



Family Handbook

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Kids “R” Us Family Childcare Centre

Dear Parents,

We welcome you and your child to our childcare center. This information package has been prepared to introduce you to our centre and share with you our philosophy, policies and procedures. Please read it carefully and keep it for reference.

If you have any questions please feel free to ask us.

Thank you for choosing us to take care of your child.

Marya Qaisar

The Centre's Background.

Kids "R" Us Family Childcare Centre is a childcare centre which offers full time, part time, before and after school care to families in our community

We have proudly served our Community families for last 16 years, and due to high childcare demand, we have opened our location of Childcare Centre in Richmond.

Our program is based on the philosophy that all children are equal and unique individuals. We accommodate each child to his/her own rate of development. We provide a warm, safe and nurturing environment to cultivate children's optimal social and emotional growth as well as their physical and intellectual skills. In addition to promoting confidence and success, we also encourage children to learn to be creative and independent.

The teachers accompany the children on the exploration process rather than creating a distinct instructor/pupil relationship. The environment is created and organized as such that is visually appealing to the children, and fosters curiosity and creativity. Our ultimate goal is for the children to express their learning, knowledge, and experience freely and uniquely.

Staff Profile

We currently have one full time ECE staff, one ECE assistant substitute, and one part time helper.

Settling your child into care:

The introduction into long day care can be difficult for children and parents. Children's welfare and happiness are the priority for staff when welcoming new children to the Centre and when assisting the family to settle into the Centre environment. It is recognised that families needs will vary greatly in the orientation process and individual needs will be met as best as possible.

The following outlines some helpful hints for parents on settling their child into care:-

- Make sure you familiarise your child with the environment and the people in the environment (children and adults) by coming in for visits before commencing care.
- Ease your child into care with short stays to begin with.
- Provide a favourite toy, blanket or comforter to support your child when they are separating from you or settling to sleep. This can help your child feel more secure.
- If your child is unsettled, short visits with you helps your child to gain trust with an unfamiliar environment. These visits can be made on a day when your child is not booked to attend.
- Interactions between staff and parents or staff and other children can produce positive role models and be reassuring. This experience can help to establish trust in an unfamiliar setting.

- Try to talk at home about child care. Mention the names of the staff and other children. Talk about the things the child will be able to do at child care that are fun and enjoyable.
- Talk to the staff about your child, for example, what they like to do; successful ways of settling them to sleep; foods they like and dislike and so on. This helps staff to get to know your child.
- When leaving your child it is best to make sure you say goodbye and then leave. Hesitating and not going after you have said your goodbyes, if a child is upset, only confuses them. Reassure your child that everything is alright and you will return later, this can help them to settle.
- It sometimes helps to establish a routine when leaving. For example, giving your child a cuddle and giving them to a staff member or sitting down with them for a short play or reading a book together then leaving.
- At first some children protest strongly while others may take a day or two to realise that you are leaving them and begin to protest after several days. Children soon learn that you do return and in the mean time they are well cared for.

Daily routines

Each room in the Centre has a set routine which covers approximate times for activities such as meals, nappy changes, sleep and so on. Routines will vary from time to time according to the needs of the group and individual children. For further information about your child's routines please see the team in your child's room.

Program planning

The Team Leader in association with the other team members, is responsible for planning an early childhood program which reflects child centred, anti-bias and multi-cultural experiences; is developmentally appropriate and which emerges from the children's observed interests. Staff observes the children across the day, recording these observations and using them to develop the program for the following day. The program emerges from the observed interests of the children and the group – Emergent Curriculum. A wide variety of developmental areas and interest areas are provided for within the indoor and outdoor play environments. These include cognitive, physical (gross and fine motor), social and emotional development, language and literature, art and craft, music, science, maths and number, drama, movement and dance and construction.

Parents are welcome to discuss their child's development and view their child's portfolio at any time by making an appointment with the Team Leader who plans for their child. Parent interviews are also organised at the commencement of the year and in the middle of each year and portfolios showing the child's development will be handed to parents at the end of the year.

