



PURE PLAY
CHILD CARE

Parent Handbook: Hummingbird & Dragonfly

~Where Play is Our Curriculum~

“We acknowledge the ancestral, unceded shared traditional territory of the Sumas First Nation and Matsqui First Nation. We acknowledge these two nations are apart of Stó:lō Nations.”

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TABLE OF CONTENTS

Pure Play Child Care	Page 1
Table of Contents	Page 2
Welcome: Our Philosophy, Our Goal, Our Commitment	Page 3
Join Us: Scheduling a Tour, Registration Process, Starting Kindergarten	Page 4
Join Us: Hours of Operation, Surveillance Cameras, What to Expect, Program Includes	Page 5
Programs: Hummingbird, Dragonfly, Supply List	Page 6
Programs: Hummingbird Schedule	Page 7
Programs: Dragonfly Schedule	Page 8
Fees: Scheduled Days	Page 9
Fees: Deposit Policy, Drop-In Fee Policy, Program Fees	Page 10
Fees: Payment Policy, Late Pick-up Fees	Page 11
Fees: Affordable Childcare Benefit/Parent Portion, Withdrawal from Centre, Termination of Care	Page 12
Key Policies: Arrival/Picking Up	Page 13
General Operations: Separation Anxiety, Washroom Routine/Potty Training	Page 14
General Operations: Personal Belongings, Active Play/Appropriate Outside Attire, Food, Rest/Nap Time	Page 15
Guidance: Staff Requirements/Ratio, Care Plans	Page 16
Guidance: Guidance and Redirection Strategies, Respect	Page 17
Guidance: Conflicts/Concerns, Reporting Abuse	Page 18
Health and Wellness: Immunizations, Outbreak of Illness/Communicable Disease, Common Illness: Signs and Symptoms	Page 19
Health and Wellness: Medication Policy, Illness Policy, Anaphylaxis, Food Allergies/Allergies	Page 20
Emergency: Minor Incidences, Non-Medical Emergencies/Medical Attention Required, Medical Emergencies, Emergency Transportation	Page 21
Emergency: Reporting Serious Incidents, Missing Child, Power Outage/Extreme Weather Conditions, Inclement Weather	Page 22
Emergency: Preparedness, Fire Emergency Procedure, Unnecessary Fire Alarm Pulling	Page 23
Emergency: Emergency Procedure, Out of Province Contact	Page 24
Legal Requirements: Under the Influence, Child Abuse, Custody,	Page 25

WELCOME!

Our Philosophy

At Pure Play Child Care Inc., we offer a holistic approach to nurturing children's whole self and how they connect with the world around them. We respect each child's uniqueness and guide them to grow in all areas of development; emotionally, socially, physically, cognitively, and creatively. We strive to be the wind behind children's innate curiosities when they wonder about the "How?" and the "Why?" in a richly engaging environment. In our culturally diverse community, it gives us the opportunity to learn and discuss one another's heritages and communicate respectfully with the intent to understand others better.

"A pinwheel also needs wind.
And with our actions, and our intentions, we can be that wind.
We have to be those agents of change
for the young people and their families in our communities"
Josh Charles

Our Goal

At Pure Play Child Care our goal is to provide a safe, nurturing, supportive environment where children can develop their skills, specifically; socially and creatively. Early childhood is a critical time for development of social skills and learning more about oneself.

Socially children will learn and put into practice how to connect with peers, others and how they connect with their community/environment. Children will be observing and practicing empathy, learning about cultural differences and how to communicate with others in a positive, respectful manner.

Creatively, children will be able to express themselves through a variety of play-based experiences, and through bringing our play outside daily, children can flourish in their natural wonder and share their understanding of the world around them.

Young children have amazing imaginations! Our naturalistically designed environment with a team of nurturing staff will bring a whirlwind of endless opportunity for children to reach new heights.

Our Commitment

At Pure Play Child Care, our commitment is to partner with families and acknowledge that they play a vital role in their child's development. We strive for clear, consistent, and positive communication between guardians, staff, and children. Pure Play Child Care is non-discriminatory, all inclusive and will not tolerate any negative behaviour or language against families or staff in any way, shape, or form. We are committed to providing a professional atmosphere and any information or records held regarding your family and child will be kept confidential. The only release of information or records would be for a legal matter that is requested or required by law.

JOIN US

Scheduling a Tour

Parents can schedule a tour at the centre, in which a tour of your child's class and any questions you may have will be addressed. To set up a meeting please contact: Pure Play Child Care Inc.

Edith Hutchins
Licensee/Director
Phone: 604-226-3714
Email: riverside@pureplaychildcare.com
5824 Riverside Street
Abbotsford, BC, V4X 1W2

Registration Process: Crafts Portal

We are excited that you have chosen to enroll your child at Pure Play Child Care, and we look forward to a great partnership in providing care for your child.

There will be a **\$75** registration fee due at the time of registration; this amount is non-refundable. Once payment has been received an email will be sent to register online with the Crafts portal. All families interested in registering are required to read and sign a contract with Pure Play Child Care Inc. on the Crafts Portal. Parents must agree to contract times that are set, this helps for us to best adequately staff or classrooms for the day. Parent information and authorized pick-up persons will need the accurate full names for identification for the release of your child. Parents will need to provide minimum one alternate emergency/authorized pick-up person (other than the parents) for emergency purposes. Children will not be accepted until their registration is completed and on file, as it is a licensing requirement. **It is the Parent's responsibility to keep your child(ren)'s information updated including change of address, phone number, serious change in health status (diagnosis), and any other pertinent information.**

Starting Kindergarten

In the year your child is going to kindergarten, daycare services will end on June 30th. There will be summer (July/August) waitlist and the daycare spaces open are based on the enrollments of new children. We will confirm for summer space for your child to attend in the months of July and August as soon as we have reviewed enrolment spaces. Parents will need to be prepared to find school-age summer care.

