

Yellowhead Community Services Society



Licensed Child Care Programs Handbook



January 2018

Dear Parents and Care Givers,

Welcome to Yellowhead Community Services Society Licensed Child Care Programs;

Building Blocks Daycare
Clearwater Preschool
Little Stars Child Care
Wells Gray After School Program!



We welcome all families and children regardless of gender, ability, ethnicity, religion or culture. We understand that all children learn differently and have different abilities. No person will be turned away from our program because they may have extra needs.

We provide services to families living in the North Thompson Valley. It is important to us to acknowledge that these lands are the ancestral, traditional and unceded territories of the Simpcw Nation on whose territory we work, live and play.

We are proud to work in community partnership with Raft River Elementary School (School District 73) to serve Clearwater school age children.

The purpose of this handbook is to provide you with information about our programs. If you have any questions or need more information please speak with a member of your child care staff team or contact the Licensed Child Care Programs Manager.

Yours truly,

Susanne Butcher
Manager – Early Childhood Development Services
Yellowhead Community Services Society
Telephone: 250-674-2600 ext. 227

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Mission

It is the mission of Yellowhead Community Services Society Licensed Child Care Programs to work respectfully with all children and families. We are dedicated to providing a safe, fun, affordable and nurturing childcare environment while honoring each child's individuality.

Child Rights and Our Responsibility

In Canada the law says that parents or anyone responsible for taking care of a child must make sure that the child:

- is safe;
- has enough food to eat each day;
- has clothing, shelter, and health care;
- isn't abandoned or neglected;
- is protected from physical abuse and emotional harm;

We take this law very seriously and always have your child's health and welfare in the front of our mind.

All About YCS Child Care Programs

We believe that children learn by doing, playing, exploring and watching and for this to happen they must feel safe. Our environment and programs are set up to provide children with time and space, caring, qualified staff and opportunities that promote spontaneous and self directed learning coupled with guided activities. Staff follow the BC Early Learning framework which recognises that early learning is the foundations for lifelong learning and the basis for individual, social, economic and environmental well-being.

We care for children with mixed abilities because we believe it creates a richer learning environment and it supports the YCS philosophy of inclusion.

Our mandate is to provide full time daycare for children aged 0-5 years, part time preschool for children aged 2.5 – 5 years and afterschool care

for children aged 6 – 12 years. All our programs are licensed by BC Interior Health Authority.

We are committed to nurturing the whole child, and recognize that all aspects of children’s development and learning—physical, social, emotional, cultural, linguistic, and intellectual—are interrelated and interdependent. We facilitate children’s individual development and personal growth, foster their skill-development and growing independence. Age appropriate activities include free play, field trips, circle time, outside play, table activities, games, celebrations, and dancing. We encourage children to develop daily routines and life skills such as independence with hand washing, snack and meal times, and washroom routines.

Children in our day care programs also have a daily quiet/nap time. Not all children require naps at this age, but they all benefit from a short daily rest and quiet time in the midst of a busy day. Children under three have their own quiet room to rest in.

We have a diverse community and our children come from many different ethnic and cultural backgrounds. We make an effort to recognize and celebrate different traditions through special events and celebrations. Please let us know if you have any ideas or suggestions, or if there are any activities in which you do not want your child to participate.

Where and When

Building Blocks Daycare is located at 612 Park Drive, Clearwater, and is open Monday through Friday, 8.00am – 5.00pm.

Clearwater Preschool is located at 209 Dutch Lake Road, Clearwater and is open Monday through Friday 8.45-11.45am, term time only. Friday is a French Immersion group.

Wells Gray After School program is located in Raft River Elementary School at 801 Clearwater Village Road, Clearwater and is open every day after school during term time and full days during the summer holidays.

Little Stars Daycare is located at 4936 Barriere Town road, Barriere and is open Monday through Friday, 8.00am – 5.00pm.

Little Stars Preschool is located in the same building as daycare and is open Tuesday – Thursday, 8.45-11.45am, term time only. Preschool is sometimes followed by playschool and is for families who need child care for slightly longer hours. Playschool closes at 3.00pm.

We are closed for all statutory holidays and for the first two full weeks in August and over Christmas. We may close for two days each year for staff training.

Our Staff

Our staff love working with young children and are dedicated to providing a safe and enriching care environment. All of our staff are Early Childhood Educators or Educator Assistants, some have their post basic Infant and Special Needs certification. Supporting staff are Responsible Adults.

All staff have a clear criminal record check, their Community Care First Aid certification and take part in annual professional development in order to keep their certification current. Many staff also hold their Food Safe level 1 ticket.

YCS is committed to staff growth and encourages training.

Visitors and Volunteers

We welcome volunteers in to our programs and practicum students studying to become Early Childhood Educators.