Philosophy of Childcare

Guiding Children's Behaviour

- 1 Treat each child as I like to be treated myself.
- 2 Allow them to make mistake and encourage them to correct them self.
- 3 Foster independence in settling disputes.
- 4 Do not interfere unless necessary.
- 5 Help problem- solve.
- 6 Remove from the situation.
- 7 Distract or divert.
- 8 Give information and explain consequences.
- 9 Praise when a child behaves appropriately.
- 10 Describe what I see and the child describes what should be done.
- 11 Use as few words as possible.
- 12 Make a positive statement about their actions.
- 13 Comment on behaviour not the Child.

- 14 Have clear, consistent and simple rules.
- 15 Give a reason for the rule.
- 16 Use a calm, controlled voice and eye level contact.
- 17 Hold gently while giving a disciplinary message.
- 18 Acknowledge the child's feelings before disciplinary action.
- 19 Offer appropriate alternatives if a behaviour are unacceptable.
- 20 Limit use of equipment and toys.
- 21 Thinking time (only use as last choice and limited to one minute per year- age of child).
- 22 Temper tantrums are often best dealt with by firm yet gentle hugging until over, then any of the above methods may be chosen.
- 23 No physical or verbal abuse should be used to discipline a child.
- 24 All the furniture and toys used in our day care will be approved by Ministry of Child Care and Family Development.
- 25 We have open space in both indoor and outdoor play areas. Toys are easily accessible and evenly distributed, for easy approach.
- 26 We have a very balanced schedule for daily activities, which provide children with ample time to play learn and rest.

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Daily Schedule

8:00 – 9:00 A.M	Arrival
	Free Play/Breakfast
	Washroom routing
9:00-10:30 A.M	Story time / arts and craft
	Circle time (calendar, weather, colors, letters, alphabets & shapes)
10:30-11:30 A.M	Outdoor and Active play
11:30-12:00 Noon	Lunch Time
12:00-1:00 P.M	Clean up and getting ready for nap / washroom routine
1:00- 3:00 P.M	Nap Time/ Quite Time
3:00- 4:00 P.M	Washroom routine / Snack Time
4:00-5:30 P.M	Outdoor or Indoor free play (Weather depending)
5:30 P.M	Closing Times

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Release of a Child

At the time of child’s registration following information is required:

1. Parents/Legal guardian Name, Phone number and addresses.
2. Name(s) of the person(s) who will pick up child, if different from parents/guardian.
3. In case parents are separated, then the name of legal custodian and the copy of the legal custody papers from court.
4. If the child is in the custody of Ministry of Children and Family Development, the child’s social worker must provide authorization.
5. A child will not be released to any person(s) whose name is not on the information list.
6. Emergency contact person name and number.
7. Family doctor and dentist name and phone number.
8. Immunization record.
9. 50 percent of the monthly fee refundable registration deposit which is refunded on the last month of enrollment with a one month notice

Above information must be provided before a child starts in day care. In case of failure to comply with this policy, I reserve the right to refuse to admit a child in my childcare centre.

All the above information will be kept in a separate folder with child's name on it.

We will not release a child to a person who seems under the influence of drugs or alcohol, or who does not seem fit to take him/her self and the child home safely. We'll offer to call a taxi or the other person on the information list. In case the person insists on taking child then we'll call police and child protection worker.

If a parent does not arrive to pick up on time without prior calling to us, then after 15 minutes we'll call the alternate name or the emergency contact on the list. A fine will be charged for late pick up.

Arrival

At 0900hrs we start our Childcare learning program. To avoid disturbance to other children please arrive latest by this time, unless otherwise arranged.

We will not be able to accept any child before 0730hrs, unless the child is registered for early bird care for an extra fee.

