

# DAYCARE PROGRAM



## WESTRIDGE

# PARENT HANDBOOK



510 Duncan Ave., Burnaby BC



604-294-2410 or 604-802-4059



604-677-9690



puddlesplasherschildcare@hotmail.com



puddlesplashers.com



Puddle Splashers Childcare Society



## PURPOSE

Puddle Splashes Childcare was established to provide quality childcare and an enriching curriculum for children infant to 12 years of age.

Puddle Splashes Childcare Society-Westridge is located at 510 Duncan Avenue, Burnaby, and will provide care for the children of families in the Burnaby area as well as neighboring communities.



## PHILOSOPHY AND GOALS



Our aim at Puddle Splashes is to provide a secure and happy environment in which children can learn and develop. A warm, creative and loving environment awaits your child. We believe that children learn through interactions with adults and other children. The children are encouraged to interact at their own pace and develop their abilities through play activities.

## HOURS OF OPERATION

The centre opens from 7:30 am - 6:00 pm. Please understand that it is important that you pick your child up by closing time. If a parent is consistently late picking up his/her child, we will impose a late fine. The fine is \$1 per minute late and must be paid within 24 hours.

The daycare is closed for the following days:

New years day	B.C. day
Family day	Labour day
Good Friday	Thanksgiving
Easter Monday	Remembrance day
Victoria day	Christmas day
Canada day	Boxing day

*If one of these days falls on a weekend, we will be closed the following Monday*

## KEEPING YOU INFORMED

Please check the parents bulletin board regularly for notices and information regarding our program. If you wish to discuss your child's progress or have any questions or concerns, please speak to the staff. The staff will provide parents with monthly newsletter that will give detailed information happening in your child's program thru out the month.

## FEES

Upon registration you will be required to pay a \$100 deposit to hold your spot for a maximum of up to 3 months in advance of beginning your childcare experience at Puddle Splashes. This deposit will be deducted from your first month childcare fees. Monthly fees can be paid by cash, cheque or e-transfer and Puddle Splashes is an approved childcare facility for the government fee reduction. More information will be given upon registration

*Fees are due at the 1st of each month.* In order to meet our budget requirements, you will be required to pay the full months fees regardless if your child does not attend due to sickness or is away on holidays. We offer full time childcare and part-time (if available).

All fee increases will be given in writing three months prior to when they start.

<b>LATE FEE POLICY</b>	<b>NSF CHEQUES</b>
Fees paid after the 5th of each month will be charged a \$20 penalty.	1st time: \$25.00 2nd time: \$50.00 3rd time: Payment is cash only
<b>GOVERNMENT SUBSIDIES</b>	<b>FEE REDUCATION</b>
It is the parents' responsibility to ensure all subsidy claims are current and up to date. You as parent are also responsible for the parent portion, and this needs to be paid on the 1st of each month.	Puddle Splashers is an approved facility for the government fee reduction initiative more information will be given upon registration.

**ONE MONTH WRITTEN NOTICE IS REQUIRED IF YOU PLAN TO WITHDRAW YOUR CHILD. THIS NOTICE MUST BE RECEIVED PRIOR TO OR ON THE 1st OF THE MONTH YOU ARE LEAVING.**

## ARRIVALS AND DEPARTURES

- ◆ All children registered in our daycare program must arrive at Puddle Splashers prior to 10:00 AM as we must take attendance.
- ◆ Or in the case of a prearranged alternate time, your child is to be signed in no later than 12:00 PM. If you find you are running late staff must receive a phone call prior 9:30 AM.
- ◆ Each child must be dropped off to the center by a parent or a designated person (as authorized on the pick-up list) into staff supervision. The person that drops off/picks up that child will need to sign that child in/out on the sign sheet.

## PICKING UP YOUR CHILD

If you are unable to pick up your child and you have an alternate person picking them up please make sure their name is on our registration form and the staff will ask for picture ID to verify their information. In the case of a parent arriving to pick up their child and the staff deems that adult unfit to drive (intoxicated) we will ask you to call an alternative driver to pick up your child for their own safety.