You may see other faces such as the physio therapist, occupational therapist, speech and language pathologist and supported child development consultant. All of these people are part of the support we provide through community partnerships to children with extra needs.

Starting Child Care

Leaving your child for the first time in a child care center can be an emotional experience for you and your child. We encourage you to visit with us for an orientation session where you can ask any questions and learn more about the program. During this visit we will help you complete the registration package and discuss how your child will start the program. Some children do better with a gradual transition, attending for short periods, building up to a full day. Others are ready to jump right in! Our staff work with families to find the best approach for everyone.

We encourage parents to always say goodbye to their child as they leave. Occasionally this might result in tears as separation may be a new experience for some children and parents, but, in the long run it helps decrease anxiety and promote honesty and trust. Don't forget too, that sometimes crying is age appropriate and reflects a secure attachment between parent and child, especially around the ages of 10-15 months.

You are welcome to phone us as often as you like to see how your child has settled, and please, rest assured, if your child is upset for more than a few minutes, we will be in contact with you. Crying at any age is a form of communication and we never dismiss a child's feelings. We want our children to be happy and feel safe in their program; staff are very responsive to children's emotions.

Families come in all different shapes and sizes. Please let us know what your family looks like as we talk about you lots with your child. We must also know if you have any court orders or legal documents around care of your child and a copy should be attached to your child's file.

At orientation you will be given a registration package containing;

- this program handbook
- manager's business card
- emergency evacuation and procedures
- wallet sized emergency card

- operational dates for the year
- registration form
- parent and caregiver agreement form
- child care subsidy forms

Before a child begins attending the parent must provide the manager;

- ✓ completed parent and caregiver agreement
- ✓ completed registration form
- ✓ registration fee
- ✓ completed Child Care Subsidy forms (if applicable)

Please keep your child's home toys at home unless it is for an agreed 'show and tell'.

Drop Off and Pick Up

If your child is registered in a daycare program for a full day you may bring them to the program any time after 8.00am and collect them any time before 5.00pm. Part day sessions end and start at 12.30pm.

Children registered in the preschools should arrive at 8.45am and will be ready for collection at 11.45am. In Barriere an afternoon session at Little Stars Playschool begins at 11.45am and ends at 3.00pm.

The After School Program opens when school finishes for the day at 2.40pm, or occasionally at 12.00pm if there is an early dismissal.

Children must be collected by 5.30pm. Sometimes families feel their children are old enough and responsible enough to sign themselves out and walk home alone from the After School Program. If you would like your child to do this you have to let the staff know what time to release your child.

Please phone the center if you will be arriving late as staff may be released for the day two hours after opening if they are not needed in the staff to child ratio. Parents are asked to contact the child care center if their child will not be attending that day.

You are responsible for signing your child in and out on the sign in sheet every day.

There is a charge of \$1.00 per minute, per child, for parents who collect their children after the session has ended. Repeat late pickups may result in progressive action such as a warning, written warning and finally, notice of termination of the child's place.

Children will only be released to their parents or people listed on the child's registration form.

Outdoor Play



We try to spend as much time outside as possible as we believe that outdoor, active play is vital for children's growth and development. Our facilities have large secure outdoor play spaces that provide a balance between safety and meeting children's developmental needs to run and explore.

Please note that requests to keep children inside during outdoor play time cannot be accommodated for any reason

Appropriate Clothing

Children should come dressed in comfortable season appropriate clothing that can get dirty since some of the activities we do on a daily basis are quite messy! A spare change of clothes is required for all children in case of accidents. Parents should check their child's back pack every day for soiled or wet clothing.

As we go outside every day we ask that parents send their children proper outerwear so that they are comfortable. Please let staff know if your children do not have these clothes, we may have some spare.

Lunch and Snack Times

Our centers provide one snack for the children each day. The snack will consist of at least two foods from the Canada Healthy Food Guide. All other food is provided by the parents.

Heat up meals must be sent in a microwave safe container. All food is prepared, stored and served under sanitary conditions.

Children who are able to feed themselves are encouraged to. If a child is not hungry or refuses food offered to them it will be packed away in their lunch bag for later. Children who eat all their food will be offered healthy top up items and parents will be encouraged to send extra.

Fresh water is available to the children all day. At meal times pitchers of fresh water and plastic cups are placed on the tables so children may help themselves. Staff sit and eat with the children during all meals.

Please remember we are NOT nut free.

Family Involvement

Although we are not a parent participation program we encourage parents to be involved. The more involved you are the better your child's experience will likely be. You will know more about what your child is doing and more about the staff and program. You will also get to meet other parents! We expect you to be involved by sharing information about your child with us. Here are some other ways we invite you to be involved;

- Visit with us
- Attend special celebrations and events
- Join us for a field trip
- Attend your child's birthday celebration

Birthdays and Celebrations

We are delighted to celebrate your child's birthday and for every family that wishes we light candles on a pretend cake and sing the happy birthday song so the child feels special.

