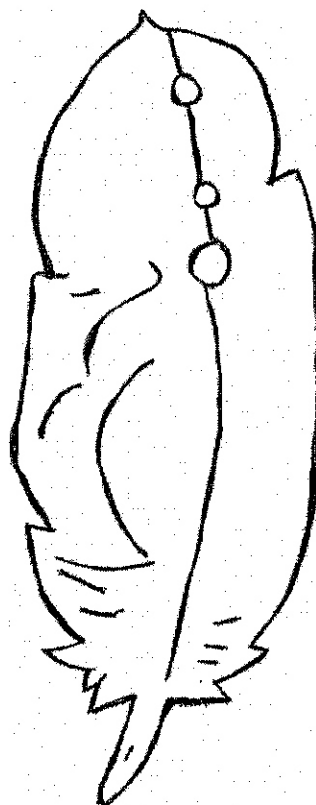


# Uy'sqwalawun Childcare Centre

## Parent Handbook



**Uy'sqwalawun Childcare Center**  
**111 Snaw-Naw-As Road, Lantzville, BC V0R 2H0**  
**(250)390-0003**

Revised: May 21, 2015

Uy'sqwalawun Childcare Center is licensed to provide daycare for young children. Children who are between 4 and 36 months of age are eligible to participate in our infant and toddler program. Exceptions must be approved by Daycare Manager. Children 30 months of age to school age are eligible to participate in our group daycare program. Entry and ongoing participation into these programs are open when space and funding sources are in place according to policies and procedures.

The facility will comply with the Community Care and Assisted Living Facilities Licensing Act and funding sources mandates. The facility will be guided by Uy'sqwalawun Policies and Procedures and Nanoose First Nation Employee Manual.

The Center operates with funding from the Head Start Program through Health Canada, parent childcare subsidy, parent fees and other funding sources.

### **Philosophy**

Nanoose First Nation, the Snaw-naw-as community, believes and values that all children have the right to healthy spiritual, emotional, physical and intellectual environments. Children's programs must provide activities, spaces, and events that support child development and wellness. Allowing creativity, imagination and exploration must be balanced with guidance and structure in all programming and families. Recognizing that parents are a child's first teacher, any childcare staff is instrumental in facilitating learning through play. Respectful family-centered interactions are of utmost importance and to be maintained by modeling open communication in a positive manner. Trust, traditional practices and community capacity is necessary in planning and implementing children's programs. Staff and families must be in tune with the whole child and the impact of the factors that affect learning. Physical, environmental, social, emotional and neurological factors affecting the quality of learning is significant and every effort to ensure high standards must be met by staff, families and community. The Code of Ethics for Early Childhood Educators of BC is a standard for childcare staff to adhere to.

### **Our Mandate:**

The Nanoose First Nation Head Start and Daycare Program will support children and their families with sound and appropriate Early Childhood Education and Development services. Activities will be planned and implemented based on knowledge of children's whole development. Physical, intellectual, spiritual and emotional growth will be fostered in each child. Through play, art, music, movement, culturally appropriate teachings, stories, nature/environment, and healthy nutrition we will offer a balanced holistic quality service and programs both in the center and out. We honor the wisdom of our Elders, parents and community members and encourage their participation.

### **Our Program**

We offer a stimulating curriculum through theme based activities in a rich environment that fosters learning through play.

Children must be registered to attend this program.

### **Hours of Operation**

The daycare is open Monday to Friday from 7:30-5:15pm for full daycare either part-time or fulltime basis. The daycare playgrounds will only be used by the daycare staff and registered children, during these hours. Any exceptions for families needing to occasionally drop off earlier must be approved in advance by the Head Start Coordinator/Daycare Manager. Our Head Start Program hours are available for outreach, Mother Goose and parenting programs.

**Infant/Toddler room:** there are 10 licensed spaces in the infant and toddler classroom, with 3 qualified staff.

**3-5 year old group daycare:** there are 14 licensed spaces in the 3-5yr room, with 2 qualified staff.

If in the event that there are spaces available in either classroom, the Daycare Manager may offer half day (Preschool) spaces to families not wanting full-day or fulltime care. This is a temporary arrangement. When a new family registers needing full-day and/or full-time care the half day family will be given first opportunity to move to a full-day space otherwise the new family takes priority and will assume the half day space.