Vacation and Holidays

1. All statutory Holidays, Easter Monday, boxing day, Eid al Fitr and Eid al Adha (dates posted in the beginning of the year), daycare will be closed with pay.
2. Vacation time taken by the child's parents/guardian during the time daycare is open.
3. Number of days the child was ill (if a lengthy illness should occur, other arrangements will be made).

10 working day annual vacation with pay during which the daycare will be closed and dates are posted 3 months in advance or in the beginning in the year. If this vacation does not coincide with your vacation then you'll be responsible for finding alternate facility for your child. Please advise me in advance the dates you are taking your vacation. Your child's space in my daycare will be reserved for this period, unless otherwise notified.

Departure

Daycare closing time is 5:30pm, any pickup later then 5.30pm will be subject to a fine of \$10.00/15minute or portion. We also do extra hours till 6pm with an extra charge of \$10 per day. For other details of child pick up please refer to the Child release policy above.

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Children’s Health

Provincial regulation states that no child may attend the daycare if he/she has or is developing any of the following:

- 1 Fever of 100degrees Fahrenheit (38.8 degrees C) or higher.
- 2 Pain or complaints of unexplained or undiagnosed pain
- 3 Consecutive bouts of diarrhea
- 4 Suspected or known measles, mumps, or chickenpox
- 5 Severe itching of body or scalp
- 6 Skin infection, undiagnosed rash, sore infected eyes or sign of any contagious disease
- 7 Difficulty in breathing – wheezing or a persistent cough
- 8 Sore throat or trouble swallowing
- 9 Any parasite-related condition (impetigo, scabies, head lice, etc.
- 10 Head ache or stiff neck
- 11 Acute cold with coughing, runny nose or eyes, sore throat

12 Vomited in past 24 hours

Children who are not feeling well enough to be part of center's program (including outdoor play and walks) need to stay at home. The staff person in charge can refuse to accept a child deemed too ill to attend.

Children immunization records are required at the time of registration. They will be required to update immunization record every year.

Children are required to wash hands when they come to daycare in the morning. Before eating and after using washroom they'll wash hands.

Each child will be assigned a mat. Parents will be required to send bedding (crib bed sheet, blanket, and pillow (if required) from home). Children will learn how to make their own beds.

If a child is running high temperature;

- 1 Parents will be called to take child home and to see a doctor.
- 2 Ask child to rest.
- 3 Give child lots of liquid.

If parents or other persons on child's contact list are not reached, then the 911 will be called, and

child care resource centre will be informed.

It is important to monitor child with high temperature, because high temperature are caused by internal infections and can cause a child to loose consciousness. It can also affect the brain.

There are also other reasons to call ambulance, for example;

- 1 A child is unconscious.
- 2 Heavy bleeding.
- 3 Not breathing.
- 4 Chocking after swallowing some small object.

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Administration of Medication

Whenever possible, parents are asked to dispense non-prescription drugs to their child themselves. If any such drugs are to be given at their request, directions for administering medication must be provided in writing and will be kept as part of each child’s permanent records. Time and amount will also be recorded and kept, if requested a copy will be given to parents.

No medication, including non-prescription drugs, will be given without a parent and doctor’s written permission. Parents must also complete a permission to administer medication form. Please insure the medication is in its original bottle.

First Aid

All staff caring for children has completed basic courses in CPR and First Aid. A First Aid kit approved by medical health officer is provided in daycare and on all outings.

Reportable Incidents

The daycare will notify the medical health officer within 24 hours after a child is seriously injured while under care or if the child has a reportable communicable disease. In case of injury,

requiring medical treatment, an incident report will be completed and submitted to the local health unit within 24 hours.

All expenses relating to the injured child will be the sole responsibility of the parents.

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Safety and Emergency Policy

We give high preference to safety of children and staff in our daycare.

As a procedure Fire drills are conducted on regular intervals, usually the first Monday of the month.

All emergency procedures and phone numbers are posted in the centre.

Daycare provides first aid kits and fire extinguishers.

