephone so please leave a message and we will return your call at our earliest convenience.

If you have an emergency please:

First - leave a message on our telephone at 604-929-0693 and

Second - call the manager directly at 604-353-6349 or our AIDP consultant at 778-837-1335 and we will address your emergency.

**Confidentiality:**

Confidentiality at the centre refers to all verbal and written information about potential, enrolled and former children, families and staff.

All staff will be expected to respect the protection of privacy. They will make sure that no private or personal information is released.

**This does not include times when staff:**

- Believe a child needs protection
- Are subpoenaed by the court
- Are required to provide information to RCMP or Social Workers when doing an official investigation

**Starting Childcare:****Application for Waitlist**

Families on the waiting list will be asked if they still need a space. Families will be expected to come and look at the centre before making an application.

When first contact is made with a family, the manager will:

- Encourage families to observe the program
- Provide an application form
- Provide information about the deposit
- Explain their child will be placed on a waiting list when both application and deposit have been received

When a space becomes available families will be contacted according to enrolment priorities.



**Wait List**

A list will be kept of all the families who are waiting to enroll their child(ren) in the centre. If a child gains a spot in the centre they have one week to accept or decline the child care space. Once the week has passed, the manager will move onto call the next family waiting. If you would like to place your child back on the waitlist at a later date he/she will be put back to the end of the list.

If the family can declines the space we ask the family to put this decline in writing and be handed to the manager of the Centre.

**Priority for Admission**

When we have space, **Priority** will be given to on a first come first serve basis to Tsleil-Waututh members who agree with all the policies and procedures outlined in this family handbook. When there are vacancies, children will be accepted as follows:

- Children who are already enrolled in the centre and moving to the next age group
- Siblings of children already enrolled
- Children currently enrolled in part-time care wishing to increase to full-time and vice versa

**Enrollment**

Enrolment means full and/or part time care. A child will be enrolled in the centre after finishing the registration procedures.

**Full-time care** includes registration for four to five days a week 4 hours or more each day, even if the child misses days due to illness or holidays.

**Part-time care** includes registration for care up to four hours a day. The centre aims to meet family's needs for part-time care by offering a limited number of part-time spaces when possible. When enrolling a child in part time care, the days of care may fluctuate. If your family does not have flexibility in days of care, part time care may not be your best option. If we can match schedules and ages of children, families may be able to register for part time care.

Please note that unless otherwise arranged, part-time days of care do not change because of children's illness, family holidays, or statutory holidays. All requests need to be approved by the manager.

**Deposits**

A non-refundable deposit of half the months child care fee is due at the time of registration. This amount will be applied to the first month's fees once child care commences. A receipt will be issued.

**After Start Date Confirmation**

After the manager confirms the start date, a staff will arrange for a gradual entry for the child and family. During this transition, the manager or head teacher will discuss and answer questions about the centre – including the family's needs and strengths and the how the centre can help meet those needs and use the family's strengths. The manager, or staff, will go over the enrollment package and family handbook with the family. Once the family and staff have gone through the Family Handbook, the family will sign a form stating that they agree to the policies and procedures set out in the handbook prior to leaving the child in the centre.

**Financial Contract**

All families will be required to sign a financial contract regarding fees and fee payment. The financial contract is included in the registration package. Both the registration package and the financial contract may be renewed occasionally. You will receive photocopy of the contract for your reference and files.

**Full Time Fees**

Fees are due, in full, on the first of every month. Please speak with the manager to arrange alternate fee payment dates if needed. An official receipt will be issued once a payment is received. N.S.F. cheques must be repaid within one week, including any bank service charges. If fees are not paid as per schedule you may lose your child care space.

**Tsleil-Waututh Head Start Fulltime Care Fees**

If a Head Start family would like to use a full time space and extend the length of your child's day beyond Monday – Friday 9-12pm a fee is required. Fees are due, in full, upon receipt of invoice.

Families are responsible to make fee payments, in full, on the first of every month. Please speak with the manager to arrange alternate fee payment dates. An official receipt will be issued once a payment is received. N.S.F. cheques must be repaid within one week, including any bank service charges.

If a Head Start family does not pay full fees, the first step in solving this issue of fee payment will be immediate return to Head Start hours. Once the Centre receives payment in full, the child can return to fulltime care.

**Subsidy**

Families must pay all childcare fees upfront. Once your subsidy is approved you will be reimbursed the subsidy portion. Child Care will not start without payment. This is practised as a way to protect your family from accumulating high child care bills if a subsidy is not approved.

The family is responsible to keep subsidy up to date. If a subsidy expires the family is responsible for payment until the manager receives approved subsidy.

The Child Care Centre has no control over subsidy decision.

## **Childcare Information:**

### **Arrival & Departure**

When a child arrives it is important for the parent/guardian to sign the child in and take the opportunity to talk to staff about the child's needs for the day. Families are encouraged to take the time to settle the child and say good-bye. If a child is not able to attend the centre on a particular day, families need to tell the centre by 9:30 of that day

### **Attendance**

Families who wish to have their child(ren) remain enrolled and registered in the Centre based programs are responsible to inform staff if their child will be away due to illness or holiday. Inconsistent attendance and extended absenteeism is grounds for termination of childcare services. **(see the termination policy p. 22)**

### **Signing In**

Families will bring their child(ren) into the centre and sign their child in, in the Sign-In book. It is important that families do this because this is our daily attendance sheet, and we take this with us when we need to evacuate the building. Families will make sure the staff knows their child(ren) is present before they leave the building.

