

# **SLELEMW CHILD DEVELOPMENT CENTRE**

## **Parent Handbook**

### **Contacts:**

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The SLELEMW Child Development Center's  
name is in SENCOTEN and when translated;  
Means "Little Rain"

## **OUR VISION**

Our vision for the SLELEMW Child Development Centre is to provide a warm, safe and nurturing environment for all children in each area of development (physical, intellectual, language, emotional and spiritual) while maintaining the SENCOTEN language, culture and values.

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## **Welcome**

At the SLELEMW Child Care Centre we strive to meet the individual needs of our families.

## **We believe**

- ❑ In promoting and protecting children's rights.
- ❑ That children learn through play.
- ❑ In providing a quality program which will encompass physical, intellectual, language, emotional and social development.
- ❑ In actively interacting with children while they are involved in play activities. While also giving the children opportunities to problem solve and enhance their social skills.
- ❑ In involving Elders in our program.
- ❑ In promoting and teaching SENCOTEN, values and beliefs.
- ❑ In providing a variety of materials, mediums and experiences for children to learn.
- ❑ That all children grow and develop at different stages and we will strive to meet their individual needs.
- ❑ In creating a partnership with parents/extended family and community.
- ❑ That our staff needs to be positive role models in promoting a positive relationship with the parents/guardians/caregivers.
- ❑ In respecting the confidentiality of our children and their families.
- ❑ That all staff have a responsibility to promote a healthy environment and practice respect and integrity in their work with the children, each other and community.
- ❑ In providing education/training to all staff on an ongoing basis.
- ❑ That a quality program must support the intellectual, spiritual, physical, social, cultural and emotional needs of our children.

- That parents/guardians are the first and primary teachers of their children.

## **General Operating Information**

- The SLELEMW Child Development Centre complies with the Child Care Licensing Regulations (CCLR) of the Community Care Facility Act Please ask the Director if you wish to see a copy of these regulations or contact the local Provincial Licensing Office.
- We currently employ two licenced Educators.
- The Centre operates Monday to Friday, 8:030am to 4:30pm except for statutory holidays. We will have closures designated by the WSANEC School Board. We will do our best give families enough notice in order to make alternate arrangements.

Children **must** be dropped off by **9:300 am**. If you are running late, or if your child has an appointment please contact the Centre 652-0074.

The 3-5 Daycare Centre is currently licensed for 24 children ages three to five, the infant/toddler room is licensed for 8 children ages birth to 2.5 years and we are in compliance with the Provincial Community Care Facilities Branch. Licensing requirements state that we provide an appropriate level of supervision as follows:

- **Over 36 months**
  - Eight or less children, one licensed Educator
  - Nine to 16 children, one licensed Educator and one Assistant
  - 17 to 25 children, one licensed Educator and two Assistants

## **Admission**

Space is limited; therefore we have basic criteria for admission into the Centre:

1. Children of parents enrolled in the Saanich Adult Education Centre STEP program.
2. Children of parents enrolled in full time education programs where classes are completed during the centre's hours.
3. Children of parents working with the WSANEC School Board
4. Children of parents living in one of the four Saanich communities who are employed full time..

**We maintain a waitlist. When a space becomes available the Manager will contact the parent/guardian. If the parent/guardian does not respond the Manager will contact the next person on the list.**

- Please provide complete information about your child on the Registration Form including up-to-date information on immunization and health history, your contact information, emergency contact names and phone numbers, names of adults who are allowed to pick your child, etc.
- As per Licensing Regulations please notify the staff of the Centre in **writing** if there are any changes to the information provided on the Registration Form (eg change in home or work phone number, mailing address or removal of any emergency contact name, etc.)
- Please provide the Manager with a certified copy of any Custody Agreements you have regarding your child. This document must give staff clear direction about who is permitted to pick up your child. Custody information is required at the time of registration. During the interim when custody is being established the Centre requires a written letter signed by both parents stating who can pick up your child. As per Licensing Regulations staff members **cannot** release a child to anyone not designated by the parent who has custody.

## Arrivals and Departures

- When you arrive at the Centre please ensure a staff member knows you are there, assist your child to settle in and then sheet. When you are departing, please let your child and a staff signs the attendance sheet. And let a staff member know you are leaving. The routines of the Centre are important in providing your child with a sense of security. An earlier arrival time will give him/her time to participate in the free playtime.
- **A copy of our Arrival & Departure policy is available for anyone to read**

## Picking up your child from the Centre

- All children must be picked up by 4:30 pm daily. If a parent/guardian is experiencing difficulties and needs to make alternate arrangements for picking up his/her child, than s/he must contact the Centre before 3:30 pm.
- The Manager will meet with the/a parent who is chronically late when picking up his/her child in an attempt to resolve the problem. If this lateness continues the parent will be assessed a financial penalty of \$10.00 for every 15 minutes after 4:30 pm
- No child will be released to an adult who appears to be impaired. If the staff member believes there is a risk to the child's safety then s/he will contact the first person designated as the emergency contact for that child or offer to call a friend or family member to provide transportation.