Hours of Operation

Hours of Operation are as follows: Monday to Friday 6:30am – 5:30pm

We are CLOSED on all statutory holidays (Holiday closures for December is determined each year)

New Years Day	Easter Monday	B.C. Day	Thanksgiving	Boxing Day
Family Day	Victoria Day	Labour Day	Remembrance Day	Christmas Day
Good Friday	Canada Day	National Day for Truth and Reconciliation		

Surveillance Cameras

Pure Play Child Care has located on-site surveillance cameras placed throughout the inside and outside of the Center. The camera records video only and doesn't record audio.

There is a camera in each classroom, hallways, and nap rooms. Cameras are not located inside washroom facilities and does not have any diaper changing areas in view. Cameras are placed around the outside of the perimeter of the building.

The purpose of the cameras is for the Director and Manager to review the footage with any concerns that may arise. Parents will not have access to review any of the videos throughout the day. Director and Manager will not share video surveillance with any parents to keep the confidentiality of all the children. Surveillance video footage is only released to other parties when it is required by law.

What to Expect

Staying Connected:

Each month we will have a monthly newsletter showcasing the children's experiences, important classroom information and upcoming news. Check out our social media for more information on special event days and other important information.

Program Includes:

- Engaging and Stimulating Circle Times
- Outside Playground Specifically Designed for Infants/Toddlers
- Dedicated Rest/Nap Time
- Literacy and Language (Books)
- Music and Movement
- Art/Sensory Time
- Daily Reports Posted in the Classroom

PROGRAMS

Hummingbird (Ages 0 months to 18 months)

According to the First Nations of the West Coast, Hummingbirds are joyful messengers, who love to wonder and seek the beauty in the world around them. We value infants and see them as unique individuals who require a safe and supportive environment for their growing personalities. Our natural, balanced classroom offers your infant a space to explore their curiosities and discover the world around them. We recognize each child's unique path of learning, knowing that all infants develop skills in their own readiness. They will receive a wide range of materials, textures, sounds and engage with others in small group settings. Infant's daily needs are met and acknowledged as well as enjoying and expressing themselves through daily play experiences. Transition schedules are available, discussed upon enrollment.

Dragonfly (Ages 18 months to 36 months)

According to the First Nations of the West Coast, Dragonflies are active and full of energy, offering new and exciting ideas. We value toddlers and see them as unique individuals who require a safe and supportive environment for their growing personalities. Actively playing and creating, using all their senses (for example open ended art), they are building on their knowledge needed for learning new skills in the next stage of life. Play in a nature-based environment is more creative and imaginative which encourages language and improved cognitive development. Social awareness is built upon by putting names to emotions, working together with peers, using songs, and stories to illustrate/demonstrate positive relationships. Bursting with new ideas and sharing excitement for daily activities, we cannot wait to meet our busy little dragonflies! Transition schedules are available, discussed upon enrollment.

Supply List:

Parents/Guardians are responsible are labelling **ALL** their child's belongings with the child's name.

- * Crib Sheet & Blanket
- * Change of Clothing (2 sets in a Ziplock bag)
- * Inside shoes/slippers (with grips on the soles)
- * Seasonal Outdoor clothing (toque, mittens, boots, snowsuit, sun hat, sandals, swimsuit, etc.)
- * Soother (In a labelled container)
- * Water cup with lid (Take home to wash each day)
- * Supply of diapers and wipes (Creams or lotions if needed- Labelled!)
- * Sunscreen- Please bring in April, it will be sent home in the Fall.
- * Formula or expressed milk (if your infant has not transitioned to other milk)
- * Bottle with readymade formula or infant cereal for morning
- * Healthy lunch and snacks for the whole day including a variety of textures and food groups.
"It is better to have more [food] than not enough" – B.C Health Guide

(Bedding is required to go home on Fridays for washing & please bring a new supply of diapers weekly)



HUMMINGBIRD

Daily Schedule

Time of Day	Activity
6:30 - 7:30	Arrival/Diaper Check
7:00 – 7:30	Early Morning Snack
7:30 – 8:15	Free Play
8:30 – 8:45	Diaper Checks and Inside exploring
9:00 – 9:30	Morning Snack
9:45 – 10:15	Outside Exploration and Play Time
10:15 – 10:30	Diaper Checks
10:30 – 11:00	Circle Time
11:00 – 11:30	Lunch Time
11:30 – 11:45	Story Time
11:45 – 12:00	Diaper Check
12:00 – 2:00	Nap Time/Quiet play when wake up
2:00 – 2:30	Diaper Check/Free Play
2:30 – 2:50	Afternoon Snack
2:50 – 3:00	Wash up and Get Ready for Outside Time
3:00 – 3:30	Outside Exploration and Play Time
3:30 – 4:30	Inside playtime – Music and Movement/ Free Play
4:30 – 4:45	Diaper Check
4:45 – 5:30	Free play until pick-up time (Diaper checks as needed)