### **Signing Out**

Families need to make sure the staff know they are picking up their child before leaving the building and sign them out of the Sign-In book.

At pick-up time (no later than 5:15pm), we ask the parent/guardian to talk with staff before signing their child out. We close our doors and teachers **MUST** leave the building at 5:30pm.



### **Registration Package**

Prior to the child's first day in care, families will ensure all the needed forms are filled out and returned to the centre. These include:

- Child's Registration Form
- Child's Emergency Consent Form
- Authorisation to Provide Emergency Care
- Student Immunization (Vaccination) Information For School Form
- Permission for Outings
- Permission for Visual Images
- Financial Contract
- Dietary Restriction Form
- All About Your Child/My Teacher wants to know
- Medication consent policy (to be reviewed with staff)

- Acknowledgement and Agreement to Policies Outlined in the Family Handbook Form

### **Children's Files**

A file will be kept for each child enrolled in the centre. Each file will have all the needed forms and personal and confidential information as listed above. Each family is responsible to have all forms submitted prior to starting childcare. **It is the families' responsibility to update all forms as needed, as this is a requirement of Licensing. Once the changes are made your child can attend childcare.** These files will be held in a locked filing cabinet. All files are only accessible to TWN Staff.

## **Life in Childcare:**

### **Child's Introduction to the Centre**

The child's needs are the main concern during the orientation period. Staff will make every effort to create a warm and welcoming environment for the child and family.

#### **Strategies may include:**

- Encourage families to stay in the centre a little longer
- Let families know how typical stress is on the first days
- Inform families that children can go back to old behaviours (toileting, thumb sucking) and this is typical and usually short-term; and
- Encourage families to use a regular routine to say good-bye that is realistic and at the child's level of development
- Inform families that this behavior is typical behavior for transitioning children
- A favourite toy or personal object
- More time to sit back and watch, before participating in the program
- Additional support during transitions (changing from one routine to another)

### **Gradual Entry/Orientation**

The purpose of orienting a child and family to the program is to:

- Decrease anxiety for both child and family.
- Provide the staff with a chance to meet with the child and family.
- Provide an opportunity for the child to explore the centre with a trusted adult
- Ensure emotional and physical support for the child as (s)he becomes familiar with the staff, children and program routines.
- Inform the families about the philosophy, policies, goals and daily programming of the centre.
- Give the staff and families time to talk.

**Sample of a gradual entry week:**

*DAY 1 – Child comes to centre with a family member for a tour and orientation.*

*DAY 2 – Child attends, with a family member and stays for one to three hours including a snack and circle time. The Family member takes a short break away from the child, but stays at the centre.*

*DAY 3 - Child comes with a family member and stays for the morning and lunch. The family member will leave the centre, after the child is settled, and return at 12:30 pm.*

*DAY 4 - Depending on the child, (s)he will stay for the entire day.*

This is a guideline only, each child and family may need a different entry schedule.

**Extended Orientation**

If a child continues to have a hard time saying good-bye, and seems stressed when the family is away from him/her, the staff may suggest other options. Options will be determined by careful observation of the child, allowing the child a reasonable length of time to adjust to the program and with consultation with the family.

**End of Orientation**

After a period of 6 – 8 weeks the manager or staff will talk with the family about how the orientation process and answer any questions.

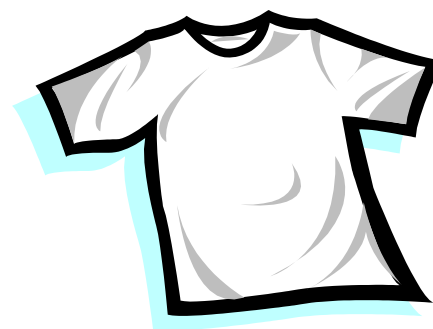
**Transitions between Rooms**

Transitions from the Infant/Toddler room to the preschool room will be tailored to the child(ren) and the family's needs.

**Clothing and Possessions**

As children play indoors and outdoors each day, they need to wear washable, comfortable clothing appropriate for the weather. Please label all child(ren)'s belongings with first name as we will not be responsible for lost items. Families are asked to provide:

- an extra shirt, pants, underpants, socks and sweater;
- a pair of skid proof, soft, comfortable indoor shoes; as the gym requires runners
- for rainy days – boots and a muddy-buddy or rain suit;
- in winter – a pair of mitts, a hat and warm outdoor clothing;
- in spring and summer – a sun hat and
- sunscreen (if they require a specific brand)



Children are welcomed to bring a soft, cuddly toy or special blanket from home for use during rest time. All clothing or personal items will be stored in each child's cubby. However, we do ask that families encourage their child(ren) to leave home toys at home as sharing home toys can be a challenge for children. This also eliminates lost or misplaced toys.

**Rest Time**

Rest time is a healthy part of a child's development. Both programs offer adequate periods for resting.

**Infant/Toddler room Rest Time**

Children will be offered adequate resting periods. Please note that when a child first begins care we try our best accommodate family requests for sleep needs. When a child is comfortable and has reached a new developmental stage we will adjust the sleep needs of the child. We strive to have all children resting according to our group childcare schedule. This is important for the program as it allows staff the ability to offer a more enhanced program to all children. If you have any questions or concerns please speak to the manager.

**Preschool Rest Time**

Children will have a rest time each day at the centre after lunch. Children do not have to sleep during the rest period, but they are expected to rest calmly during this time.