The daycare will be closed on statutory holidays, community/traditional closures.

We are closed for the following statutory holidays:

<b>New Year's Day</b>	<b>Good Friday</b>	<b>Easter Monday</b>	<b>Victoria Day</b>
<b>Aboriginal Day</b>	<b>Canada Day</b>	<b>BC Day</b>	<b>Labour Day</b>
<b>Thanksgiving Day</b>	<b>Remembrance Day</b>	<b>Christmas Eve Day</b>	
<b>Christmas Day</b>	<b>Boxing Day</b>	<b>New Year's Day Eve</b>	

**Additional Band Christmas holidays and scheduled staff professional development days.**

### **Registration**

Parents/Guardians must fully complete the registration forms found at the back of this parent manual. All families will have received a copy of the Parent Handbook, completed the emergency card and arrange for payment (see fees section) before their child may attend. If your child is absent for two days or more the staff will phone your home or place of work, to inquire about your child's absence. If your child needs to be absent for an extended period of time, specific arrangements must be made with the Daycare Manager. If we do not hear from you by month's end in regards to your child and we have tried to contact you by phone and/or letter, your space will be given to the next child on the wait list on the first of the next month.

### **Registration guide for non community members living off reserve.**

Please be advised that first consideration for attendance in the program is given to Nanoose First Nation community members living on reserve. Community members living off reserve are then given an opportunity to attend the program. However for persons who are not community members and live off reserve the following process applies:

- Head Start Coordinator consults with Band Administration
- Number of children on reserve is considered
- Number of children on the waitlist is considered
- Individual family issues are considered
- Family circumstances are considered
- Available support is considered
- Service request are considered

Once the Administration discusses options the family is either invited to attend the program or given a verbal report on the status of possible attendance.

### **Communication**

Please keep the staff informed of any and all changes in your child's life. Confidentially between families, staff and the team of workers in childcare will be maintained. Please discuss any concerns with the Daycare Manager. Good communication is key to understanding your child and working together.

### **Enrollment Policy:**

All children in care will be registered and files kept up to date in accordance with the Community Care Facility Act, Child Care Facilities Regulations. Procedures:

1. Employees will enroll their child/ren like any other child/ren.
2. A wait list will be kept by the Head Start Coordinator and space will be filled on a first come first served basis.
3. Enrollment must be completed before child/ren can attend childcare center without parent.
4. The enrollment process requires:
  - Space for the child is offered to the parent.
  - The parent makes a verbal commitment and submits a plan for payment fees.
  - The Child Registration Form is filled out by parents and families and submitted to the Daycare Manager or staff. The child is then deemed registered. Once a child is registered their space is guaranteed.
  - Fees are due at the beginning of the month.
  - Parents will receive a parent handbook with their registration forms. This is theirs to keep and refer to.
  - The Center will provide an individual space for personal belongings such as a blanket, diapers and change of clothes.
  - Parents will provide inside shoes or slippers.

5. All information given to the Childcare Center concerning a child will be kept confidential. A permanent file containing a photo of the child will be kept.
6. The withdrawal process requires:
  - **Parents or guardians wishing to withdraw their children are required to give one month's written notice to the Head Start Coordinator or on month's payment.**

#### **Fees**

**All parents must apply for Daycare subsidy through the Ministry of Social Development and Economic Security or pay monthly fees privately as indicated on the operational budget. Parents are to call 1-800-338-6622. The Daycare Manager will support parents with accessing Daycare subsidy forms; it will be the parent's responsibility to continue with subsidy updates.**

Snaw-Naw-As First Nation on-Reserve Band Members and other community families can attend the program when subsidy is in place or payments are secure. **Families are required to pay for their child's or children's space on the first of each month.** Payment must be received before the child enters the program that day. Families who are not eligible for subsidy must pay a monthly fee.

Late fees, considered overdue after the 15<sup>th</sup> of each month, are subject to \$25.00 late fees charge.