In case of emergency, parents or emergency contact person will be notified to pick up the child.

Child Abuse and Neglect

Reporting and Prevention

Any suspected child abuse will be reported to Ministry for Children and Family Development Richmond officer.

Phone: 604-660-1044. After hours Phone: 604-660-4927.

Child Abuse Definition

There are four types of abuse:

1. **Physical abuse** is when physical force is used by an individual which results in any injury to the child.
2. **Emotional abuse** is when negative feelings of an individual are acted out and results in some degree of emotional damage to the child.
3. **Sexual abuse** is when someone with authority over a child misuses that authority for personal sexual gratification.
4. **Neglect** is withholding of necessary care and support.

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Smoking

No person is allowed to smoke within the premises of Daycare, inside or outside.

Field trips and Daily Outings

Weather permitting children will be taken time to time for daily outing to the neighbour hood community park. Children will walk under the supervision of daycare staff.

We have few field trips during the year. We will have parent drivers and volunteers also beside the daycare staff to supervise children.

Dates and place for field trips will be posted in advance for parents to plan outing with us.

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Parents’ Responsibilities

- 1 Supply food, clothing and supplies (a list will be provided).
- 2 Please inform us of any illnesses.
- 3 Respect the privacy of other children and their parents.
- 4 Provide us with an emergency contact person, who can pick up child, if the parents are not available, for any reason child may need to go earlier than the regular pick up time.
- 5 Provide us with authorization to get emergency medical care for your child, in case parents or emergency contact person cannot be reached.
- 6 Please make sure that your child is brought to the daycare well rested, healthy, clean and fed (if they have not eaten then kindly let us know).
- 7 Provide one month notice before removing a child from our daycare.
- 8 Please inform us of any changes in the following:
 - Address
 - Phone numbers of home and work/Cell.

- Employment
- Emergency information
- Custody
- Access of Parents.
- Care hours and number of days needed.
- Drop off and pick up time.

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Caregiver’s Responsibilities

- 1 Provide a home with safe environment and promote safe practice for child’s well being.
- 2 Offer adequate space for play, and age appropriate equipment.
- 3 Ensure that watchful supervision is provided for all indoor and outdoor activities.
- 4 Develop a collaborative partnership with parents and work together on common goals for the child.
- 5 Communicate with parents about their child’s daily experiences in positive and respectful manner.
- 6 Maintain necessary confidential record concerning children in care.
- 7 Obtain and maintain liability insurance for the children and the home.

Fee and Deposit

Parents are required to give 50% of monthly fee deposit for registration. This deposit will be refunded back to the parent at the last month of enrollment if the two month notice of withdrawal is provided to the caregiver.

Six postdated cheques should be provided once the child starts care in the center.

The fees are due in the beginning of the month. Parents will not be refunded any fee for the remainder of the month if they choose to withdraw the child from center without a proper monthly notice.

If there are special circumstances or emergency the fee may be refunded. Parents are required to discuss any such issue with the care provider.

Snacks and Lunch

Daily nutritious snack and lunch is prepared by our staff member and provided. Snack is included in the monthly fee however lunch is optional. If the parent wishes us to provide lunch, there is an extra 50 dollar monthly fee for hot lunch.

Snacks include healthy food items. Examples are as follows:

- Fruits, apple, orange, berries, grapes, etc
- Dairy, milk, cheese, yogurt.
- Biscuits and crackers.

- Cereals. Cheerios, cornflakes.

Hot lunch include one serving from all food groups. Some examples are as follows:

- Chicken pasta with green peas
- Egg salad sandwich with steamed broccoli
- Chicken and vegetable noodle soup
- Tuna and cheese stuffed pita with mash potato
- Tuna burger with baked fries

Active Play

- There is at least one hour of active play and outdoor play provided to children daily.

Screen Time

- There is completely no screen time allowed in our program. We do not use any form of screen time in our program like iPods, Phone, Laptop or TV.