**Outdoor Play**

As part of a healthy program, it is important for children to spend time outdoors each day. Every child must be able to spend at least 30 minutes outside each day rain or shine, if families do not agree to this term then other childcare arrangements may be needed (**please refer to the Health policy on pages 15-17**).

**Excursions & Field Trips**

It is part of the program to go for walks in the neighbourhood of the centre. All families will sign a community walking field trip notice (outings Form). However, field trips away from the neighbourhood are carefully pre-planned and supervised.

Families will be informed before a trip away from the neighbourhood and parental permission will be requested if you do not sign the permission forms you are responsible for finding alternate care for your child for the duration of the field trip.

Field trips are a great opportunity for families to participate in their child(ren)'s program. We encourage families to volunteer. It provides you an opportunity to be a part of your child(ren)'s learning environment. If a parent/guardian volunteers on a fieldtrip, it is the parent/guardians sole responsibility to ensure your child(ren) are diligently supervised during the fieldtrip.

We set this expectation as it can be somewhat confusing for the child, family and staff as to who is responsible for the child during a fieldtrip.

If for whatever reason your child(ren) will not be participating on a field trip please call into the centre to inform prior to departure time. If your child does not arrive on time, there will be no care available until the class returns from their trip. We will not accept children for care at fieldtrip destination.

**Guidance**

The centre will work on cooperation between children. We will encourage positive relationships between Children and adults.

The staff will be positive in their interactions with child and families and use healthy behaviours. Children will be appreciated for the unique individuals they are, and understood as being part of a family system within a community context. All behaviours serve a purpose and children react to situations based on their learning. Our goal is to foster belonging, a sense of accomplishment, a sense of independence, cooperation and concern for others.

Children will be valued as important members of the centre who deserve positive attention and affection. A sense of accomplishment will develop through activities which will allow children to explore, experiment, and develop skills. Children will be encouraged to gain independence and self-reliance. Caring for others will be promoted by showing children how to act towards others, encouraging them to share with others, and to care about other people.

Children will have the time; space, materials, and support they need to accomplish goals and tasks.

Children will be given a chance to talk about what they want. Children will also be given clear directions for appropriate ways to act. Children will be given every chance to correct their behaviour through reminders, encouragement and direction.

A positive approach will be used by:

- Making a “no” into a “yes” – “Yes you can do that when \_\_\_\_\_.”
- Redirecting behaviour - “You can run outside.”
- Providing encouragement – “I know you can do this.”
- Acknowledging feelings – “I can understand you feel sad.”

Given this proactive approach, if a child still acts inappropriately, then staff will look for reasons why the child is acting the way (s)he is and try to help the child deal with those reasons. The child will be given time and space to calm his/her body with the support of a room teacher.

If a child continues to act inappropriately, then appropriate consequences will be given in a clear, respectful manner.

**According to the Child Care Licensing Regulation 52, at no time will any child enrolled in the Tsleil-Waututh Child and Family Centre be subjected to:**

- **shoving, hitting, shaking, spanking by an employee or another child, or confinement or physical restraint by another child;**

- **Confinement or physical restraint by an employee, except as authorised in a child's care plan if the care plan includes instructions respecting behavioural guidance;**
- **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;**
- **Spanking or any other form of corporal punishment**
- **Separation, without supervision by a responsible adult, from other children;**
- **as a form of punishment confined, physically restrained or kept, without adult supervision apart from other children; and**
- **as a form of punishment deprived of meals, snacks, rest or necessary use of a toilet;**
- **Subjected to emotional, physical, sexual abuse or neglect.**

### **Biting in Childcare**

Young children may not always have the words to communicate and express themselves with others and the end result can end up in a child biting to communicate. If a child bites another child, staff will inform both families of the incident without using names of children. Staff will follow specific steps when dealing with biting and families of children involved will be notified. If you have any further questions please speak to the manager.

## **Adults in our Childcare Centre:**

### **Staff**

The majority of our staff are certified Early Childhood Educators who maintain all certification required by Licensing, this includes First Aid Certificates and criminal record checks. The centre will make sure there is a staff present with a valid first aid at all times. We will work with assistants, substitutes, volunteers and students. Families will have a chance to meet them as they participate in the program. All persons involved in the centre, on an on-going basis, will complete a Criminal Record Search before starting at the centre.

### **Summer Teacher Placement**

Tsleil-Waututh Child & family Development Centre is under the direction of both licensing and Tsleil-Waututh Nation. Due to our dramatic drop in attendance during the summer months (July & August) our staff may be used for other childcare programs with in the Nation during this time. This will not affect our ratio or our level of care.

### **Students & Volunteers**



From time to time students and/or volunteers will be part of the program. At no time will they:

- Be left alone with children
- Diaper or toilet children, without a staff present
- Be counted as part of the child: staff ratio

### **Visitors at the Centre**

As a safety and security precaution, all visitors and community partners need permission from the manager or senior staff before or on arrival of a visit to the centre. Unauthorised visitors will be asked to leave.