DRAGONFLY



Daily Schedule

Time of Day	Activity
6:30 - 7:30	Arrival/Diaper Check
7:00 – 7:30	Early Morning Snack
7:30 – 8:45	Free Play time/ Washroom Routine/ Diaper Checks
8:50 – 9:00	Clean Up Time
9:15 – 9:45	Morning Snack
9:45 – 10:00	Washroom Routine/ Diaper Checks/ Get Ready for Outside
10:00 – 10:30	Outside Exploration and Play Time
10:30 – 11:00	Circle Time
11:00 – 11:25	Open Ended Art/ Free Play
11:25 – 11:30	Clean up/ Washroom Routine/ Diaper Checks
11:30 – 12:00	Lunch Time
12:00 – 12:15	Story Time/ Quiet Time
12:15 – 2:00	Nap time/ Quiet Play When Awake
2:00 – 2:30	Washroom Routine/ Diaper Checks
2:30 – 3:00	Afternoon Snack
3:00 – 3:15	Washroom Routine/ Diaper Checks/ Get Ready for Outside
3:30 – 4:00	Outside Exploration and Play time
4:00 – 4:30	Music and Movement/ Free Play
4:30 – 5:30	Free play until pick up time (Diaper checks as needed)

FEES

Scheduled Days

Definition – Full time care

Full time care refers to a full months' care, five days a week excluding statutory holidays.

Definition – Part time care

Part-time care refers to any regularly scheduled days per week for a one-month period.

Contract Times

The contract time is the set times for when the child is dropped off and picked up from daycare. When enrolling your child, the times set will need to be precise as this helps us ensure we are staffed appropriately to meet our ratios. We will not accept your child earlier than what you have indicated for your drop-off time. We will address the pick-up time with you if you are late frequently at your indicated pick up time. We will address the contract time when the times become inaccurate and not utilized. Contact times can be changed with one months written notice, provided by the First of the month, as staff working hours depend upon class attendance.

Requiring Changes to a Regular schedule:

A one-month notice is required to be given by the first of the month to change a regularly scheduled day. A change will be accommodated the following month if space allows. In the event where a permanent or short-term change is needed to a child's schedule – with sufficient one month written notice – the change will be made based on availability and staff to child ratios. Extra fees owing, for additional days made to a regular schedule will be added to the next months billing.

Unexplained Absence/ Personal Holidays:

Pure Play Child Care Inc. reserves the right to fill the space after two attempts at contact; if a client has not paid their monthly fee and their child(ren) haven't attended, nor notified the center of an absences.

The monthly daycare fee is required to be paid each month, even when your child is going to be absent from daycare for Personal/Family holidays, this payment keeps your child's daycare space. There will be no reimbursements or discounts for personal/family holidays.

Missed Days

When your child misses their scheduled day (including drop-in days), there will be no refunds, discounts, or make-up days. This includes but is not limited to

- If the centre is closed because of unforeseen circumstances (power outage, inclement/extreme weather, etc.) that is beyond our control.
- If your child is in quarantine for testing positive for Covid-19
- If your child is isolating due to Covid-19 exposure
- If your child has any other communicable diseases
- If the daycare is directed by Fraser Health Authority to close for Covid-19 exposure because of an isolation period

Deposit Policy

A \$200 deposit for (single child) is due at the time of registration. If you choose to withdraw from a program, the deposit will be credited to your last month fees **if** you give 30 days' notice. We do require written notice on the **1st of the month**, if the first lands on a weekend, then notice is to be given on the last day of the previous month. The deposit will be put towards the last month of childcare fees.

Please Note: Without one months written notice, deposits are forfeited.

Drop- In Fee & Policy

Drop-in bookings can be made at any time for children already registered in the program. Drop-in bookings are accepted only when there is a space available, and ratios met. Drop-in fees, **\$75** per day, is required to be paid prior to the day they attend. Preference is given to children already enrolled. However, if there is space available in the desired classroom, we offer Drop-In for community members if they have filled out full registration forms, paid registration fee, and have signed contract agreements on file.

Program Fees

<u>Program</u>	<u>Schedule/Days</u>	<u>Government Childcare Reduction Fee Discount</u>	<u>Parent Cost (with discount applied)</u>
Hummingbird and Dragonfly	Full Time (5 days)	Up to \$900	See Location
	Part Time (3 days) M/W/F	Up to \$540	See Location
	Part Time (2 days) T/Th	Up to \$360	See Location

Payment Policy

Monthly Payment: Daycare rates are based on age of the child, not classrooms they are enrolled in. Daycare fees are due on the 1st of the month and if the 1st lands on the weekend, the daycare fees are due the last business day of the current month. When parents pay for their monthly fees through e-transfer, please place the child's name and payment type.

Affordable Child Care Benefit (ACCB):

Daycare fees are to be paid in full until ACCB coverage is approved. Once approved, we will balance out the billing and any remaining credit will be applied to the next month fees or refunded. There will be a \$10 surcharge, to balance out billing, for each month we go back.

Late Payment Charge

Daycare fees are due on or before the 1st of each month, payments made after the 1st of the month will be charged an additional **\$25 per day**, up to five days (only including business days) until fees and late charges are paid in full. If the 1st lands on a weekend, fees are due the last day of the previous month. A surcharge will be added of \$2.00, when payments are either overpaid or under monthly fees.

Monthly Fee Corrections

When an incorrect monthly fee payment is sent, there will be a \$10 surcharge to balance out the billing and any remaining credit will be applied to the next month fees or refunded.

Method of Payment:

E-transfers are the only method accepted (exceptions will be made for individual cases). E-transfers will be sent to ppccr@pureplaychildcare.com

Tax Receipts:

Parents will receive tax receipts at the end of the fiscal year when all daycare fees are up to date. Daycare fees in arrears will need to be paid to receive a tax receipt. This includes current attending families and families that have withdrawn.

