



COUNTRY BEARS CHILD CARE CENTRE INC – SURREY/ABBOTSFORD LOCATIONS

POLICIES AND PROCEDURES FAMILY HANDBOOK

1. INTRODUCTION

This booklet has been prepared to introduce you to the goals, philosophy, programming and policies of Country Bears Child Care Centre Inc.

We offer a preschool-type structure within our daycare centre from 9:30am to 12:00 pm. This is great for the working parent/guardian who can't send their child to preschool. We offer a fun, creative, nurturing environment. Our program is available for children who are 30 months and up to 5 years of age.

Our regular hours of operation are Monday to Friday – 7:00 am to 6:00 pm

***** (please note: opening hours vary depending on the needs of the families), please ask for details regarding our hours at our Abbotsford location. Surrey location opening hours never change.

2. HISTORY

Country Bears Child Care Centre Inc. opened its doors on September 1, 2006 in Surrey, B.C. and is still operating as a group (3-5 yrs.) and Out of School program (5 yrs. to 12 yrs.). Our second location is now in Abbotsford, BC. The daycare started off as a Multi age program with 8 children that opened on March 1st 2012 and now has expanded to a group centre with 25 children in February 2015. Our Centre is licensed through the Ministry of Health under the Community Care Facility Act.

3. STAFF

We recognize that the parents/guardians are the most important people in a child's life. 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 and some staff have extra training which include Montessori certification, Special Needs and Infant and Toddler Certification and a variety of workshops aimed towards child development. 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 and part time child care for children ages 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 experience 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 provided with:

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

Our focus is not on how well your child can count, colour and cut, but rather, to help your child feel confident in their abilities to create, explore and 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/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:

- a. Setting reasonable and fair limits, clearly stating these limits along with expectations of desired behaviours.
- b. Guiding and encouraging children to use words rather than physical means to express their feelings and resolve conflicts.
- c. Redirection (changing the circumstances which are causing unwanted behaviour)
- d. Reinforcing positive behaviour and ignoring inappropriate behaviour when appropriate to do so.
- e. 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 children is having a hard time handling. This could be as simple as redirecting to a new activity or sitting the child down on the couch to read a book. The child is always 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 (Surrey) or 604-870-6001 (Abbotsford). If any abuse is suspected to have occurred outside of 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

Circle time activities will include stories, songs, felt board stories, discussions of the day's activities, sharing, calendar, weather and theme related fun. Children are encouraged to participate by sharing their thoughts and ideas.

12. FREE PLAY

Children will have times to engage with free play with the daycare toys and activities. They may be offered play-doh, puzzles, blocks, cars, water table, sensory table, art table. Each day new art and craft materials will be set out for the children to explore.

13. CLEAN-UP

This is the time 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 group (see Canada Food Guide) so other children will not want what the others have. We would like to try to teach healthy eating habits first before the "other" foods come out. We will never throw food out, we will put all food back into the child's lunch kits so you can see what the child has eating through the day.

15. PHYSICAL EXERCISE

Children are provided with opportunities to get exercise twice per day. We do go out rain or shine so please make sure your child is dressed appropriately. Outside activities include, climbing, slides, tricycles, sand box and water table 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 1:00pm to 2:30 or 3:00pm, 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 tables in the activity room to do table activities.

18. ART AND CRAFTS

Open ended art will be offered most often at our Centre. This is when a child decides what they want to time to time.

19. HOURS OF OPERATION

Our regular hours of operation: **Monday to Friday – 7:00 am to 6:00 pm**

Please note Hours in Abbotsford are subject to change depending on the needs of families, please ask for details if you have questions or concern.

20. CLOSURES

Our centre will be closed on all Stat holidays including, Easter Monday and Remembrance Day. We are also closed the week between Christmas Eve to New Year's Day. We are closed the Monday following the Stat weekend holiday.

21. SNOW DAYS/POWER OUTAGES

If a heavy snow fall or a power outage prevents the daycare from operating, the parent/guardian will be contacted. A note will be posted on the centre door and updates on Facebook will also give notice to parents we can't contact via phone. Please note that there is no refund for days we cannot open.