### **Other adults you may see**

- Cultural teachers/elders
- Librarian
- Dental hygienist
- Firemen/policemen
- Licensing officers
- Maintenance crew
- Other TWN employees
- Workshop presenters
- Aboriginal Supported Childcare

## **Parent/Family Participation:**

### **How can I participate?**

Our Head Start program requires and encourages families to be involved in the program. In order to provide a free three (3) hour Head Start program we request that all families volunteer approximately 4 hours of their time each month. The family can include: parents, aunties, uncles, grandparents, foster families etc., we ask that each family make arrangements to volunteer their time. There are many ways that a family can volunteer directly and indirectly in the classrooms. Family involvement can include, but not limited to:

- Sharing of cultural information/celebrations
- Assistance during field trips
- Ideas/suggestions for curriculum planning
- Being a part of the Parent Advisory Committee
- Sharing – demonstrating a skill / talent / interest
- Volunteering time in the Centre

There is a family participation log book that is kept under the sign in book, and we ask that all time you commit to the centre as a volunteer is logged in this book.

### **Family Visits**

Families are encouraged to “drop-by” anytime while the centre is open to spend time interacting with their child(ren). If the family would like to speak with a specific teacher or staff, they will need to make an appointment so we can arrange floor coverage. Staff reserve the right to ask a family (or member of) to leave the centre if there is a disruption, emergency, or for any health and/or safety reason. Any form of threat or

inappropriate verbal communication will be grounds to ask a person to leave the building.

At no time is it ok for an adult (other than the teachers/staff) to discipline children that are not their own. If there is a problem or issue that you feel needs to be addressed the adult is asked to speak to the teacher/staff who will address the issue, as per our policy, with the children in our care. We have a responsibility to ensure all children feel safe and secure in this environment and that the proper procedures and guidance techniques are used.

### **Honorarium based opportunities**

When the Centre seeks program involvement including cultural activities, and are providing an honorarium, we will first approach currently enrolled families. If we are unsuccessful we will then seek support from Tsleil-Waututh Nation.

### **Health Policy:**

**Tsleil-Waututh Child & Family Development Centre is obligated to follow the Vancouver Coastal Health manual ‘Sneezes and Diseases’ when making health related decisions. However, the childcare Centre has the right to create separate policies and procedures related to health. To find a copy of this manual you can either speak with the staff or visit [www.vch.ca/sneezesdiseases](http://www.vch.ca/sneezesdiseases).**

**As part of a larger organization, Tsleil-Waututh Nation(TWN), all information gathered will be available to TWN Community Development Department to better support the needs of your family. This includes but is not limited to the Public Health Nurse, who regularly updates children’s immunization records and shares the results with our childcare centre.**

### **Immunization**

As immunizations are one of the best ways to preventing the spread of communicable diseases, we recommend that all children’s immunizations are up to date before starting at the centre. Once enrolled, families will update their child’s health information as needed. If a child is not immunized and there is an outbreak of a communicable disease, that child will have to stay away from the centre and families must still make their child care payments through this period.

### **Illness**

While we are sensitive to the stress illness may cause for families, however, we are not licensed to care for ill children. Families will need to keep their children at home, or make other care arrangements, if a child:

- has a communicable disease
- has a contagious infection, including pink eye

- has a fever of 38.5 degrees Celsius within 24 hours
- is vomiting or has diarrhea within 24 hours
- has a skin infection or an undiagnosed rash
- **not well enough to participate in all program activities including outdoor activities**

Once your child is free for 24 hours from fever, vomiting and diarrhea without any medication they can return to childcare. Families are asked to notify the centre if a child has a communicable disease so other families and the Regional Health Authority can be notified.

If a child becomes ill during the day, staff will attempt to contact the parent/guardian. If unable to reach the parent/guardian, staff will try to reach emergency contacts. Staff will provide a quiet rest area with close supervision until the parent/guardian, or a contact person can pick up the child. If the situation becomes urgent, staff will follow the emergency medical procedures outlined below.

### **Fever**

If a child looks unwell and is unable to participate in the childcare program, staff will check a child's temperature. If a child has a temperature of 38C or 100.4F staff will notify the family so they begin to make arrangements to have their child picked up should the fever reach 38.5C or 101.3F.

Once a child's temperature reaches 38.5C or 101.3F the child is required to be picked up as soon as possible. The child can return to the childcare centre once the fever has broken (without medication) and they are free from the fever for a period of 24 hours.

**If we are unable to reach the family or emergency contacts we must seek medical attention and call 911 when:**

- **the child has a seizure**
- **the child's condition is declining quickly and the child is becoming sleepy, listless and unresponsive**
- **the child is having a difficult time breathing**

### **Gastroenteritis Outbreak (G.I. outbreak)**

#### **What is a G.I outbreak?**

3 cases of vomiting/diarrhea within 3 days

We have no authority to declare a G.I Outbreak. Only Vancouver Coastal Health will declare and outbreak

**When a G.I. Outbreak is declared we must follow these steps:**

1. all children and staff must report all vomiting/diarrhea
2. if any child or staff has vomiting/diarrhea they must not return to the child care centre for 2 full days after the last episode of vomiting or diarrhea

**During a G.I. outbreak the staff will:**

1. VCH require us to post a note on the front door informing people of the G.I Outbreak
2. VCH requires everyone to use hand sanitizer at the door when entering the building and then wash with soap and warm water once you arrive in the classroom
3. VCH requires that everything in/on the building is bleached each day
  - a. Therefore, the building will smell strongly of bleach during this time
4. VCH prohibits water and sand play
5. VCH prohibits toys from home
6. VCH advises to have very limited toys in the Child Care Centre
7. VCH advises us to use only bleachable toys and objects
8. Families can choose to have their child participate or not during a G.I .Outbreak
9. We will remain open and operate unless otherwise directed by VCH or TWN Health, but your child will be at risk of developing gastroenteritis.