Note: The daycare fees will have a 3% fee increase each year in April.

Late Pick-up Fees

Overtime Fee:

When parents/guardians arrive later than 5:30 PM closing time; A late fee charge of \$20 will be added to their account for the first 5 minutes and then \$1 for every minute afterwards. Late fees are due the following day, the Director/Manager will let the parent know what is owing for late fees.

Affordable Child Care Benefit/ Parent Portion

Affordable Child Care Benefit

This is a government service available under “My Family Services Website”. Families utilizing the ACCB are required to pay the daycare fees in full until the approved ACCB coverage is received. Daycare payments made will be applied towards following monthly daycare fees or provide with a refund with ACCB full coverage.

The Parent Portion:

The daycare fees total monthly amount subtracting the approved Child Care Benefit coverage equaling the balance owing, is the parent portion fee amount. The parent portion, if any, is required to be paid by the 1st of the month.

Withdrawal from Centre

Terms and Conditions:

Should any situation arise or family circumstance change for any cause, (personal, financial, or physical reasons) any family needing to terminate their contract with Pure Play Child Care Inc., is required to give 30 days written notice by 12pm on the last business day of the month. The notice of withdrawal should be given on or before the 1st of the month. If the first lands on a weekend it needs to be given on the last business day of the previous month. Failure to provide proper notice will result in the remainder of the months fee forfeit, as well as the deposit which was given at registration.

Termination of Care

Termination of Care:

Pure Play Child Care Inc. reserves the right to terminate care immediately.

Failure to follow the agreement policies set in the Contract for Care may be cause for immediate termination with no notice.

Conditions that Termination would occur:

Pure Play Childcare will terminate care when daycare payments are not being met as per set out in the contract. Pure Play Child Care Inc. reserves the right to terminate service immediately when a child continues to display inappropriate, unsafe, and *aggressive behaviour towards other children and staff. Communication between parents and staff to create care plans and strategizing for the best care for when a child may need extra supports will be attempted first. If attempts to resolve are unsuccessful, immediate termination of care will be issued. Deposit is applied to any subsequent daycare fees owing or will be refunded. Pure Play Child Care Inc. reserves the right to terminate service when a parent has *negative actions or threats towards staff.

Definitions of Action:

- * Aggressive Behaviour- Causing injury to another that requires first aid treatment or emergency care.
- * Negative Action - Disrespect, degrading, belittling, swearing, yelling, name calling, and/or spitting.

KEY POLICIES

Arrival/ Picking Up

Arrival:

Parents/Guardians are required to notify the centre by 8:00 AM or if possible, the day before if your child is not attending and the reason for missing the following day(s). **Children are to arrive no later than 10:00 AM if they are attending daycare for the day.** Upon arrival at the Centre parents will wait until the doors are open to them (no earlier than 6:30 AM). Parents have set contract times for drop off and pick up, if parents arrive early, they may need to wait until their indicated drop-off time as there may not be enough staff on the floor to assist. Parents need to provide a 30 days' notice in a change of pick-up and drop-off times, as Staff working hours depend upon class attendance. If Children arrive inappropriately dressed (without a jacket, flip flops, etc.) then parents are expected to retrieve items needed from home before the child is signed in for attendance. The safety and well-being of all children is of the utmost importance; therefore, all parents are to drop off and pick up child(ren) from the designated classroom themselves or by an authorized person. Once the child is settled, parents can sign them in and notify staff before leaving. **PLEASE NOTE: Our facility/surrounding property including the parking lot is smoke/vape free please refrain from use, thank you.**

Picking Up:

We ask parents to pick up latest by 5:15pm in order to give staff a chance to sanitize and clean the centre/classrooms before the close of the day. Our doors close at 5:30pm and staff leave at this time. Parents should arrive 5 minutes before pick- up times to ensure an easy transition before leaving the Centre to go home. Parents are encouraged to check their child's cubby daily for items needing to be brought home. Children will not be released to older siblings. Parents are required to sign their child out at pick up time and notify staff that you are leaving. In the event where the parent does not show up to pick up their child(ren) these steps will be taken:

- i). Try to contact via text or phone call.
- ii). If we cannot contact the parents/guardian by phone we will contact your listed emergency contacts.
- iii). If you are unable to pick-up your children due to an unforeseen issue, (i.e.- car accident), and parents/emergency contacts are unreachable, we will keep your child(ren) under our care.
- iv). If after 1 hour of closing without any form of contact, we will then make a call to the Ministry of Children and Family Development.

Unauthorized Pick-up:

It is the daycares responsibility to not release a child to an unauthorized person. This includes anyone not listed on the child's authorized pick-up form. These names can be changed, in writing, by the Parent/Guardian. The Parent/Guardian is required to notify in writing anyone else who will be picking up (such as short notice at the beginning of the day). Any unknown person who arrives to pick up, will be requested to show ID prior to being allowed to pick up, and a phone call to parents to verify the situation. **PLEASE NOTE: When dropping off or picking up, please do not let other parents in the facility. We need to have knowledge of who is coming in. Parents will need to stand in front of the camera, we will not buzz you in if we cannot see who is at the door.**

GENERAL OPERATIONS

Separation Anxiety

This is anxiety that a child may feel temporary when separating from a parent or caregiver. Infants often go through periods of separation anxiety; it is a completely normal process, which can last into preschool ages. This transition may be a sensitive time for both infant/child and parent, and there are some tips that can help this process be calmly and more easily handled. First, is a positive staff and parent relationship, if the child sees your trust in us, then they are more willing to be comforted by us. Infants and children take their cues from parents, if the parent is calm and happy at drop off, the infant or child is likely to be reassured they will be safe. Here is a list of helpful tips for dropping off your infant or child:

- i). Prepare yourself to receive some anxiety, even if your infant or child does well at the beginning.
- ii). Talk about where your child is going and reassure them that you will be back.
- iii). Remain upbeat and form a goodbye ritual (three kisses/ a song/ certain phrase, etc.)
- iv). Speak with staff for extra support, if possible, leave a family picture behind.
- v). Once you leave, do not make repeated trips back, as this can cause your child to be even more upset.