We ask that you do not send in cakes but you may send in one or two pieces of uncut fruit for your child to share if you wish. Staff will prepare the food on site to be shared at snack time.

Guiding Children's Behaviour



Staff are considerate in the way they guide children's behaviour and they never use discipline that is humiliating, isolating or physical.

How we guide our children:

- Provide clear rules and expectations
- Model appropriate behaviour
- Encourage self-control, self-discipline and self confidence
- Provide choices
- Redirect
- Encourage respectful communication
- Provide reflection time

You may find lots of useful ideas in the “Guiding Children’s Behaviour” booklet that is provided by our licensing body. There is a copy in your child’s program.

Occasionally a child may struggle to manage their behaviour and despite staffs’ best efforts the child is unable to stay safe. If staff are worried that the child may hurt him/herself or other children and staff, then they will phone their parent to come and collect them.

Field Trips

We like to get children involved in the community through field trips as much as possible. It gives them an opportunity to practise their growing social skills and develop their understanding of the world around them.

Parents will need to sign a permission slip allowing their child to take part in these events.

We try to keep extra costs to a minimum but sometimes there is a small fee attached to a field trip. If this is difficult for you please speak with staff as we may be able to assist with covering the cost.

Health and Safety

Your child’s health and safety are top priorities for us. All our facilities are licensed with BC Interior Health Authority. You can visit their web site at

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/12_332_2007

or contact a Licensing Officer directly by telephone on 1-250-851-7340.

Our indoor and outdoor areas are all designed with safety in mind. Here are some of the ways we ensure your child is healthy and safe with us;

- We have regular inspections from the Licensing authority and fire department
- Our staffing ratio is guided by licensing regulations and typically we exceed the required number of staff
- Children are provided with the opportunity to rest or nap

- We ensure daily cleaning and maintenance of both indoor and outdoor areas
- All staff are first aid and CPR trained and know how to respond to emergencies
- Children practise emergency fire and evacuation drills regularly
- All staff, volunteers and practicum students have a clear criminal record check
- Relief staff are available so regular staff do not work when they are sick
- Individual care plans address children's extra needs
- We do not wear perfumes or use scented products
- Children and staff all wash their hands after using the toilet, diapering and before eating
- Smoking is not allowed on YCS property
- Children are supervised at ALL times
- We let you know by a phone call or on the radio if we are closed unexpectedly: CBC 104.1FM Barriere and CBC 860 AM Clearwater
- We have enough emergency supplies to care for children and staff for up to 72 hours

Sickness

Parents are asked to keep their child at home when they are sick. The following guidelines help determine if your child should not attend child care:



- Pain – any undiagnosed pain
- Difficulty in breathing – wheezing or persistent cough
- Fever (38.8C or higher). The child must be fever free without the use of medications for 24 hours before returning to child care
- Sore throat or difficulty swallowing
- Infected skin or eyes (mucus/pus draining) or any undiagnosed rash
- Severe body or scalp itching

- Children with a known or suspected communicable disease
- Vomiting – child may return after 24 hours of not vomiting provided they are eating regularly
- Diarrhea (frequent loose or watery stool) – child may return after 24 hours of no diarrhea provided they are eating normally
- Just not feeling well – low energy, tearful, unable to participate in the program

If a child is infected with a communicable disease such as measles, mumps, strep throat, flu, head lice or impetigo parents will have to follow instructions for treatment and isolation times before the child can return to the program. In some cases, a doctor's note may be required.

Parents will be alerted that their child has been exposed to an illness via a note posted to the door and informed of the symptoms to look for in their child. A page from the Interior Health "Guide to Childhood Diseases" will be available for parent reference. All family information will be kept confidential.

If a child becomes ill during their day with us, to the point where they are not able to participate in normal activities, he or she will be provided a safe and comfortable place to rest and the parents will be contacted to collect the child as soon as possible. If parents cannot be reached emergency contacts will be called.

Medication

If your child needs to take medicine while in a child care program it must be handed to a staff member every morning. We cannot give children over the counter medicine (including vitamin tablets), unless a Doctor has prescribed it and all medicine must be in its original container with the dose and your child's name clearly visible. Medicine will be stored in a locked box at the appropriate temperature. Please fill in a medication form.

Children who need to take pain reducing medication immediately prior to attending their program to relieve sore throats, teething pain or general aches, are not considered well enough to be present.

Children requiring medication for an allergy or illness such as asthma, may not attend unless they have their medication with them.