If the monthly payments are not received on the first day of each month or subsidy be kept up to date, you will receive written notice of overdue fees after the 15<sup>th</sup> of each month. Should the fees not be paid and/or the subsidy not updated by month end, your child will be considered as no longer enrolled in the program and may not attend as of the first of the next month.

Children withdrawn from the Daycare because of overdue fees will be added to the top of the waitlist once these fees are paid in full and/or overdue subsidy is processed and the late fee payment is submitted.

#### **Failure to provide the fee as described above will result in the following steps:**

- Verbal warning the morning of the first day of the month with signing a promissory note to bring payment the following day.
- Failure to produce fee the second day of the month will result in written notification to the band office. Signing second promissory note will be produced.
- Failure to produce fee the third day of the month will result in meeting with Daycare Manager and signing third promissory note.
- Failure to produce fee the fourth day of the month will result in meeting with Daycare Manager and band administration and signing agreement to pay with band.
- Failure to produce fee after this process will result in band administration and parent second agreement contract.

- Failure to comply with this process will result in termination of childcare service for family after one month of grace service.

### **N.S.F. cheques**

Any cheque returned with a Non Sufficient Funds will have any incurred charges forwarded to the parents of the child attending the program and could put his or her enrollment in jeopardy. Outstanding fees include any N.S.F. charges and must be paid by each month's end as per Parent Manual Policy. Parents must commit to responsible compliance to the registration and parent handbook guidelines.

### **Monthly Childcare Fees:**

Infant	fulltime	\$850.00/mth	ages birth to 18ths.
Toddler	fulltime	\$735.00/mth	ages start of 19 <sup>th</sup> mth-3 <sup>rd</sup> birthday
3-5yr daycare	fulltime	\$650.00/mth	ages 3-first day entering grade 1
Infants or Toddlers	part-time	\$45.00/day, due monthly	
3-5 years old	part-time	\$35.00/day, due monthly	

As available, half day(preschool) fees are half the daily rate.

### **Refund Policy:**

In the event that Nanoose First Nation and the Uy'sqwalawun Childcare Center are not able to offer daycare services due to facility or organizational emergency, or if the daycare closes there will be no refunds of fees paid. However, if the closure becomes permanent all postdated cheques will be returned to families.

Families will not receive a refund of fees for:

- Snow day closures when the daycare is closed by administration. Generally if School District #68 is closed due to snow conditions, we are.
- Childcare Center closures due to Power outages.
- Childcare Center closures due to pre-announced Professional Development and Training Days for staff.
- All Holidays as listed above.

### **Family Late Pick-up**

It will be the responsibility of the parent to pay the person in charge at a rate of **\$10.00 right at closing time** and **\$10 for each additional ½ hour** for providing additional child care time.

### **Guidance**

Daycare staff is obligated by law to report suspected or disclosed abuse to the Ministry for Children and Families. Guidance policies are in accordance with the BC Ministry of Health Handbook "Guidance with Young Children." Guidance is the teaching/learning process by which children develop socially appropriate behaviour. Strategies include: Setting clear boundaries and limits, have consistent guidelines, model appropriate behaviour, respectful

interactions, redirect children, use natural and logical consequences, use direct and indirect guidance techniques, proactive approaches to situations, interact in positive ways, and offer choices.

### **Arrival and Departure**

To ensure that the children develop a sense of belonging arrival at the center by **9:30am** is necessary. Children must be directly delivered to daycare staff members. The parent, guardian or authorized person must sign in or out his or her child or children. Children will not be allowed to leave the childcare center alone or with any unauthorized persons. All persons must be of 19 years of age to be eligible for an authorized person (excluding parents). Children will not be allowed to leave the center with anyone who is not on their registration form, without parent or guardian consent. If a child is still at the daycare center at the time of closing for the day every effort to contact parents, guardians or emergency contact people will be made by daycare staff. If staff is unable to locate contact within one half hour after closing they will contact the Ministry for Children and Families.