- No child will be released to an adult who is not listed on the Registration Form as an authorized person to pick up. If a parent wants someone to pick up their child who is not on the list they **must** provide us **written** permission with a **signature** in order for the staff to release the child. They can leave the written note upon dropping off their child or can fax in the written notice.
- **If a child is not picked up from the Centre by 5:00 pm and the Manager is unsuccessful in reaching the parent/guardian or designated emergency contact, the staff member is obligated to call the office of the Nil/Tuo or the Ministry for Children and Family Development.**
- **Staff members of the Centre are obligated by law to report any situation that they feel is/may endanger a child's safety. Staff members who do not report these incidents are at risk of losing their license.**

## **Withdrawal from the Centre**

- Parents/guardians are required to give written notice **one month** prior to withdrawing their child from the Centre (eg: If you wish to withdraw your child for the month of May written notice is required by 1 April). Prior notice will give the Manager time to fill the vacancy from our wait list.
- If a parent/guardian does not give one month written notice prior to withdrawing his/her child from the Centre, that month's fees are forfeited.

## **Guidance and Discipline**

Our Staff will provide each child with guidance that will assist him/her build a positive self-concept. Discipline and guidance given by our educators will be positive, constructive and age-appropriate.

The Centre environment is structured to promote positive interactions between the children and child and staff member. Staff will model appropriate behaviour and communication in a way easily understood by each child. When a child is experiencing difficulty staff will:

- Give a clear message of what a child should do, acceptable choices and consequences
- Use redirection to positive activities that can change the child's focus
- Use active listening skills to determine the underlying cause of the child's actions and model problem-solving to lead the child to a positive solution
- If a child does not respond to these steps and continues with the inappropriate behaviour, a final step will be to separate the child from the group. If a child is separated from the group s/he will receive constant supervision. No child will be removed for longer than four minutes.

- Inappropriate behaviour includes hitting, screaming, biting, kicking anything that could harm other children or staff
- Any adult who observes mistreatment of any child must contact the Manager immediately
- Staff will work with parents/guardians to positively change persistent behaviour issues.
- **A copy of our Abuse, Guidance and Discipline Policy is available for anyone to read**

## Health & Safety

Our health and safety policies and practices are created to ensure a safe comfortable environment for your child and our staff:

- Your child should not attend if s/he has any of following conditions:
  - **Diarrhea** Your child may return to the Centre once s/he is free from diarrhea for 24 hours.
  - **Fever** Many things can cause fever of more than 101 or 38.3 degrees and your child will b more comfortable at home when ill.
  - **Acute Cold/Cough** An acute cold includes runny nose with heavy discharge, runny eyes and possibly sore throat. An acute cough is a frequent bout of coughing that leads to choking or vomiting.
  - **Headaches** accompanied by a fever, stiff neck, and nausea and vomiting.
  - **Head lice** Your child may return to the Centre when s/he has received an effective treatment that removes all live nits and lice.
  - **Contagious skin or eye infections** These kinds of infections include pink eye, scabies, impetigo, etc. Once the infection has been treated and is not longer puffy or showing runny discharge or irritation your child may return to the Centre.
  - **Communicable diseases** Chicken pox and measles are common in this age group; please report any cases to the Director. Once the contagious period has passed and symptoms are gone, your child may return to the Centre with a doctor's note stating they are healthy enough to return. (Please see your doctor or the Public Health Nurse to learn more about communicable disease and their symptoms).
- Part of role modeling and prevention of illness in the Centre will be to promote hand washing with your child. Children will wash their hands prior to eating, after playing outdoors, after toileting, etc.
- If your child is taking prescription medication, you must advise the staff. If medication must be administered during Centre hours, the medication must be provided to the Centre in the original bottle, labeled clearly with the instructions and your child's name. The staff will have you complete



an information/consent form to permit staff to administer the dose and report to you when you return to pick up your child.

- Staff will not administer non-prescription medication to your child.
- If your child falls ill during the Centre hours our staff will contact you or if you are unavailable, then we will phone the designated emergency contact to pick up your child. In the event that we are unable to contact you or your emergency contact, we will bring in an employee. The parent/guardian will be responsible for reimbursing the Daycare for that employee's wages.
- Staff members have the right to refuse a child if they feel s/he appears too ill to participate in the program or may still be contagious to others.
- The Centre receives a regular visit from a Nurse on site, as part of health promotion and prevention services for the children and their parents. Please see the Manager for the schedule.
- Staff members are obligated by law to report any suspected abuse. Failure by staff to report any suspected abuse could result in the loss of the staff member's license. (For a definition of abuse please see the Centre Policy Handbook or the Inter-Ministry Child Abuse Handbook, Province of BC, 1988).
- Staff will conduct routine fire and earthquake drills with the children. Children will learn the "Stop, Drop and Roll" technique, how to safely evacuate and where to evacuate from the building in case of a fire or earthquake. Our site is equipped with smoke detectors, fire extinguishers, and a group earthquake kit. Staff also has up-to-date First Aid certification.
- Parents are required to provide clothing appropriate for the weather and that permits safe freedom of movement. Therefore, long skirts, ponchos, jackets with drawstrings or thong-style shoes are not recommended.
- A set of clothing must be provided for your child at the Centre including a pair of slippers or indoor shoes. This extra set must be labeled with your child's name and be appropriate to the season.
  - Winter clothing should include mitts, boots, hat and muddy buddies
  - Summer clothing should include hat, swimsuit, towel and sunscreen
- The extra set should be laundered from the time-to-time and returned to the Centre.
- The Centre is a Smoke-free facility.
- **A copy of our Health and Safety Policy is available for anyone to read**

## Nutrition

The Centre will provide your child with two daily nutritious snacks (morning and afternoon) and lunch.