Accidents and Injuries

Our staff keep a record of any bumps, bruises and incidents that happen during the day and this is shared with you when you collect your child at pick up time. If an accident is more serious and your child needs medical attention you will be contacted immediately. We may also phone for a doctor or ambulance depending on the severity of the injury.

Ages and Stages

It is very helpful for staff to be sure children under 6 years are meeting their milestones so we use very simple screens to remind us of exactly where children are in their development and growth. Every birthday we send home an Ages and Stages screen for you to fill out, or if you like, we can do it in the program. Babies tend to take part in ASQ's more often just because they change and grow so much.

Our Fees

Our fees are based on the number of contracted days a child will attend each month. Fees are due before the month begins unless we work out a different payment schedule with you. Fees must be paid for children to be allowed to attend programs. Details of how you can pay fees are on the back of your invoice.

We issue monthly receipts that will be attached to each month's newsletter with the next month invoice. We do not issue year end tax receipts, there is a \$10.00 administration fee to provide copies of any receipts.

If you withdraw your child from our programs you are expected to give two weeks' notice. Families who remove their child before the end of

the month will be refunded any fees they have paid and not used outside the notice period.

Fees are due for all days that your child is scheduled to attend, even if you are away or your child is sick. There are no make up days.

Children who do not attend regularly may forfeit their place if the program has a wait list.

Building Blocks and Little Stars Daycare;

Over 3 years full day	\$36.50 per day
Over 3 years half day	\$20.25 per session
Under 3 years full day	\$44.75 per day
Under 3 years half day	\$25.25 per session

Clearwater and Little Stars Preschool; \$16.75 per session

Little Stars Occasional Child Care; \$17.00 per session

Wells Gray After School;

2.30-5.30 pm	\$9.50 per session
12.00-5.30pm	\$20.25 per session
8.30-5.30pm	\$34.75 per session

Subsidies are available (*not for Occasional Child Care*) on an income tested scale to families through the Ministry of Children and Family Development. We can provide forms and help with completion and faxing of forms.

Here is the link to the government web site:

<http://www.mcf.gov.bc.ca/childcare/subsidy/index.htm?WT.svl=LeftNav>

You may also phone the subsidy office at 1-888 338 6622

Sometimes parents need an extra day of child care. If you have spoken with a staff member and there is space available your child may attend. Drop in fees are an extra \$3.00 on top of regular part day fees and \$5.00

plus full day fees. Drop in days have to be paid for on the day of attendance.

Privacy and Confidentiality

Once you accept a space for your child in our programs we begin a file for your child which contains their registration form, emergency details, court agreements and support plans if there are any in place. You are welcome to check your child's file and we ask that you remember to keep all your information up to date. Please let us know if your cell number changes or you move home. We must be able to get in contact with you at all times.

We will not share any information about your child unless you request that we do.

All information is stored in a locked filing cabinet. When your child leaves the center the file is kept securely in a locked file room for up to five years after your child leaves us.

We ask that parents and visitors do not share any photos or videos of children, other than your own, on any social media sites, such as Facebook.

Keeping in Touch

Good communication between you and our staff is very important to a successful experience for your child in our program. Here are some ways we keep in touch with you:

- A monthly newsletter is sent out to parents
- Parent teacher meetings may happen at a parents request
- We are available at drop off and pick up times to chat with you about how your child's day went
- We have an 'open-door' policy – come in or make an appointment if you have any concerns or compliments
- You are welcome to phone or email the center supervisor at any time

- Our Facebook page 'YCS Licensed Child Care Programs' advertises special events and child care spaces

Complaints or Compliments

We want to be better! If you have a concern please, please share it with us. You will never have services restricted because you have a question or worry. You can;



- speak with the staff at the centre
- speak with the Program Manager
- speak with the Licensed Child Care Programs Manager
- speak with the Executive Director
- fill in the form in this handbook and drop it off at a YCS office

If you fill in the form (on the last page), a manager will be in touch with you within ten working days. You may also share good news with us too, we love feedback.

Family Check List

To help your child have the best experience possible, please take a minute to go through this check list and make sure your child's back pack has all their belongings in it;

- A nutritious lunch and snack, no candy, pop or juice (daycare and occasional child care)
- A small, light blanket ((daycare and occasional child care)
- Inside shoes or slippers
- A full change of clothing including underwear and socks
- Diapers and wipes
- Water bottle
- Appropriate outdoor clothing

Children under three and years will also need

- Something to help them rest, like a teddy or soother.
- Any bottles and formula (formula must be pre made by you at home).

Complaints or Compliments Form

Your name:
How can we contact you?
Child care program name:
Complaint or compliment (please provide as much information as possible – staff name, day, time, what happened):