Washroom Routine/ Potty Training

Proper Hygiene practices are important for the health and well-being of everyone.

Starting Potty Training:

We ask that parents first initiate the process of Potty Training at home. Children are commonly ready to start potty training when they are 2.5 years of age. We will then start the potty-training process with a child if they show interest and are willing to sit on the toilet. The children will need to be provided with pull-ups with the Velcro sides, their clothing is relaxed fit for easy up and down to help their self-help skills. Please do not send your child in onesies, one-piece outfits, skinny jeans, and tight leggings while they are potty training as it hinders the child's independence.

Is your child ready for underwear?:

Children are ready for underwear and protective liners when they can verbally communicate when they need to go, and they successfully relieve their excrements into the toilet. For Potty Training to be a successful and rewarding process, we ask that the child NOT be put back into diapers/pull-ups for any reason to eliminate confusion). We understand that sometimes children will accidentally soil their clothing, therefore provide children with extra changes of clothing. Staff will encourage your child more frequently through-out the day to use the washroom.

Personal Belongings

Personal toys such as comfort items are allowed, please label, for naptime use. We do not allow any other toys brought from home. Staff are not liable or responsible for the condition or treatment of belongings throughout the day.

Active Play/ Appropriate Outside Attire

Active play is not only for physical development, but for all areas of the child's growth. Active play is incorporated into our programs, utilizing both inside and outside areas as infants and toddlers develop controlled muscle movement through certain play activities. We recognize not all children are going to enjoy outdoor time as much as other children. To help your child improve with outside play it helps when parents are providing proper outside attire. Children will spend a minimum of 1 hour outside daily. When dressed for outside in **Fall and Winter**, please ensure they have all lined and waterproof materials, (cloth mittens or sweaters for example will be easily soaked).

For **Spring and Summer**, please ensure they bring a hat, wear proper footwear, and have a light sweater. Please do NOT send: Spaghetti strapped shirts due to sun exposure, flip flops, tie-up shoes, tight jeans with belts, and hard to do buttons and snaps where the children can't handle alone. Children take pride in being able to care for themselves and it will increase efficiency and independence during washroom routines.

Extreme Weather:

A severe weather system can vary from high wind, torrential rain downpour, or extreme temperature drops. During these days of reduced outside time, (typically in the winter months), indoor activities will be implemented to get the children active.

Food

Each class has a miniature fridge. Lunches must be prepared, and any leftover dinners must be cut up for their children, meat must be taken off the bone or cut up (i.e. chicken). **No KD bowls**. We ask that parents provide ice packs for items such as dairy, meats, etc. and any hot items are to be placed into a thermos to follow Food Safe standards. We do not open any canned items and ask that all microwavable food, must be in a microwavable container. **Each month as children join the class programs, we evaluate if the need to be Nut Free is present. Notice will be given if a change occurs.**

Rest / Nap Time

Each child 5 years of age and younger is required to have a rest period. Parents are required to supply a blanket and a sheet for their child (please label). Licensing requires that a quiet/nap period be offered to children who need it. This time is important to help children feel re-energized, calm, and be able to have more emotional stability for the rest of the day. Please speak with staff about specific calming techniques and sleeping routines for your child.

GUIDANCE

Staff Requirements/Ratio

Program Room	Program Capacity	Number of Staff	Staff to Child Ratio
Hummingbird	12	3	1:4
Dragonfly	12	3	1:4

Staff Requirements:

Staff employed at Pure Play Child Care Centre will hold a current first aid certification, a clear criminal record check, and one of the following certifications in Early Childhood Education (Infant and Toddler, ECE, ECEA, or RA (working towards certification)). All Staff will conduct programs according to the standard outlined with Fraser Health Authority Child Care Licensing Regulation. Staff will always uphold the Early Childhood Educators of B.C. Code of Ethics found at:

https://www.ecebc.ca/resources/pdf/ecebc_codeofethics_web.pdf

Care Plans

Care plans is a written collaboration document between the parent(s) and staff to outline how to support their child’s needs. The components of the Care Plan are the medical/allergy, sleeping, dietary, environmental, behavior and length of time at daycare. A care plan will need to be in place for children with special needs or have behavior concerns prior to attending our daycare programs. As part of the Care Plan, when the Fraser Valley Child Development Support Funding ends for children with disabilities, the daycare services will be determined, case by case, for continuing or ending daycare services.

Biting at daycare can be a difficult situation for both families. Toddlers often bite when they are having difficulty expressing themselves with their emotions or through words, when they are frustrated, for self-defense or to get attention. We collaborate with the parents on a care plan to outline the best way to prevent and encourage acceptable ways for a child to express themselves.

