



**Country Bears Child Care Centre**  
16613 Bell Road (57A Ave), Surrey, BC (near Cloverdale)  
604-575-8383

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## **Policies and Procedures Family Handbook**

### 1. [Introduction](#)

This booklet has been prepared to introduce you to the goals, philosophy, program and policies of Country Bears Child Care Centre. We offer daycare, preschool and an Out of School program.

We offer a preschool-type structure from 9:30 am to 12:00 pm. This is great for the working parents and/or guardian that cannot send their child to preschool. We offer a fun, creative and nurturing environment. Our programs are available for children who are at least 30 months of age to 5 years of age.

Our regular hours of operation are Monday to Friday from 7:00 am until 6:00 pm.

### 2. [History](#)

Country Bears Child Care Centre opened (referred to as “our Centre” throughout this handbook”) in September 2006. Our Centre is licensed through the Ministry of Health under the Community Care Facility Act.

### 3. [Staff](#)

We recognize that the parents and/or guardians are the most important people in children’s lives. We realize that it is a difficult decision to leave your child with anyone else.

We are qualified Early Childhood Educators licensed through the Ministry of Health. Extra training specialties include Montessori certification, Special Needs certification and Infant and Toddler certification. All staff members have current First Aid certificates and have had a criminal record check.

Activities are scheduled throughout the day but we often follow child-initiated activities to encourage curiosity and the wonderment of life. We believe that close relationships with children result in rewards, satisfaction, and joy which are a source of personal energy to be shared with others.

#### 4. [Goal](#)

Our goal is to provide high quality full time and part time child care for children aged 30 months to 5 years of age. We have a clean, safe, comfortable environment for children to play and learn in with guidance that encourages self-expression (care of self) and group responsibility (care of others). It is important that the parent/guardian feels good about bringing their child to a safe and nourishing environment. It is our privilege to assure that every child experiences these basic rights.

#### 5. [Philosophy](#)

We believe that children learn best through play. Our centre provides children with ideal opportunities to develop physically, intellectually, socially and emotionally.

We believe that the purpose of Early Childhood Education is:

- To provide children with opportunities to develop physically, intellectually, socially and emotionally.
- To assist children in building self-confidence, independence and self-esteem.
- To appreciate those different from ourselves and to enjoy the differences along with similarities we share.
- To develop a spirit of inquiry and the skills for creative learning, natural growth and self-expression in socially acceptable ways.

We believe that children learn best when provide with:

- A secure, healthy, physical and emotional environment.
- A challenging curriculum which include choice of activities, free-play and time for sharing thoughts and ideas.
- Adequate time for investigation and spontaneous learning to take place.
- Unstructured, open-ended art activities stressing the process more than the product.
- Sensitive direction toward developing the individual child to their fullest potential.
- Guidance and modeling of positive behavior and attitudes from caring adults.

Our focus is not on how well your child can count, color and cut, but rather, to help your child feel confident in their abilities to create, explore, socialize and have fun.

#### 6. [All Ideas Are Welcome](#)

We are constantly evaluating ourselves and looking for ideas to improve our program. Your comments, questions and input are welcome. This is a group child care centre, but, we feel the preschool-based-program provides children with a stimulating environment. The children are guided with age-appropriate activities to assist their overall development.

## 7. [Separation Anxiety](#)

Many children are able to enter a childcare facility with little or no complications. However, this transition can be difficult for some children. Our staff will do everything they possibly can to help the child and the parent and/or guardian to overcome the anxiety of separation. It has been our experience that children will quickly calm down and begin to explore their environment once the parent/guardian has left. We strongly encourage you to call or observe your child anytime throughout the day, if you have any concerns. Please do not hesitate to make an appointment to meet with the teachers if you have concerns or would like to develop strategies for working through separation anxiety with your child.