### **Head Lice**

Sneezes and disease manual states that **children with head lice should begin treatment before they return to the child care centre or school.**

If a child is consistently scratching their head staff will:

1. look to see if they can see head lice or nits
2. if they find head lice they will get a second opinion
3. If two people agree that the child may have Head Lice the staff member will call to inform the family and let the family know the child must be treated before returning to child care
4. If the child was treated already treated staff will note the date and encourage families to continue to pick out the head lice
5. When we are informed of or notice a case of head lice we will post a note to all families

We understand that dealing with a lice outbreak can be very time consuming and can be quite frustrating. For that reason, we ask that when we post a lice notice on the building doors that your family checks your child's hair every day to decrease the chances of head lice spreading. We will take the notice down once we no longer have any more reported cases of Head Lice. If you would like help in anyway please talk to the room teachers or the manager as we are here to support you and your family.

### **Allergies**

It is extremely important for families to tell the staff about their child's allergies related to food, animals, stings and the environment. If your child has a severe reaction to anything please inform staff. If the allergy is food related please fill the Dietary Restriction Form. Staff will ask the other families not to bring these foods into the centre.

If your child develops an allergy later in life it is the family's sole responsibility to inform staff and fill out proper forms to ensure that staff are informed.

Families may be informed by a memo, as well as, a sign that states what the current restrictions due to allergies are. The sign will be posted in a place for families to see.

### **Children's Birthday's**

Due to Food Safe requirements and protecting anyone who may have allergic reactions we celebrate the child by singing Happy Birthday and ask families to celebrate birthdays outside of childcare hours. Please place all invites in the hanging mailboxes to avoid hurt feelings or lost invitations.

### **First Aid Kits**

At least one First Aid kit will be readily available to all staff in the centre and a travel kit for field trips.

### **Administering Medication**

We do not administer Children's Tylenol or cough syrup because they only suppress symptoms and do not deal with the cause of the illness. If a parent/guardian would like the staff to give medication to their child, the Child Care Regulations require staff to follow certain procedures. We require:

- The medication to be in its original container
- Medication Consent form must be completed with instructions on how to administer the medication
- Families must make sure the medication is given to the staff as all medications must be stored and locked
- If emergency prescription medication is needed parents/guardians must complete the Special Medication Consent form outlining the symptoms the child would have during a reaction and the exact procedure for administering the medication such as an epi-pen. This becomes the child's care plan. This care plan should be signed by both the parent and the doctor.

### **Medical Emergency Procedures**

If a child is injured or becomes ill while at the centre, staff will quickly assess the situation to decide what action is needed. Below are three procedures that will be followed.

1) If First Aid treatment is needed, staff qualified in First Aid will:

- Acknowledge the child's feelings
- Provide First Aid treatment
- Provide close supervision to ensure the child does not require further First Aid or medical attention
- Complete an Incident Report and process according to the Child Care Licensing Regulations
- Inform the family when they come to pick up the child

2) If non-emergency medical attention is needed, a staff qualified in First Aid will take care of the child while another staff person will:

- Support the child and the family when they arrive
- Access the child's file for medical information and permission

- Contact the parent/guardian, then the emergency contacts if the parent/guardian is not available
- Contact the child's doctor if the parent/guardian cannot be reached
- If the child's doctor is not available, proceed as if it is an emergency medical situation
- Complete the Incident Report and process according to the Child Care Regulation

**3) If emergency medical attention is needed, qualified staff will administer First Aid until emergency health services arrive. Staff will:**

- Support the child, and the family if/when they arrive
- Access medical information
- Call and request an ambulance
- Contact parent/guardian or emergency contact to meet at emergency facility
- Accompany the child to emergency facility
- Provide information to the doctor and parent/guardian
- Complete an Incident Report and process according to the Child Care Regulation

**Please note: Families are responsible for the cost of ambulance transportation to a medical facility.**

## **Smoking**

Smoking is not permitted in or on the childcare site.

## **Hand Washing**

Each adult who is working in the centre (including volunteers and students) will wash their hands when they enter the centre for the first time that day. Other times staff and children are required to wash hands are, after wiping nose, before and after eating or handling food, after using the bathroom or diapering or when hands are visibly dirty.



## **Toileting/Diapering:**

### **Washroom Procedure**

Staff will supervise washroom routines. When on a field trip or in a public location, all children will be supervised when using washrooms. Using standard washroom procedures for supervision will make sure the children are safe

- Only staff will supervise washroom activities
- All staff actions will be visible

Children will be given help when needed, if the child either asks for or says it is OK to help him/her, otherwise toileting will be independent.

- If a child refuses help, staff will respect this as long as health and hygiene standards are met
- If a child does not want help and health and hygiene standards are not met, staff will respect the child's refusal, but make sure that all surfaces are disinfected, as needed, write in communication book and tell the family

All children will be reminded to flush toilets and wash hands after using the toilet. If potties or training seats are used, they will be cleaned after each use.

### **Diapering Procedure**

Parents are responsible to provide disposable diapers, wipes and any cream they want applied to their child while at the centre. All diaper changes will happen at the diaper counter. There will be no food prepared around the diaper counter. Used, disposable diapers will be placed in a waste container to be disposed of at least once a day. Any soiled clothes will be placed in a plastic bag and sent home for washing. Each child will be cleaned before a new diaper is placed on him/her. The change table will be bleached after diapering. All staff will wash their hands after changing a diaper.