Guidance and Redirection Strategies

The following strategies will be used by staff in guiding children's behaviors:

- Model appropriate and respectful behaviors
- Form trusting and positive relationships with each child
- Set reasonable limits and be consistent
- Give non-verbal and verbal cues
- Offer age-appropriate choices for children to self-regulate emotions/behavior
- Look at meeting the child's needs for the cause of inappropriate behavior and respond respectfully

When inappropriate behavior occurs, Staff will use age/developmentally appropriate measures:

- Give a non-verbal or verbal cue/warning
- Restate limits/ boundaries
- Redirect to a different activity or area of the room
- Use problem solving strategies/acknowledge child's feelings
- Allow natural consequences
- If they act dangerously towards oneself and others, they will be moved to a safe area to calm down
- Provide children the opportunity to make amends

Staff will NOT:

- Use corporal punishment
- Deprive child/toddler of the use of the washroom or meals as form of discipline
- Use degrading treatment whether emotional, verbal, or physical
- Confine a child within in a locked space/room, etc.
- Use physical restraints (unless outlined in a specific Child's Care Plan for behavior guidance)

Respect

Pure Play Child Care values a respectful and positive work environment for our Early Childhood Educators (Director/Management/Staff). Parents are expected to treat our Early Childhood Educators with dignity and respect. Our Early Childhood Educators are willing to discuss any concerns you may have and collaborate with you to provide the best care for you child(ren). When the parent is not able to communicate calm and respectfully, they will need to schedule a time to meet with their teacher. Pure Play Child Care will not tolerate parents treating our Early Childhood Educators with *aggressive behaviour or *negative actions and we reserve the right to terminating daycare services if this occurs. We value our Early Childhood Educators for their education, passion and their enjoyment for working with children in their care and they deserve to be treated respectfully.

Definitions of Action:

- * Aggressive Behaviour- Causing injury to another that requires first aid treatment or emergency care.
- * Negative Action - Disrespect, degrading, belittling, swearing, yelling, name calling, and/or spitting.

Conflicts/Concerns

Type of Concern	Families	Director/Manager
Daily program activities (feeding, washroom concerns, sleeping, child's adjustment, behaviors, needs, etc.)	<p>Will speak directly to the Lead Educator in the child's program at an appropriate time (drop off/pick up).</p> <p>If concern is unresolved, families are encouraged to speak with the Director/Manager.</p>	<p>Will listen, seek to understand, and try to resolve immediately if possible. Follow up with the family on the solution results.</p>
Centre wide concern (fees, payments, transportation, hours of care, etc.)	<p>Will speak directly to the Director/Manager.</p>	<p>Will be available in office on site, be reached by phone or email, etc.</p> <p>Will work in co-operation with families to resolve any concerns.</p>
Consistent inappropriate child behavioural issue	<p>Will find an appropriate time to hear Staff's concerns and work in co-operation to help child in positive behavioral guidance.</p> <p>*Pay for any damages to materials/Centre from child's actions.</p>	<p>Keep the safety and well-being of the child and others as the highest regard, suggest solutions, keep parents updated with progress.</p> <p>If issue is not resolved or unable to come to an agreeance, a formal meeting with the Director/Manager will be in order.</p>
Negative treatment by the Staff	<p>Will speak directly to Director/Manager on any concerns, or observations of negative staff interactions between either themselves or their child.</p>	<p>Will take concerns seriously and speak with Staff about the issue.</p> <p>Will not tolerate any harassment or ill treatment toward staff member in question. Will rectify any and all issues with staff and families.</p>

Reporting Abuse

Anyone who has reason to believe that a child has been or is likely to be abused or neglected has a legal duty under the Child, Family and Community Service Act to report this matter. The Centre will contact the Ministry of Children and Family Development if we believe the above statement will/has occurred. If an allegation is filed against the Centre, all parents in the Centre will be notified of the situation. While under investigation the Centre may be closed for a certain allotted time (fees are still required to be paid).

HEALTH AND WELLNESS

Immunizations

Each Child is required to have a complete copy of their personal Immunization Record on file, which needs to be kept up to date. If parents have chosen not to immunize their child(ren), then a written statement will also be required to have on file. If there is a Communicable Disease outbreak, all parents will be notified immediately. Pure Play Child Care then suggests that children who are unvaccinated refrain from attending for an allotted time.

Outbreak of Illness/ Communicable Disease

In order to prevent an outbreak, parents are required to report if their child has contracted a communicable disease so we can take preventative measures and avoid spread. In the event of an outbreak, a sign will be posted at each entrance and an email will go out to inform families of the illness and what preventive steps to take.

Common Illness: Signs and Symptoms

In most communicable disease cases, a 7-day exclusion will be implemented. Children taking antibiotics may return after a full 48 hours have passed. We reserve the right to make decisions on an individual basis. This exclusion policy is in place to stop the spread of infectious, common childhood illnesses. Please have alternative childcare in place. The chart below can help you decide when your child should stay home. Children returning from being sick must be able and willing to play/participate. Parents will be contacted for early pickup if the child is displaying any symptoms of being sick.

Illness	Signs/Symptoms	Length of Exclusion
Acute Cold	Fever/Runny nose/ coughing or sore throat/ thick nasal discharge	Return 48 hours after symptoms stop without the use of medications
Cough	Frequent cough fits interrupting play/ inability to rest/ function/ accompanied by choking/gaging	Return 48 hours after symptoms stop without the use of medications
Communicable Diseases	Chickenpox/ Measles/Mumps/ Pertussis	Observe Public health standards for returning to care.
Vomiting/ Diarrhea	Unable to keep food/fluid down/ abnormal loose stool frequency	Return after 48 hours once back to normal self.
Fever	38 degrees C. (101F) or over, usually accompanied by general symptoms such as listlessness/lethargic.	Return fever has remained below 38 degrees for 48 hours, and child is able and willing to play/participate.
Infected Skin/ Eyes	Unexplained body rash/ pink eye	Return after a doctor’s clearance/ pink eye is clear.
Parasitic Infestations	Lice/Scabies/Pinworms	No sign of lice or nits. Doctor’s note.