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/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:

- a. Fever or 100 degrees orally, 99 degrees under the arm.
- b. Pain – any complaints of unexpected or undiagnosed pain.
- c. Acute cold with fever, runny nose with yellow or green mucus, water eyes or coughing
- d. Sore throat or trouble swallowing
- e. Difficult breathing, wheezing or persistent cough
- f. Infected skin or an undiagnosed rash
- g. Headache or stiff neck
- h. Diarrhea, Nausea or Vomiting

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. If antibiotics have been prescribed, the child must be on it for 24 hrs before returning.

Child has had at least one normal bowel movement after a bout of diarrhea.

Child has been examined by a doctor and is medically cleared (pink eye, scabies) such conditions may require a doctor's note to verify the child is no longer contagious.

Cold symptoms have subsided (nose is running clear)

24 hours has passed since the last bout of nausea or vomiting

23. ARRANGEMENTS FOR ILL CHILDREN TO BE PICKED UP

If the parent/guardian cannot be reached, the emergency contact will be notified and require 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

In the event that a child requires prescription medication, a Medical consent form must be completed. Prescribed medication will be administered only from the original container (Tylenol is okay to administer but must also have a consent form).

*** Staff must write the time and the amount administered on the form and have a second employee (if available) initial the form for safety reasons***

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 daycare.

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 the centre.

27. EMERGENCY MANAGEMENT POLICY

As our program is designed for the safety and security of all. Earthquake (practiced twice a year) and Fire Dills are practiced monthly. Emergency supplies (First aid kit/non-perishable food and bottled water) are stored within outside our centre during the day for easy access. Please see our emergency information posted in our centre.

You will receive an out of town contact number in case local phones are down. This information will be given on a wallet size Emergency contact card. If our daycare is unsafe due to structural damage, we will walk our children to our local community public building.

Abbotsford location: If our building is damaged, we will be taking our children to the Fire Hall one block away on West Railway Street to the left of our daycare centre.

Surrey Location: If our building is damaged, we will be taking our children to Surrey Centre Elementary School located at the field above our daycare centre.

28. REPORTABLE INCIDENTS POLICY

If your child is injured while in the care of our Centre, the incident will be recorded in an incident 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 to access the registration form.

All children must be signed in and out daily by any persons who are authorized on the Registration form.

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

The parent/guardian must give permission for anyone other than the authorized persons to pick up. We will ask for their name and they must provide ID upon pick up.

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 can't provide a safe way home for the child and the parent/guardian takes the child when staff feels there is an unsafe situation, local police will be called.

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.

30. PARENT/GUARDIAN/TEACHER COMMUNICATION

Newsletters and calendars communicate the activities of happening at our Centre relating to themes 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 me know if there are any unusual stresses or changes in your child's life or if their behaviour concerns you. This allows us to maintain a consistent supportive approach to your child's needs.

For updates about events, scholastic book orders, events or articles please check us out on Facebook.

****Please "like" our Facebook page*** Depending on the location you require:**

- **Country Bears Child Care Centre Inc. – Surrey or**
- **Country Bears Child Care Centre Inc. – Abbotsford**

31. LUNCH/SNACK

We ask that you pack a nutritious snack for your child like fruit, vegetables, cheese, crackers and please limit sweets. As water is always available, you can send milk or juice but these are limited to the afternoon snack time. We always will send back what your child does not eat so you can see what your child consumed during the day.

If your child has a birthday, please feel free to bring cupcakes or cookies to celebrate their day. Please be advised that there may be peanut allergies, please ask in advance before sending treat.

32. PERSONAL BELONGINGS/TOYS

Books and activities supporting the current teaching theme 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 belongings that they feel are inappropriate for classroom use. **Our daycare is not responsible for lost or stolen items belonging to your child.**

33. 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.

34. PARENT/GUARDIAN INVOLVEMENT

We have an open door policy for a parent to drop by and visit their children at 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.

35. INSURANCE

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

36. CLOTHING

Please dress your child in clothing suitable for play and appropriate weather. At our Centre we offer many opportunities for hand 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. Again, our Centre is NOT responsible for lost or stolen items.