- To assist your child to form healthy eating habits we do not permit candy, gum, juice, pop or overly sweet snacks. During snack time and lunch your child will be offered water or milk.
- Please ensure that you list any food allergies that your child has on the Registration Form. A list of the children with food allergies will be posted in the food/eating preparation area.

## **Centre Routines**

Familiar routines help your child feel safe and comfortable in the Centre environment. We do our best to provide regular routines so that your child will know what to expect during the day.

- Rest time is encouraged as part of the full-day program. Children will be encouraged to rest or nap after lunch.
- We will assist our child during their transition from diapers to using the toilet. In order to make this process easier for him/her please send extra underwear and pants and ensure the ones they will be using are easy for him/her to remove.
- Weather permitting: staff members may take the children for an outing from time to time (walk to the beach or local park). Parents/guardians are requested to complete the permission form for Field Trips when registering your child. Parents will be advised of the field trip in advance and a notice will be posted on the Parent Bulletin Board, located in the Centre entrance way.

## **Parent Participation**

We hope all parents/guardians will feel welcome to join their child during the course of the day. Please check with the Manager about times of field trips and nap schedules so that your visit will be compatible with the schedule. We welcome your feedback on Centre practices and will be happy to address any concerns you may have.

- If you are concerned about your child's care we ask that you first:
  - Notify the centre staff, if you do not feel satisfied with his response, then
  - Notify the Director of Early Childhood Development, if you still feel the issue has not been appropriately resolved then
  - Notify the WSANEC Administrator Curtis Olsen.
  - Finally the Licensing Officer for the Community Care Facilities Branch.
- We welcome parents/guardians and community volunteers. If parents or community members wish to volunteer they must provide a Criminal

Record Check and doctor's note. Please see the program Manager to discuss opportunities for volunteering.

- **A copy of our Hiring and Staffing Policy is available for anyone to read**

## Subsidies, Fees & Other Funding

- The provincial Daycare Subsidy is income-tested. Therefore, parents/guardians must apply to determine eligibility. If the subsidy covers only a portion of the Centre fee than the parent/guardian is responsible for the balance.
- Parents/guardians must ensure the subsidy is in place before their child attends the Centre. If you choose to send your child before subsidy is place and you do not qualify for subsidy the parent/guardian **will be financially responsible** for the time the child has been in attendance at the Centre.
- It is the parents/guardians responsibility to ensure their child's subsidy is up to date.
- A meeting with the Manager can be set up to discuss payment plans for those families requiring such service.
- The SLELEMW Child Development Centre relies on the fees collected from parents/guardians to assist with the operating costs of the Centre and these fees are due on the first of each month.
- Parents/Guardians should provide the Manager with post-dated cheques. If a parent/guardian is unable to provide post-dated cheques, s/he should discuss alternative arrangements with the Manager.

## Termination of Services

Our staffs are committed to providing services to families. There are some circumstances where it may not be possible to do so:

- If parents/guardians are unable to successfully conclude a custody agreement
- When Centre fees are not paid as agreed
- If the parent/guardian or family member is abusive, threatening or violent toward a child, staff member or other parents/guardians in the Centre setting
- If parents/guardians does not comply with the Centre schedule for picking up their child
- If the Centre cannot provide the level of care necessary to meet a child's needs and cannot obtain Special Needs funding to assist.

- If a child's behaviour is disruptive or physically threatening to other children and/or staff members and the efforts to staff members cannot bring about positive behaviour changes.

Before termination of services our staff members will:

- Work with parents/guardians to identify services that may assist their child (eg meeting with the Aboriginal Infant Development Consultant, Public Health Nurse, etc)
- Assist parents/guardians to apply for Special Needs funding
- Provide referrals to other resources outside the Centre that may support their child (eg Vancouver Island Health Authority Prevention Services).

## **Confidentiality**

- **All information provided on the Centre Registration form is Confidential.**
- **Only staff members working at the Centre will have access to your child's information.**
- **We will request your written permission, if it is necessary to share your child's information with any other resource agency.**

**Thank you** for taking the time to read this handbook. Your participation in the Centre and partnership with the Centre staff will help make the Centre a place where your child will feel safe, happy and grow in a positive healthy way.

Please feel free to provide feedback to the Manager on any of the areas covered in this handbook.

*The complete policy manual for the SLELEMW Child Development Centre is available to any parent/guardian upon request.*

## Parent Agreement

I, \_\_\_\_\_ have read,  
Please clearly print your full name

Understand and agree to follow the policies and practices of the SLELEMW  
Child Development Centre as outlined in the Parent Handbook.

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_