## 8. [Guidance and Discipline Policy](#)

We use positive guidance and discipline techniques which include:

- Setting reasonable and fair limits, clearly stating these limits along with expectations of desired behaviors.
- Guiding and encouraging children to use words rather than physical means to express their feelings and resolve conflicts.
- Redirection (changing the circumstances which are causing unwanted behavior).
- Reinforcing positive behavior and ignoring inappropriate behavior when appropriate to do so.
- Offering simple, safe choices and letting children experience the logical consequences of their choices.

Children feel a sense of comfort and trust when they know that the teacher is there to protect, guide and help them. Once children realize the teacher is willing to listen and respond in a fair and supportive manner, their security and control increases.

Occasionally a teacher may need to step in to assist or remove a child from a situation that the child is having a hard time handling. This will be as simple as a teacher sitting with a child until they calm down and then assured that it is okay to try again, when they are ready to do so.

## 9. [No Abuse Policy](#)

Under no circumstances are children subjected to corporal punishment, restraint and deprivation or degrading treatment. All abuse that is suspected to have occurred away from our Centre is to be reported to the Ministry of Child and Family Development.

## 10. [Suspected Child Abuse Policy](#)

Any abuse that is suspected to have occurred at our Centre is to be reported to Licensing at 604-587-7610. If any abuse is suspected to have occurred outside our Centre, it is to be reported to the Ministry of Child and Family Development at 604-660-2421. As per Child Care Licensing Regulations, Section 55(1) (b) 2 A

11. [Learning Circle](#)

Teacher-led activities include stories, songs, felt board stories, poems, discussions of the day's activities and themes. Children are encouraged to participate by sharing their thoughts and ideas.

12. [Free-Play](#)

At this time, children decide for themselves what they wish to do. Possibilities include painting, drawing, play-do, exploring the science table, using puzzles, dramatic play, block play or just looking at a book. Each day new art and craft materials are set out for the children's use and exploration.

13. [Clean-Up](#)

This is the time when the children learn to "Finish what's begun and "Put away when done".

14. [Snack Time](#)

This is a relaxing time for children to socialize. Children should always have healthy food from the basic food groups so other children will not want the other has. We would like to try to teach healthy eating habits first before the "other" food comes out.

15. [Physical Exercise](#)

Children are provided with opportunities to get exercise both inside and outside, depending on the weather. Outside activities include climbing equipment, swings, slides, sand box, tricycles and water play.

16. [Music and Movement](#)

Teacher-led activities include songs with full body actions, dance and creative movement, use of musical instruments and prop boxes.

17. [Nap or Quiet Time](#)

This is the time of day from 1:00 pm to 2:30 or 3:00 pm, when those children requiring a nap in the afternoon lay on their mat with their own blanket from home. The children who only require "Quiet time" will either lay on a mat and rest or go to the "Quiet table" to do coloring, drawing, and puzzles.

18. [Arts and Crafts](#)

Open ended art will be offered most often at our Centre. This is when the child decides what they want to do with materials provided rather than do a "craft" where it is teacher-led. There will be times when teacher-led art will be done but open ended art will be available more often so the child can decide what they want to do and what they want to make with the materials provided.

## 19. [Hours of Operation](#)

Our regular hours of operation are **Monday to Friday from 7:00 am until 6:00 pm**



## 20. [Closures](#)

Our centre will be closed on **all statutory holidays** including Easter Monday and Remembrance Day which is not considered a Stat holiday by some companies. We are **closed the week between Christmas Eve and New Years Day** and closed Mondays following a statutory weekend holiday.

## 21. [Inclement Weather, Etc.](#)

If emergencies arise (inclement weather, power failures etc.) preventing the centre from operating, the parent and/or guardian will be contacted and a note will be posted on the centre door for those parents and/or guardians that we were unable to contact.

## 22. [Health Policy](#)

Our health policy is designed to ensure and maintain a healthy environment for everyone. Determining when a child is well enough to attend our Centre can be a difficult decision for parents and/or guardians. The following guidelines have been drawn up with the interest of all the children in mind.