### **Release of Child:**

- Children will not be released to anyone that is not on their registration form. In case of an emergency, personal instructions will be accepted from the authorizing parent for an alternate person to pick up child.
- If a child has not been picked up by closing time and the parents and emergency contacts cannot be reached the staff will:
  1. Try to contact parent.
  2. Try to contact alternate emergency people listed on file.
  3. The staff will then contact the Ministry of Children and Family at 1-888-338-6622
  4. Staff will contact a local social worker who will call back to the Childcare center and pick up the child.
  5. In situations when an individual who appears to be incapable of Providing safe care or is "not permitted access to a child" attempts to remove a child in care from the facility, the licensee /staff member is obliged to consider the health and safety of all involved, including other children in care, staff and him/herself. For the situation where an individual who appears to be incapable of providing safe care the policy could include offering to call a friend or relative to pick up the individual and the person in care.
  6. Policy should also address when staff will contact the Ministry Of Children and Family Development and/or the police. Licensee/staff member should always consider whether a child is in need of protection in accordance with Section 13 of the Child, Family and Community Service Act. If the licensee/staff member believes a child will be at risk, a report should be made to Ministry of Children and Family Development. If an

individual chooses to drive a vehicle while impaired, staff should report this to the police.

7. The licensee/staff should document the occurrence in the Facility's daily logbook and Incident Report Log..

***Staff of the daycare are not permitted to pickup or take children home at any time.***

### **Fire Drills**

Fire drills are carried out on a regular basis following building evacuation plans. An emergency meeting place will be at the Snaw-naw-as School Building (111 Snaw-naw-as Road) or Snaw Naw As Health Center (700 Capilano Road) in the event of a Tsunami Evacuation. Practices will follow an emergency procedure therefore immediate exit from the building is required. Children may have to leave the building without coats or appropriate footwear. Children will always be in the direct supervision of an adult.

### **Clothing and Supplies**

Parents or guardians are responsible to supply their child or children's diapers, bottles and any other specific equipment required for their child's personal comfort and health. All bottles etc. **must be labeled** with child's name. Part of every day is spent on our playground, rain or shine unless a funeral is in process. For this reason we suggest that children wear clothing that is washable and appropriate for the weather. Please bring the following articles of clothing (Labeled with your child's name) to the day care center to keep in your child's hall cubbie:

At all times:

- Change of clothing: shirt, pants, socks and underwear.
- Winter weather: Mittens, hat, warm coat and appropriate footwear.
- Summer weather: Sunscreen (Labeled) and a sun hat.

**Parents must always supply their child's or children's diapers and wipes.**

### **Phone numbers:**

Daycare Manager: **250-390-0003**

Daycare Classroom: **250-390-1402**

Band Office: **250-390-3661**

### **Daycare Playgrounds**

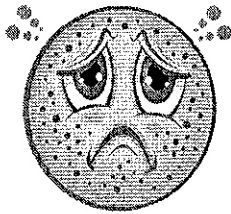
No dogs are allowed inside the fenced areas of the daycare playgrounds. No breakable containers and bottles are allowed in these areas at any time. Gates into the daycare playgrounds and classrooms must be kept shut at all times. Families must check in with daycare staff, before taking their child from the classrooms or playgrounds at anytime during the daycare day.



## Wellness Policy

While we are sensitive to the stress that illness may cause for families, we are not licensed to care for children when they are ill. We spend a lot of time outdoors. We believe that children benefit from the freedom that outside play allows them. Fresh air and exercise, exploring nature, sensory development and community contact are other reasons for our emphasis on outdoor play. Children who are not well enough to be outside should not be at the centre. If your child becomes ill during the day, we will attempt to contact you. If you are unavailable, we will try to reach your emergency contacts. We will provide a quiet resting area and close staff supervision until you or one of your emergency contact can pick up your child. If the situation becomes urgent we will follow the emergency procedures. Any child that appears sick on the arrival at day care will not be permitted to stay.

### Parents must make alternate arrangements for care if their child is sick:



Often children just beginning group care will become sick and a little more often until their immune system has a chance to strengthen. The following will be used as a guide to determine if a child or staff member is well enough to be at daycare.