### **Nutrition Policy:**

The centre will ensure that each child has healthy snacks according to the Canada's Food Guide, and will promote and encourage families to offer nutritious choices for lunch. Any staff member handling food, as part of their regular duties, will have a Food Safe Certificate. The centre will set a priority for staff with Food Safe to be designated to handle food offered to children, when needed. The centre will promote healthy eating and nutrition as part of our daily routine, however, there will be occasions where treats will be offered during special ceremonies, and these treats will generally be sent home at days end.

### **Points to Consider**

- ✓ Weekly snack menus will be posted on the fridge, accessible to all families, for the present week. Families will have the option to send alternative snack items
- ✓ Any food allergies or sensitivities will be posted in the kitchen, visible to all staff. If there are any allergies that may cause serious harm to a child, an individual care plan will be developed and posted
- ✓ If a child's record includes, or the child has a care plan that includes, instructions respecting food and drink for the child, the centre will comply with those instructions
- ✓ The centre will ensure that food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, regarding: age, the number of hours the child is in care; and the child's dietary needs or cultural background
- ✓ The centre will ensure that children are not fed by means of a propped bottle
- ✓ Children will not be forced to consume any food or drink, and the centre will ensure that food and drink are not used as a form of reward or punishment for children
- ✓ Children will also be supervised at all times when eating or drinking
- ✓ The centre will ensure safe drinking water is available to children.

### **Breastfeeding**

We will maintain a positive attitude towards families who wish to continue breast feeding their infant. Staff will give families a comfortable and a semi-private area to breastfeed while in the centre. Breast milk will be stored in bottles with labels that have the child's name and an expiry date for the milk.

### **Food Preparation and Storage**

All of the children's lunches from home will be kept in the children's fridge in their own personal baskets. All other food will be stored and prepared in the kitchen. All persons involved with food preparation will wash their hands before handling or preparing food, as well have Food Safe

## **Pick Up:**

### **Late Pick Up**

A parent/guardian will be considered late picking up their child after 5:30 standard cell phone time. Late fees will be applied due to a late pick up. A fee of \$1 for each 1 minute, for each child, past closing time will be paid by the parent/guardian. The parent/guardian will be responsible for payment within one week of the late pick up.

If the parent/guardian has not picked up their child or called the centre by closing time, the staff will contact the authorised alternative person(s) to pick up the child. If that person is unable and the parent/guardian has not contacted the program within 30 minutes of closing time, all staff is required to notify Emergency Services of the Ministry of Children and Family Development.

If a family is late more than once a month, the parent/guardian will be asked to attend a team meeting to discuss possible solutions for on time pick up.

### **Alternative Pick Up**

Families must tell the centre's staff, in person, 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 the other authorised person on the pickup list that will pick up the child.

If an unauthorised person arrives to pick up the child, the staff will not let the child go and will stay with the child until the parent/guardian is reached. The parent/guardian will be reminded of the pickup policy. If the parent/guardian gives permission over the phone to release the child to an unauthorized person the staff will require photo identification before the child is released.

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

### **Alleged Impaired Authorised Pick Up**

It is the staff's legal responsibility, to the extent that is possible, not to release a child to a person who is unable to care for a child. If an authorised person is driving a vehicle



and it seems like (s)he is under the influence of drugs or alcohol. Staff are obligated to ensure the safety and well-being of the child(ren).

If the pick-up person is presumed impaired staff will:

1. Inform the impaired authorized person that it is our responsibility to call the next person on the waitlist and that we can not release the child
2. If the impaired authorized person does not listen and chooses to leave the building with the child, staff will inform person that the police will be informed and call 911 immediately.
3. All Staff members are required to report this incident to the Manager
4. The Manager will decide if the Director of Community Development must be informed
5. The Director of Community Development will make a call to the Emergency Services of the Ministry of Children and Family Development if (s)he feels the child is in need of protection
6. The staff will record this in the child's file
7. Should this happen again, a team meeting (with parents/guardian) will be called to discuss solutions.

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

## **Change of Services:**

### **Withdrawal or Change of enrollment by Parent/Guardian**

Families are required to give one full month's notice in writing if they plan to stop using the Child Care Centre or pay one month's fees without notice. The centre must get the notice one month before they plan to leave.

If a child is withdrawn for any period of time without notice, their name may be placed back on the waiting list for re-admission. If a family wishes to hold a space, even over the summer holidays, the family will need to pay for that space while their child is not attending.

If an increase or decrease in the number of days a child attends is desired, or the days attending need to be changed, families will contact the manager. Changes will be made when possible.

### **Termination of Services**

The centre is committed to providing a caring and supportive environment for all families. However, termination of services may be needed if:

- Fees for services are not paid and suitable arrangements cannot be agreed upon
- The centre is unable to resolve an issue with the family after using the conflict resolution procedures
- Inconsistent attendance

- A family member harasses, threatens abuse or commits a violent act toward anyone involved in the centre.
- A team meeting is unable to resolve chronic late pick ups.
- The child's behaviour is severely disruptive to the program
- The child is physically threatening to the well-being and safety of other children or staff, and the family refuses to seek support from Supported Child care or other services.

**In cases like this:**

- A care plan will be created, with the family and other services when needed, and put in place to help the child.
- The staff will complete observations on all children. If a child is adjusting well with additional supports, this observation will be discussed with the enrolling family
- Other options may be explored; however, the centre may need to request that other arrangements be made for the child
- If the centre plans to terminate service, the Manager will give one month's written notice to the enrolling family.