The parent/guardian should keep their child at home when the child is experiencing (or has had in the last 24 hours) or is developing any of the following:

- Fever or 100 degrees (38.3 C) orally, 99 degrees (37.2C) under the arm.
- Pain - any complaints of unexpected or undiagnosed pain.
- Acute cold with fever, runny nose with **yellow or green mucus**, watery eyes or coughing.
- Sore throat or trouble swallowing.
- Difficulty breathing, wheezing or persistent cough.
- Infected skin or an undiagnosed rash.
- Headache or a stiff neck.
- Diarrhea; Nausea or Vomiting.
- **ALL UNEXPLAINED RASHES MUST HAVE A DOCTORS NOTE BEFORE ENTERING THE DAYCARE THAT DAY.**

Child may return to our Centre when:

- Fever has stayed below 100 degrees orally or 99 degrees under the arm for 24 hours without medication.
- Child has had at least one normal bowel movement after a bout of diarrhea.
- Child has been examined by doctor and is medically cleared (pinkeye, scabies). Such conditions may require a doctor's note to verify the child is no longer contagious.
- Cold symptoms have subsided (nose running clear, occasional cough).
- 24 hours has passed since the last bout with nausea or vomiting.
- Child has been on antibiotics for 24 hours.

### 23. [Arrangements for ill Children to be Picked up](#)

If the parent/guardian cannot be reached, the emergency contact will be notified and required to pick up the ill child.

**Please notify our Centre immediately if your child has a communicable disease or any parasite related condition.** When this happens families will be notified (no names will be mentioned) and provided with relevant information which will be posted on the parent/guardian board.

### 24. [Medication Awareness Policy](#)

Please be sure to notify our staff of any medication that a child is being given outside of our Centre's hours. This helps staff recognize any possible side effects. If a child must be taken to emergency this is most important.

All relevant medical and health information must be submitted to ensure the needs of the child are met and maintained. All children's immunization records must be on file with our Centre.

Please notify our Centre of all **ALLERGIES** your child has so we can post it on our list for quick reference.

### 25. [Administering Medication Policy](#)

- Our staff cannot administer non-prescription drugs to any child, unless the parent/guardian has signed a medical administration permission form that day.
- In the event that your child requires prescription medication, a medical administration permission form must be completed.
- Prescribed medication will be administered only from the original prescription container.
- Children, who have asthma or allergies, may also have special medical needs.
- If this is the case, the teacher must be advised before the child attends their first day at our Centre.

26. [No Smoking Policy](#)

Due to safety and health risks to staff and the children, there is to be NO SMOKING permitted in or around our Centre.

27. [Emergency Management Policy](#)

As our program is designed for the safety and security of all, earthquake and fire drills area practiced monthly. Emergency supplies (First aid kit/non-perishable food and bottled water) are stored within our Centre. The staff at our Centre will take the necessary steps to obtain emergency medical aid if warranted. Please see emergency information posted in our Centre.

28. [Reportable Incidents Policy](#)

If your child is injured while in the care of our Centre, the incident will be recorded in an accident book. If your child required medical attention the day of or days after the incident a reportable incident form must be completed by the staff at our Centre and filed with licensing. Please let our Centre know if you had to seek medical attention after the actual incident so our staff can file the report accordingly.

29. [Release of a Child Policy](#)

The registration form has a place for each parent/guardian to state names of persons authorized to remove a child from our Centre.

The registration form has a place for each parent/guardian to list in writing the persons NOT authorized to remove a child from our Centre. If there is a court order regarding a custody agreement, our Centre will request a copy and it will be attached to the registration form. Only the staff and the licensing officer will be allowed access to the registration form.

All children must be signed out by the person removing from our Centre.

No person under the age of 19 will be allowed to sign out and remove a child from our Centre.

30. [Permission for Unauthorized Pick-Up Policy](#)

The parent/guardian must give permission for anyone other than the authorized person (recorded on the registration form) to pick up the child. The parent/guardian must notify the staff before the designated person arrives to pick up the child.

Staff must request picture identification from anyone not known to them who comes to pick up the child.