### Wellness Guide

A child should not attend Daycare if he/she has or is developing any of the following:	A child may return to the program when:
➤ A fever of 100 deg.F/38.3 deg. C or higher	➤ Fever has remained below 100 deg.F/38.3 deg. C for 24 hours without medication.
➤ Consecutive bouts of diarrhea	➤ Child has had at least 1 normal bowel movement.
➤ Skin infection undiagnosed rash, sore, infected eyes or sign of.	➤ Child has been examined by a doctor and has received medical clearance. Seen by staff.
➤ Any parasite related condition (Impetigo, scabies, head lice, etc.).	➤ Child has been examined by a doctor and has received medical clearance. Seen by staff.
➤ Acute cold with coughing colored nasal mucus, sore throat.	➤ Symptoms have subsided.
➤ Recurring vomiting	➤ 24 hours have passed since last bout of sickness.
➤ Has been on antibiotics less than 24 hours.	➤ After 24 hours have passed.

### **Children, Doctor and Dentist Appointments**

All families must inform the Daycare Manager or in her absence, staff if their child is to go to the Doctor or Dentist appointment, at least one day in advance. Families plan for returning their child to daycare after an appointment, and any special care their child may need, must be planned with the Daycare Manager for staff ahead of time. Any exceptions may only be approved by the Daycare Manager

### **Children on Antibiotics**

In accordance with our Illness Policy for sick children, children that are prescribed antibiotics, are to remain away from the child care centre for a full 48 hours after the first dosage of medicine they receive. This assures the child gets the rest they need to commence healing. After 48 hours has passed, we welcome your child back into their regular daycare classroom. Please inform staff if your child is to be away, or is on antibiotics. If your child needs to continue taking medicine while in daycare, please follow the Medications Policy.

### **Medication**

We **DO NOT** administer over the counter medications such as Tylenol or Dimetapp. Our main concern with the Tylenol is that it might temporarily mask the symptoms, but if it wears off, the child's fever can spike very quickly and children need to be in the care of their parents when they have a fever. Non prescription medication will be administered only under special circumstances (i.e. note from the doctor) and under the same regulations as prescribed medications. Please inform staff if your child has been given medication (ie Tylenol, Dimetapp before entering daycare).

**Thank you for your co-operation.**

### **Head Lice**

In the event head lice have been detected the child's family will be required to do a "Dry Head Lice" check on their child when they arrive at the centre. All head lice checks must be performed in front of a daycare staff member or the Daycare Manager. If Head Lice are detected, the family must stay at centre and do a complete Head Lice treatment before leaving for work or school. We will supply the combs, shampoo, cream rinse and towels. These treatments will continue until the child's body is free of lice for a continuous two week period. As a preventative measure the staff will implement weekly head checks on all children. Lice kits will be available to all families to take home, with comb, conditioner, fact/information sheet.

### **Head Lice Treatment: "The Bug Busting Method"**

Day 1, completely cover the hair in inexpensive hair conditioner. Using the "Head Lice" comb, thoroughly comb through hair from scalp to ends. Use a hairdryer on high, dry the hair. Cover shoulders of the person receiving treatment. Immediately wash all towels, clothes, bedding, pajamas for the entire family. It is helpful for the entire family each to receive the "Bug Busting Method". Repeat on days 5, 9 and 13. By day 13 all the lice should be combed off. Using the "Head Lice" comb, thoroughly comb through the hair from scalp to ends. Check again on day 17 and unless a person caught lice again from another person, there should be no lice. Continue to check all family members' hair day 27. **Always report head lice to your child's teacher.**

### **Health – Smoking/ drugs/ alcohol/ violence**

We encourage wellness for all the families we serve. We promote healthy living in drug and alcohol free environments.

To support this philosophy we have a smoke free, drug free, alcohol free physical environment and a violence free emotional environment through healthy verbal and body language, respect of our bodies, public and private honoring of our spirits.

The Snaw-naw-as School Building and grounds are smoke, alcohol and violence free area, therefore no use of the before mentioned items may be done inside or on the school property.