## **Conflict Resolution**

Families, staff, volunteers and students are encouraged to discuss concerns with each other in a respectful manner. If disagreements happen, the goal is to solve them in ways that work for everyone. Specific steps are outlined as part of this process.

### **Step 1:**

People directly involved meet to define the issue and state their point of view, the team will discuss potential solutions, and supports will be identified.

### **Step 2:**

If the team is unable to resolve the conflict, the team will meet with the manager and a further discuss a plan to come to a resolution. Potential solutions, and supports will be identified.

### **Step 3:**

If a plan cannot be agreed on by all parties, they will seek the help of the Tsleil-Waututh Director of Human Resources.

**Note:** Any decisions reached by the Director, will be upheld by the manager and staff. If the decision is not acceptable to the family, they can use the appeal process.

## **Appeal Process**

A family may appeal the decision to terminate service, or other decisions, by writing a notice to the Tsleil-Waututh Director of Community Development within seven days of the termination notice or decision.

The Director will acknowledge receipt of the notice within seven days of it being stamped as received.

All best efforts will be made to have an appeal heard within thirty days of receiving the notice. The appeal hearing will be kept confidential, minutes will be taken, and a decision will be reached within fourteen days of the appeal.

## **Guardianship, Custody & Access:**

The enrolling parents/guardians are responsible for making sure the centre has accurate and up to date information about the legal guardianship of their child. Unless there is a court order on file, the centre will assume the biological parents share custody of the child in our care.

If a family has a custody agreement or court order, a copy must be provided and placed in the child's file, and on the child's emergency cards. If an agreement or court order is changed we need these changes in a formal document to be added to your child(ren)'s file.

If parents live separately, the centre expects information provided by the enrolling parent to be accurate.

Without a custody agreement or court order on file, staff cannot deny access to the non-enrolling parent. If one parent is unauthorised, and legal documentation is provided, the policy on unauthorised persons will be followed.

The staff will call the police if assistance is needed to enforce custody or court orders. However, staff can only inform the parent who is picking up the child that the staff member is aware of the family's court order and if they chose to leave the building the staff member will contact the police immediately.

If the court order is changed for whatever reason, the family must update the Centre Manager and must provide new court order forms that indicate the changes.

## **Child Safety:**

### **Missing Child**

The safety of children is of utmost importance in the centre. If a child is missing, while in the care of the centre, staff will immediately search for the child, while ensuring the safety of the other children. If the child cannot be found within 10 minutes of searching, then the RCMP will be notified and a missing child report will be filed. Staff will inform the Tsleil-Waututh Administration and seek immediate support in continuing the search. The child's family will be contacted and updated as the search continues. Staff will also complete an incident Report and call licensing, before the end of the same working day.

### **Child Abuse**

The Child, Family and Community Service Act states that all children in the Province of BC "are entitled to be protected from abuse, neglect and harm or threat of harm." The

Act also states that any “person who has reason to believe that a child needs protection must promptly report the matter” to the Ministry of Children and Family Development. If families have any concerns, or would like information, they are encouraged to talk with the manager.

The Act indicates a child is in need of protection if:

- the child has been, or is likely to be, physically harmed, sexually abused or exploited, or emotionally harmed
- the child is deprived of necessary health care
- the family is unwilling or unable to provide protection for the child from another person who presents a danger to the child

The legal requirements outlined in the Act include:

- the duty to report
- the definition of “reason to believe”
- confidentiality of information
- removal of child and family notification of removal

## **Reporting Procedures**

### **Suspicion of Abuse/Neglect**

Staff will document any indicators, statements and observations they feel is suspicious and consult with other staff and the manager. If, after the documentation and consulting process, staff still suspects abuse/neglect, staff will make a report to the Director of Community Development and the Ministry of Child and Family Development (MCFD).

### **Disclosure of Alleged Abuse/Neglect**

Staff will document any indicators, statements and observations made by the person making the allegations. Staff will inform the person making the allegation of their duty to report and the staff's duty to report the disclosure. Staff will report the disclosure immediately to the Intake Social Worker or the Family Service Protection Worker involved with the family. Staff will inform the manager immediately of any action taken. Depending on circumstances, staff may not contact the family, unless specifically directed to do so by MCFD or police.

## **Emergency Planning:**

We are committed to providing a safe environment for all children by:

- Eliminate, or at least minimise, any hazards or risks to health and safety;
- Ensure one staff member in the building is trained in Child First Aid.
- Ensure all staff responsible for the care of children are oriented in emergency procedures.
- Be prepared for emergencies by maintaining an emergency box.
- Have monthly fire drill and a bi-annual earthquake drills, and one annual emergency release drill.

- Please note the emergency meeting location for Tsleil-Waututh Employees is directly in front of the daycare building, in the event of an emergency please expect there to be a large group of people.