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 water bottles.

37. 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 area 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 1st until authorization is at the daycare office.

38. FORMS

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

- a. Fraser Health Registration Form
- b. Child Immunization Status Declaration Form
- c. Parent Contract
- d. Policy Agreement
- e. Identification Card
- f. Outdoor Activity Permission Form
- g. Deposit, Registration fee and postdated cheque minus deposit for the month your child starts.

39. METHOD OF PAYMENT

Postdated cheques, dated for the first of each month that your child starts until the month of June.

Cheques are to be made out to: Country Bears

If you would like to make another financial arrangement please email Kim @ countrybears@hotmail.ca

We realize there are times when payment may be difficult, please feel free to talk with us and we can make special arrangements to help you out.

Government Subsidy is available to parent/guardian who qualifies. You are responsible to apply and making sure authorizations are resubmitted.

40. WITHDRAWAL & RECEIPTS

Monthly fees guarantee your child's place in our Centre; therefore no refunds can be made for time 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 month fees will apply. At this time uncashed postdated cheques will be returned.

All families will get a tax receipt by February 15th of each year.

41. 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 call is required if this happens and is appreciated. Our centre closes at 6:00pm and staff need to end their day. Our staff have busy lives just like you so it's very important that you be on time.

You will be allowed on free late time, after that late time is used, a charge of 1.00 per minute will apply.

You must pay that fee upon arrival or the next day your child is at daycare or service may be refused.

42. ARRIVAL AND DEPARTURE

Upon arrival, please assist your child into the daycare. The teacher's responsibility begins when you turn your child over to the teacher and ends when you return and sign your child out. You are required to sign in daily, state any concerns, and advise us of the person picking up if they are not on your contact list.

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. 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. Due to child to teacher ratio, it is important that you pick up at the pickup time specified on your Parent Contract.

Please contact the daycare if you happen to be late....it is very important.

Please make sure if your child is sick or away that you contact the centre no later than 9:00 am.

43. 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 manager or director of the Centre.

*******Child Care Rates: 30 months to 5 years*******

Care Required Per Week	Cost Per Month
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

*****OUR DAILY SCHEDULE*****

****Please note these times are approx as we also go with the flow of the day****

7:00 am - 9:15 am	* Table toys and open ended art table will be set up, play-doh or free play is offered. And weekly themed art is offered as children come in. Then clean up time.
9:30am – 10:00 am	* Circle time – Calendar, weather, sharing, singing, music, puppets, stories, felt board stories. Fun Family Phonics incorporated.
10:00am- 10:30 am	* Wash hands, potty and then snack time
10:30 am – 10:45am	* Wash hands and get ready for Outside play
10:45am – 11:45am	* Outside play (15 mins is mandatory even on days with bad weather, so please make sure your child is dressed for the weather)
11:45am – 12:00pm	* Back inside, wash hands and get ready for lunch time
12:00pm – 12:30pm	* Lunch Time
12:30pm – 1:00pm	* Wash hands, potty.....Children start laying down on nap mats, teachers will read a story in the nap room with children laying down on the mats or put a short cartoon on the TV (15 mins) to settle the children down, depends on how the day is going.
1:00pm – 2:30 (3:00)	* Time for nap and wake up time is between 2:30 -3:00 pm, if you would like us to have a nap schedule for your child, please talk to one of the teachers so we can work with you. If your child does not nap, no problem, we will have quiet activities set up in the Activity room for non-nappers.
3:00pm – 3:15pm	* Wake up, potty, wash hands
3:15pm – 3:30pm	* Snack time
3:30pm -4:30pm	* Wash hands, potty, free play is offered
4:30pm – 5:30pm	* Outside time
5:30pm – 6:00pm	* Back inside, gather things to go home to those children still at daycare. Closed at 6:00 pm

IS OUR DAYCARE PEANUT FREE ??

Each month and as children join our daycare centre, we evaluate if the need to be Peanut Free is present. If there is an Allergy, we will post a Peanut Free Zone notice on the front door and send notices home to each family telling them no Peanut products are allowed. If you have questions or concerns please let the teachers know.