Medication Policy

Prescription medications, ointments, and creams can be given to your child if needed. **They must be in the original container and labelled with your child's name.** Parents are required to fill out the proper medication form for administration. Medication consent is required to allow Staff to administer prescription or non-prescription medication. Staff will not administer non-prescription medication of any kind without the required medication consent form filled out by a doctor. This form will be placed with the medication in a locked medicine storage box (Inhalers and Epi-pens are the exception). **Children requiring non-prescription medication to ease pain or symptoms of illness should not attend daycare until they no longer require them. Children must be on medication for a full 24hours before attending to ensure there is no allergic reaction.**

Illness Policy

Should a child become ill during the day, parents will be notified, and we will determine the best course of action concerning appropriate care (which may include the child needing to be picked up). If a child is thought to have a communicable disease, parents will be notified and asked to pick him/her up. Siblings may also be sent home if deemed necessary. If a parent cannot be reached, then the emergency contacts will be called, depending on the severity of the situation it may be 30 to 60 minutes. The child will be kept in a separate comfortable space (away from other children) and given attention until the parents/guardians arrive. Parents should have alternative care. The child will be accepted back when they have no symptoms of illness.

Anaphylaxis

If your child has been diagnosed with an anaphylactic allergy, you have the responsibility to provide a written detailed care action plan for your child. The plan will be put in your child's file and posted for Staff to be aware and prepared for such an occurrence. In the case of anaphylaxis, Staff will follow the child's care plan and proceed with following the [Medical Emergency Policy steps \(p.20\)](#).

Food Allergies/Allergies

Upon registration, please fill out the appropriate allergy forms. Children's allergy information will be posted in their classroom for Staff and a copy kept in their file for future reference. Preventive measures will be taken, and Staff will report any allergy symptoms to parents/guardians when noticed. Any concerns, or questions please speak with your child's lead educator. Please let us know if any dietary allergies as soon as possible to help prevent any reactions your child may experience at mealtimes around others' food items.

EMERGENCY

Minor Incidences

All Staff are trained in First Aid and will use preventive measures to reduce or prevent injury or incident to the children. They will observe children closely whilst using equipment, ensuring that they follow any safety rules that may be in place. Should a minor incident occur, these steps will be taken:

- i). Provide First Aid treatment
- ii). Acknowledge child's feelings
- iii). Staff will fill out a minor incident report and inform the parent
- iv). Continue monitoring the child throughout the day
- v). Notify parents if the situation worsens or if they need medical attention

Non-Medical Emergencies/ Medical Attention Required

All Staff are trained in First Aid and will use preventive measures to reduce or prevent injury or incident to the children. Staff will use the following steps in a non-medical emergency:

- i). Apply First Aid to the child
- ii). Notify parents, if parents cannot be reached, emergency contacts will be notified
- iii). If emergency contacts cannot be reached, the child's doctor will be called
- iv). If medical attention is required immediately, Staff will transport child to the medical facility and give child's medical information
- v). Support the child and family
- vi). Complete an Incident Report

Medical Emergencies

Parents will be required to have the "Emergency Medical Treatment Form" signed and on file. Staff will use the following steps in a medical emergency:

- i). Apply First Aid to the injured child and Call 911
- ii). Notify parents, if parents cannot be reached, emergency contacts will be notified
- iii). Stay with child and support family once they arrive
- iv). Give detailed report to medical personal about the situation
- v). Support child and family
- vi). Complete an Incident Report and report to the Child Care Licensing Officer

Emergency Transportation

Permission for neighborhood walks is for the emergency drills conducted once a year. Staff to child ratio will always be upheld and a first aid kit is always on hand for any minor accidents. When walks occur, the Centre will post a notification regarding the location of the outing and the estimated time of return. A neighborhood walk agreement **must be signed and on file**.

Permission for transportation is for the permission of an ambulance to transport your child in the event of an emergency situations. Parents will be notified as soon as possible. A transportation agreement **must be signed and on file**.

Reporting Serious Incidents

There are 20 Reportable Incidences according to the Community Care Assisted Living Act which staff will document and report right away. These serious occurrences include but are not limited to choking, poisoning, medication error, abuse, missing child, serious injury, etc. In the case that such an event occurs, families will be notified immediately and reported to the Ministry of Children and Families.

Missing Child

Children's ID Cards and information will be always kept with Staff; children will be coached on what to do in the case of separation. In the situation that a child goes missing while under the care of Pure Play Child Care, staff will:

- i). Notify the Director/Manager immediately, who will contact family while the search is underway.
- ii). Staff will remain calm and keep the remaining children together.
- iii). Authorities are called (911) to search and make an official report.
- iv). Staff will record event and discuss how to prevent in the future.

Power Outage/ Extreme Weather Conditions

We are required by licensing to have power, heat, and water to operate. In the event that the power goes out, we will call the Hydro Hotline for an estimated time frame of when the power will be restored.

*If power is out/no water before opening the center, parents will be notified that the center is closed until further notice.

*If power goes out while children are in care and the estimated time of restoration is longer than 2 hours, we will contact the parent/emergency contact for pick -up.