If the parent/guardian has requested a password be used, this will also be required as well as picture identification. The password will be recorded on the child's registration form, as well as the date it was given.

If someone who is not authorized to remove the child arrives, the staff will contact the parent/guardian for approval and identification. If the parent/guardian cannot be reached, the emergency contact provided by the parent/guardian will be contacted for approval and identification to pick up the child.

If a person arrives to pick up a child and appears to be incapable of providing safe care, the staff at our centre will call the alternate on the registration form. If the parent/guardian or alternate refuses to have an alternate person called to pick-up the child and the staff assessment is that the child is at risk the Ministry of Children and Families will be notified and the child will remain at our Centre until the Ministry provides alternate care.

If the parent/guardian does not arrive to pick up a child the staff will call the Ministry for Children and Families after every effort has been made to contact the parent/guardian or emergency contacts. The maximum time before a phone call is made to the Ministry for Children and Families is two hours.

All incidents of this nature shall be documented in the log book.

### 31. [Parent/Guardian/Teacher Communication](#)

Newsletters and calendars communicate the activities of happening at our Centre relating to themes, field trips and special events. Please see the parent/guardian board outside of our Centre door. Please check the parent/guardian bulletin board on a regular basis. Here you will find information regarding communicable diseases reported within our Centre along with current community events of interest to parent/guardian and children.

We can work more effectively with your child by maintaining open, ongoing communications with you. Arrangements can be made to communicate with us on an individual basis whenever a need arises. **Please let us know if there are any unusual stresses or changes in your child's life or if their behavior concerns you.** This allows us to maintain a consistent supportive approach to your child's needs.

### 32. [Lunch/Snack](#)

We ask that you pack a nutritious snack for your child like fruit, vegetables, cheese and crackers and please limit sweets. As water is always available from our water cooler, you will have to supply milk or juice if your child requires this. We ask that each child has an unbreakable child-safe cup that has the child's name marked on it. You may wish to send cupcakes or cookies for our Centre on, or near your child's birthday. Please advise us in advance to be sure there are no allergy conflicts.

### 33. [Cooking/Baking Day](#)

Several times throughout the year we will have a special cooking day with the children. We will provide everything for this activity.

#### 34. [Personal Belongings/Toys](#)

Books and activities supporting the current teaching them are more than welcome. We ask that children leave other personal belongings at home unless specifically instructed otherwise. The teachers at our Centre may not permit personal belongings that they feel are inappropriate for classroom use.

#### 35. [Toileting](#)

We are aware that some children will not be completely or at all potty trained when they start coming to the Centre. We understand that accidents do happen to children at this age. Our teachers respond according to the needs of the child and encourage independent training such as pulling up own pants and wiping with assistance if required. We will only help potty train your child if the family is doing the same at home. If the child is not ready to be potty trained, your child will be asked to wear pull ups until ready. We are more than happy to help your child feel secure and independent when the child is ready. Hand washing is practiced before eating, after eating, after crafts, after going outside and after using the washroom. We also recommend that when you have your child wash their hands upon arrival.

#### 36. [Parent/Guardian Involvement](#)

We have an open door policy for parent to drop by and visit their children any time at our Centre. We also welcome any new and exciting ideas you may have or contributions to our Centre. We can all learn from your skills and hobbies and try to incorporate them into the program.

#### 37. [Insurance](#)

Our liability insurance covers the children only when they are in our Centre, not on the way to or from our Centre.

#### 38. [Clothing](#)

Please dress your child in clothing suitable for play and appropriate weather. At our Centre we offer many opportunities for hands on activities. As for some of these may be messy, your child should be dressed in comfortable and washable clothes. "Good Clothes" and "Dressy Shoes" should stay at home.