Volunteers and employees must have no smoke odor on their breath, clothes or body. Volunteers and employees must be drug and alcohol free for all childcare programming. All forms of violence or abuse are not appropriate behaviour for persons both on and off duty in the childcare programming. Modeling clean living in the community is part of the mandate for the Head Start Program and must be demonstrated to the community at all times.

#### **Rationale:**

Children with compromised breathing need smoke free environments.

Children need emotional healthy individuals to model clean living.

Children desire healthy individuals to care for them.

Children have a right to safe, clean respectful care.

Children need individuals who make their safety and wellness their priority.

### **Meals**

All families will be provided with a nutritious lunch for their child or children in daycare. Water will be provided at both snack time and lunch time. The Cook will follow the guideline as set out in the policies and procedure to ensure safety and good health for all children. The Daycare is a **JUNK FOOD FREE ZONE** with no pop, chips, candy, and gum or fruit rollups. Snack for the morning and afternoon will be provided by the childcare facility. A sharing basket will be available for families to take part in.

Food allergies and dietary concerns will be posted and addressed at registration time. All families are responsible at all times to inform daycare staff of food and medical allergies and sensitivities.

### **Snack and Lunch time**

Children, who want to bring a snack to childcare, are encouraged to do so. However, the Head Start Program will outline nutritious suggestions to be packed. The program will provide a snack for the child if he/she does not bring one.

From time to time this snack will be planned and implemented by the staff and children when appropriate. All preparation will be organized with Food Safe rules applied.

Water will be offered and encouraged during the program for snacks and lunches, if a child does not have a nutritious drink.

Food allergies and dietary concerns will be posted and addressed at registration time. All families are responsible at all times to inform daycare staff of food and medical allergies and sensitivities.

Children must be fed prior to entrance into the program each day. If this is not possible please pack your child's meal in a container with your child's name on it. The daycare does provide lunches and two snacks for the children. Lunches will be nutritious and balanced. Food preparation will be prepared by staff who hold a recent Food Safe Certificate.

### **Nap/Quiet Time**

Each child is helped to relax and encouraged to sleep. All children must have a quiet rest time. Some older children who are unable to sleep will have quiet play time after 20-30 minutes of quiet rest time.

### **Staff**

The childcare staff are trained and/or are currently studying for their Early Childhood Education Certificates. We all hold Child-safe First Aide Certificates and have undergone Criminal Record Checks.

### **Staff Ratio:**

For our 3-5 year old group daycare, we have 1 qualified Early Childhood Educator for every 8 preschoolers, 2 to 3 staff for up to 14 preschoolers. In our infant and toddler group daycare classroom, we have 1 infant and toddler Early Childhood Educator for 4 children ages birth to 36 months, 2 staff for up to 8 children and 3 staff up to 10-12 children.

## Schedules and Routines

### Infant/Toddler

- 7:30 Centre Opens  
Arrival - Free-play (Infants/toddlers are free to join the Preschool side if supervised).  
9:30 breakfast/snack time  
10:00 Change diapers  
10:10 Circle time  
10:30 Out-side play/go for a walk  
11:25 Go in and get ready for hot lunch  
12:00 Change diapers, nap (Caregiver stays with children until all are asleep)  
Diapers get changed when the children wake up  
1:00 Free-play if up  
1:30-3 Planned activity (Art, adult guided play)  
3:00 Snack  
3:30 Change diapers  
3:30-5:00 Out-side play

### 3 – 5 Year Olds

#### Monday to Friday 7:30 - 5:15

- 7:30 Daycare opens  
Arrival -  
8:00-9:30 Free play, teacher facilitated integration  
Free art, teacher directed child interactive play  
9:30-9:45 Clean up/transition to breakfast/snack  
9:45-10:00 Morning nutrition break  
10:00-10:30 Circle time  
10:30-10:45 Bathroom routine/transition to outdoors  
10:45-11:30 Out-side time  
11:30-12:15 Lunch time  
12:20 - 12:45 Bathroom routine. Brushing teeth, reading books  
12:45 - 2:00 Rest time  
2:00-2:45 Teacher directed interactive activities. Open art, table activities  
2:45-3:00 Snack time  
3:00-5:00 Outdoor environment