Please remember without power the center cools down quickly.

*If we get a notice of scheduled power/water outage we will give parents as much notice as possible so that you may arrange for alternate care.

***If the power is out at 6 AM the center will be closed for the day. You can view if there is an outage at <https://www.bchydro.com/power-outages/app/outage-map.html> and enter our address: #6108 – 2850 Shaughnessy Street**

Inclement Weather

As a licensed Centre your child's safety is of the utmost importance. Weather conditions can become extreme, and it would hinder our operating hours, for example if extreme weather occurred such as deep snow or flooding, it would be unwise to operate. In any emergency we would need to be able to safely evacuate the Centre. **Therefore, the Centre would be Closed.**

If snow starts to accumulate during the day, during operating hours, you may be contacted for early pick- up. Please use caution when entering the Centre's property and parking lot in extreme conditions.

We follow the school district for school closures.

If the school district is closed during a snow fall warning, then Pure Play Child Care will be closed.

Preparedness

The safety and well-being of child(ren) is our top priority and to make our procedure as efficient as it can be, earthquake and natural disaster evacuations in each program are practiced as a whole Centre. Children are rehearsed in the procedures and actions for such events. Attendance and logbooks are updated each at the time of a drill. Each child will have a comfort emergency kit provided by the family upon start date of care. These will be kept in a safe spot and brought with the group by staff members in the event of an emergency.

Fire Emergency Procedure

The safety and care of your child(ren) is our top priority; to make our procedure as efficient as it can be, fire drills in each program are practiced monthly. Fire evacuation plans are posted on the wall in each room, and staff are well prepared for such an event. If a fire occurs, the following procedure will ensure the safety and well-being of children and staff:

- i). Staff will call 911 and proceed to gain children's attention.
- ii). Staff will conduct a head count and escort children out of the building through the safest route.
- iii). Infants unable to walk will be placed in strollers or rolling cribs, while other children walk in a buddy rope system.
- iv). Once at the safe point, Staff will take attendance and report to Director.
- v). Staff will stay with and comfort children until hearing further from Fire Marshall.
- vi). Parents/Guardians will be called to pick-up their child. If Parents/Guardians cannot be reached, Emergency Contacts will be notified.

Unnecessary Fire Alarm Pulling

If an alarm pull station is pulled unnecessarily it causes a lot of disruption and confusion, as well as costing the Centre financially. This is a very serious matter and wastes city/fire department time and resources that may be needed for real emergencies. Staff will need to call the non-emergency fire department phone number to notify them immediately of the false alarm. As such if a child pulls a fire alarm pull station unnecessarily a monetary penalty will be applied to their account. If it continues, a meeting will be called with the parents/guardians to discuss the issue. The amount charged will be **\$250** per incident (additional fees may also be charged as they arise).

Emergency Procedure

In the event of an emergency situation where evacuation of the Pure Play Child Care premises is required the following emergency plan will be implemented. The children and Staff will remain at the Centre, unless the Pure Play Child Care building does not appear to be structurally sound or there are other potential dangers. In the event of a natural disaster these steps will be taken:

- i). Staff will account for all children in care.
- ii). If the building is unsafe, the children and Staff will proceed to the emergency evacuation spot.
- iii). If the building is deemed safe, emergency supplies will be accessed, and provisions will be made to stay at the daycare.
- iv). Emergency Radio will be turned on at all times, as we await Parent/Guardian arrival.
- v). If phone lines are open, Staff will attempt to call. Staff will remain with all children until everyone is picked up.
- vi). If we leave the Centre to our emergency evacuation spot, a note will be left on the front door.
- vii). Parents/Guardians are encouraged to call the Out of Province Contact (pg.24) if we cannot be reached.

The Emergency Evacuation Spot is at:

**Matsqui Elementary School.
33661 Elizabeth Avenue,
Abbotsford B.C. V4X 1T4
(604)-826-8181**

***It is understood that staff will remain with all children in attendance until parents/guardians can safely pick up children from either Pure Play Centre premises or the designated safe meeting location. ***

Out of Province Contact

In a natural disaster situation, and the Centre cannot be reached, Pure Play Child Care will report attendance, safety status and whereabouts to the Out of Province Contact. Families can call this number in a natural disaster situation.

**Margaret Lavallee
68 Alder Crest, West Pin Ridge,
Manitoba, R1C 0E7
Phone (H): 1-204-771-4435
(M): 1-204-224-4156**

LEGAL REQUIREMENTS

Under the Influence

Pure Play Child Care Inc. has a zero-tolerance policy regarding alcohol and drugs. It is our responsibility not to release a child to an authorized person who is unable to provide adequate care for the child. If there is any reason to believe a child will be at risk, the Staff will offer to call the authorized emergency contact or offer to call a taxi to pick them up. If the person is intoxicated or under influence of drugs, the Staff will immediately notify the police. If there is any reason to believe the child needs protection, the Ministry of Children and Families will be called to come pick up the child.

Child Abuse

If there is reason to suspect abuse or neglect of a child outside of Pure Play Child Care Centre, this concern will be reported to the Ministry of Children and Families Development Services as required by law. Information regarding this issue, and current provincial legislation, is available upon request. Any suspected abuse or neglect of a child will be documented in a confidential logbook.

Custody

If a Custody or Court Order exists, a copy of the order needs to be placed in the child's file. Without an Order on file, the caregiver cannot deny access to the non-enrolling parent. If the non-enrolling parent is not listed on the authorized pick-up list, the policy on unauthorized persons will be implemented.