### **Emergency Box**

The centre will maintain an emergency box including necessary supplies to sustain children and staff for 48 hours. The box will be kept on the perimeter of the centre property, away from any structures and will be locked with a mechanism that will allow easy access and security. The emergency box will include:

- A large family size tent
- Food
- Water
- Diapers
- Sanitary napkins
- Can openers
- Radio
- Flash-lights
- First Aid supplies
- Emergency cards, for each child and staff
- Lime and toilet paper
- Emergency blankets

### **Emergency Comfort Kit**

We do not require an emergency comfort kit, however your child may be calmed during an emergency with small comforts from home. In case there is an emergency where the children need to be evacuated from the centre for over an hour, the children will be given (safety permitting) their Emergency Comfort Kit. These are kits that families put together and keep stocked. The kits have things in them which the families believe will help their child through a difficult time. The centre will provide emergency water. The emergency kits can include:

- A special comfort toy – blanket – stuff toy
- A family picture
- A short note to the child, which the staff may read
- A nutritious snack which can be kept for long periods of time in the kit, without being spoiled
- A contact person outside the lower mainland – in case of earthquake

### **Emergency Procedure**

In the event of any evacuation, which is not, a drill or false alarm, staff will:

- Call 911 and contact the Tsleil-Waututh Nation administration office
- Ensure the health and safety of children and staff are the first priority
- Access the emergency box and use any supplies or equipment as necessary
- Determine if the evacuation from the building will be longer than two hours, and if so, contact families and inform them of the situation
- Follow any instructions from Emergency personnel.

## **Earthquake Procedure**

In the event of an earthquake, staff will initially get to and remain in a safe place in the facility, while making every attempt to gather as many children as possible. Once the initial tremor has passed, the priority will be to assess if a safe evacuation is possible and follow the centre's evacuation policy. If an immediate evacuation is not feasible, then staff will access the First Aid supplies and gather as many children as possible, and bring them to the designated safe place or safest wall at that moment. Once a safe evacuation is determined, then the procedure will be followed. In addition to the evacuation procedure, staff will:

- Access the radio in the emergency box and listen for any instructions
- Be prepared to assemble and follow the emergency plan for the Tsleil-Waututh Nation

## **Evacuation Procedure**

In the event of a fire drill or any other reason to evacuate the centre, the following procedure will be implemented:

1. In the event of a fire, anyone noticing a fire will immediately sound the alarm. At the discretion of staff, attempts may be made to control the fire/emergency, only when there is more than one staff member available so children will remain supervised and their safety is ensured.
2. One staff will gain the attention of the children, quiet them and provide instructions and evacuate the children and take the attendance list.
3. Any other staff will assist with the children.
4. Staff will determine the safest route and supervise children out of the building in an orderly manner to the designated meeting area.
5. The manager or senior staff member will check all areas of the facility for children, and close the doors behind him/her as (s)he leaves the building. The manager or senior staff will also provide any additional assistance any individual may require to evacuate the building.
6. Once assembled, a staff will provide any First Aid as necessary and check attendance to ensure all children are accounted for and make every effort to locate any missing children or adults.
7. Once evacuated manager or staff will call 911 and state his/her name, the name of facility, address and nearest intersection, and any details regarding the fire or emergency. .
8. Children are to remain with staff at the designated area until instructed by fire/emergency personnel to return to the facility or relocate elsewhere.
9. The manager or senior staff will complete all necessary forms.

## **Follow Up Procedures**

If any media attention is drawn to the centre, the designated media officer of the Tsleil-Waututh Nation will address the media. Under the direction of the Tsleil-Waututh Nation the manager or designated Senior ECE may be involved with the media. Once the emergency has passed the staff will follow up the next business day by:

- Ensuring the Tsleil-Waututh Nation is apprised of the situation
- Completing a Critical Incident Report and sending it to the Licensing Authority
- Notifying the insurance company and legal advisor
- Ensuring all staff are provided with opportunities to debrief and follow-up with further counselling as needed
- Ensure all families have opportunities to meet with the staff to discuss the effects of the emergency on their children and support them in accessing any counselling as needed
- Determine when the centre is safe to reopen
- Ensure each child has multiple opportunities to discuss and learn from the experience
- Staff will consult with families to determine if children would benefit from further counselling.

## **Cleaning and Maintenance:**

### **Cleaning**

The Centre has a janitor that comes nightly to clean the centre.

### **Laundering**

We will wash children's bedding once weekly or as needed. If we are experiencing a lice outbreak all bedding is washed daily.

Dress-up and stuffed toys will be laundered once a month and are put away during a lice outbreak.

### **Maintenance**

Each staff member will keep a tidy centre and clean up spills when needed. The floors will be swept after meals or as needed. The entire centre will be cleaned (including washing the floors and vacuuming carpets) once a day. Carpets will be shampooed twice a year.



All accessible toys will be sanitised at least once a week. During this process each toy will be examined for safety purposes (loose pieces, cracks and damage). Broken toys will be removed from children's access and either fixed or disposed. Toys and equipment will be purchased according to need and budget.

### **Universal Precautions**

All persons working in the centre will follow universal precautions when they come in contact with body fluids or surfaces soiled with body fluids.

1. Always consider body fluids to be potentially infectious.
2. Wear disposable gloves.
3. Wearing gloves does not eliminate the need for frequent handwashing. Always wash hands before and after putting gloves on.
4. If in contact with body fluid, wash affected area immediately with soap and warm running water for at least 60 seconds.
5. Disinfect surfaces with disinfectant (one part bleach with 9 parts water).
6. Clothing soiled with blood will be kept in a plastic bag and labelled.
7. Due to the potential for harm from infections, all biting will be taken seriously. If the skin is broken, the family will be contacted and the centre will recommend the child be seen by his/her family physician and an incident report will be sent to licensing.

### **Family Handbook Revisions**

Please note that due to the ever changing needs of our families our family handbook will be updated and/or changed to reflect the needs of our families as well as the needs of the community. When we make a change or update all families will receive a notice to attach to their already existing Family Handbook. We will keep an updated Family handbook available for viewing at the sign in/sign out centre in the parent's corner.