#### 39. [Backpack Clothes/Items Needed for the Child's First Day](#)

- An extra change of pants, shirt, underwear, socks.
- Pair of boots, toque, mitts.
- Pair of comfy slippers or inside shoes.
- Hat for sunny weather.
- Sunscreen (permission slip must be signed by parent/guardian for staff to apply).
- Extra change of clothes
- Extra bedding for nap mat

**Please make sure all items you bring to our Centre are clearly labeled with child's name  
This includes lunch kits, back packs, clothes and special cups.**

#### 40. [Child Care Subsidy Policy](#)

Any parent/guardian qualifying for child care Subsidy must have full approval in place prior to attendance. Any fees not covered by Subsidy are your responsibility and are payable on the first of each month in advance. Proof of qualification must be presented to us prior to registration. If your authorization or renewal is late a full month's fee must be paid on the 1<sup>st</sup> until your authorization is at the office. If you need more information about subsidy please feel free to ask.

#### 41. [Forms](#)

The following forms must be completed before your child enters our centre:

- Fraser Health Registration form (this has child's personal and medical info and immunizations, emergency contacts).
- Parent/Caregiver Financial agreement.
- Post dated cheques (Sept to June) or whatever month you start to June
- 25.00 Registration fee

#### 42. [Enrollment](#)

Enrollment is limited to 25 children in our Centre for ages 2.5 to 5 yrs. Our teacher to child ratio is at least 1 teacher to 8 children at all times.

#### 43. [Method of Payment](#)

Post dated cheques, dated for the first of each month are to be made payable to Country Bears Child Care Centre. Our centre asks for cheques twice a year, once in September and dated till June and then in July/Aug if you require summer care. We realize there are times when payment may be difficult, please feel free to talk with us and special arrangements may be made. **Government subsidy is available to parent/guardian who qualifies. Application is made directly to the Ministry of Human Resources. Parent is responsible for their parent portion.**

#### 44. [Withdrawal & Receipts](#)

Monthly fees guarantee your child's place in our Centre; therefore no refunds can be made for times missed. **One month's written notice is required** if you wish to withdraw your child from our Centre. If the child is withdrawn after the first of the month, full enrollment fees for that month will apply. At this time uncashed post-dated cheques will be returned. Cancelled cheques will be your receipt. Written receipts for income tax purposes will be made available before February 1<sup>st</sup>. If the daycare terminates a child's spot, you will be charged for the days attended by your child and refunded for the balance of what the daycare fee was for that month.

#### 45. [Arrival and Departure](#)

Upon arrival, **please assist your child into the classroom.** The teacher's responsibility begins when you turn your child over to her and ends when you return to our Centre to pick up your child. **You are required to sign in daily, state any concerns, and advise us of the person picking up your child.** By law, children can only be released to a responsible adult - those listed on our registration form and adequately able to care for the child. (i.e.: emergency contacts and those authorized to pick up). **Please do not send siblings to pick up your child unless you specify in person that this is happening. Your promptness in arrival and departure is appreciated by both your child and the teachers.** Please phone the Centre before your child's scheduled arrival time if you are going to be late dropping off. Please be sure to phone our Centre if there is a problem with pick up.

**Please note:** Please call the centre **no later than 9:00 am** if your child is sick or away. We will make an attempt to contact you if we have not heard from you by the call time but, if you do not call and show up after 9:00 am, we cannot guarantee that we will be at the centre. Our centre does go on local walking field trips and we provide various other outside activities that might take us away from the centre. You might not have childcare at that point and we do not want this to happen. It is SO important that our teachers have ongoing communication with all parents/guardians.



#### 46. [Late Charge Fees](#)

We understand that there are circumstances that can cause a parent/guardian to be late when it is pick up time but a phone is required if this happens and is appreciated. Our Centre is closed **AT** 6:00 pm, so we really rely on your to be there before the day ends. Our staff have busy lives just like you, probably have things to do after their shift ends. It is very important that you are on time.

**You will be allowed one free late time, after that late time is used up, a charge of 1.00 per minute will be charged after 6:00 p.m.**

You will have to pay for late fees on the next business day or unfortunately your child will not be allowed to attend that day. If a child has not been picked up from our Centre an hour after closing and our Centre has not been notified and we are unable to locate you or any one on your contact list then the Ministry of Child and Family Development will be notified to pick up the child or an afterhours intake worker or the local police. Staff **cannot** take children home.

47. [Conflict Resolution](#)

***Where positive communication is regular, conflicts are infrequent.***

However, when you have questions concerning a decision or action of a teacher they should first go to that teacher for clarification. If, after meeting with the teacher, they are still dissatisfied, they should speak to the owner/director. If they are still not satisfied, they may ask Fraser Health Authority to review the matter.



48. [Child Care Rates - For Ages 30 months to 5yrs](#)

<b>Care Required Per Week</b>	<b>Cost Per Month</b>
Full Time (5 days per week)	700.00
Full Time (4 days per week)	600.00
Part Time (3 days per week)	500.00
Part Time (2 days per week)	400.00
Part Time (1 day per week)	220.00
Drop In	40.00

49. We certainly do accept child care subsidy so that children may attend our Centre. You must contact your local Child and Family Development service to set up authorization and approval. We do require payment of child care fees until subsidy has been set up and we start receiving payments from the government. You will be reimbursed when payment arrives. Sorry for any inconvenience this may cause.

50. **THE TEACHERS CORNER (ongoing issues and concerns)**

- Teachers will NOT be responsible for informing other parents or confirming for parents to attend another child's birthday party.
- Teachers will contact you at work or at home if there is a power outage or a snow day. Any power outages over one hour requires teachers to contact parents/guardians to pick up any child attending that day. This is a licensing requirement.
- Teachers are NOT responsible for issuing make up days for your child if you miss a day due to a vacation or an illness. This is due to teacher to child ratio issues.
- Please make sure you provide enough clothes and bedding for your child weekly.
- Signing your child in and out of daycare is a MUST. We cannot stress the importance of this for all parents/guardians. This is your child's safety. This is a licensing requirement.
- You must call the centre before 9 am if your child is late or away. If we do not hear from you, we will assume you are not attending and have the right to let drop in children attend daycare in your child's spot.
- When you drop off and pick up your child, please do not let your child or their siblings use the play area stations as these stations are closed when a teacher is not present. All children have a scheduled time to arrive and leave, please help us with our child to teacher ratio by gathering your child's belongings and leaving in a timely manner. This child to teacher ratio is very important in order to maintain proper care and letting our staff leave at their scheduled times.

For more information regarding payments, rates or subsidy please contact Kim Davis Owner/Director at 778-298-4797 or email [www.countrybears@hotmail.ca](mailto:www.countrybears@hotmail.ca)

On behalf of the ECE teachers at Country Bears Child Care Centre, we look forward to many months of fun and excitement with you and your child.

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**OUR DAILY SCHEDULE (these times are approx. we go with the flow of the day)**

 <b>7:00 AM – 9:15 AM -</b>	Table toys/coloring/play dough or free play in daycare stations and clean up.
 <b>9:30 AM – 9:45 AM -</b>	Circle time (Preschool Program Starts)
 <b>9:45 AM – 10:10 AM –</b>	Art or Special project/Clean up
 <b>10:15 AM – 10:30AM -</b>	Snack Time/Clean/Diapers/Wash
 <b>10:30 AM – 11:15 AM -</b>	Outside Play time/Wash
 <b>11:15 AM – 11:45AM -</b>	Free Play at Stations (Preschool Program Ends)
 <b>11:45 AM – 12:00 AM -</b>	Clean up Stations/Wash
 <b>12:00 AM – 12:30 AM-</b>	Lunch Time
 <b>12:30 AM – 12:45 AM-</b>	Bathroom/Wash up/Tidy
 <b>1:00 PM – 3:00 PM -</b>	Nap Time or Quiet Time
 <b>3:00 PM – 3:15 PM -</b>	Wake Up/Change diapers/Wash
 <b>3:15 PM – 3:30 PM -</b>	Snack Time/Wash
 <b>3:30 AM –4:30 PM -</b>	Outside Play/Circle
 <b>4:30 PM to Closing –</b>	Gather things to go home and free play till pick up