## RELEASE OF CHILD POLICY:

A child must be personally delivered by a parent or authorized person into staff supervisions and registered on the daily sign-in sheet. All children must arrive prior to 10:00 AM and our organized program activities start at this time and doors are secured for security reasons. All children must be picked-up from the daycare by 6:00 AM.

**The following guidelines will be put in place for anyone coming to pick-up the child.**

- ◆ Parent or Guardian has authorized on the child's registration form that the individual is allowed to pick up the child.
- ◆ The individual presents the staff with picture ID upon arriving at the centre.
- ◆ We have verbal or written consent from the parent saying someone other than themselves will pick up. (This is in addition to already having their name of registration).

PLEASE NOTE: If our staff feels that the child is at risk by leaving with a parent or designated pick-up person, we will refuse to release the child and then an alternate person will need to pick the child up.

- ◆ No child shall be released to anyone under the age of 16.
- ◆ In the event of a parent being more than 5 minutes late, the staff will take the following steps:
  - \*Start calling the parents.
  - \*If the parents have not picked-up or responded to our calls by 6:15pm, we will then call the emergency contact numbers to see if they can come and pick-up the child.
  - \*By 6:30 if we are unable to contact anybody we will be obligated to call the ministry of children and families and they will come and pick up the child and make arrangements for the family to pick up the child from their offices.

## WHAT TO BRING FOR YOUR CHILD

IN WINTER/FALL	IN SPRING	IN SUMMER
<ul style="list-style-type: none"> <li>-Warm clothes</li> <li>-appropriate jacket</li> <li>-Booths</li> <li>-change clothes</li> <li>-umbrella</li> <li>-hat</li> <li>-gloves</li> </ul> 	<ul style="list-style-type: none"> <li>-light clothes</li> <li>-jacket</li> <li>-change clothes in case of drastic weather changes (or send your child in layers), hats, shoes with a heel strap.</li> <li><b>(NO FLIP FLOPS)</b></li> </ul> 	<ul style="list-style-type: none"> <li>-Swim suit and towel</li> <li>-Proper walking shoes.</li> <li>-Backpack that is big enough to carry all the above items and still be able to be carried by the child.</li> <li>-Sunscreen</li> <li>-hat</li> </ul> 

Please label all clothes and personal articles with your child's name. Although snack is provided by the centre, your child will also need to bring a lunch and water bottle each day.

## ACTIVE PLAY

At Puddle Splashers we believe that facilitated and unfacilitated play opportunities are a vital part of a child's day. Facilitated play opportunities will be provided thru yoga, dancing, group games and themed activities, and also Circle time activities. Unfacilitated play will be provided thru outdoor time and gross motor activities such as playing ball, running free in the playground and parks we visit, as well as riding scooters, bicycles and playground activities.



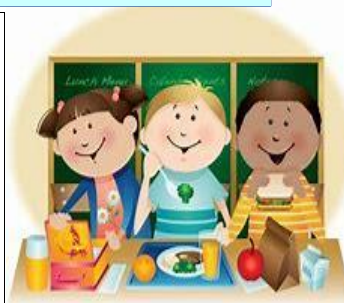
## SCREEN TIME



We believe children learn thru interactions with peers and adults, not by sitting in front of electronic devices. So, at Puddle Splashers we limit the videos children watch to the bare minimum. We might possibly watch a children's video 2 or 3 times a year mostly to tie in with our topic or theme, but these are always preplanned, and families are informed in advance with other activities being provided for the children who do not watch the video provided.

## NUTRITIONAL FACTS

We provide afternoon snack for the children. Snacks provided will be posted in a specific location for you to see what your child has been offered at daycare. If your child has any restrictions or allergies notify the staff immediately. You will need to provide your child with a healthy lunch, morning and afternoon snack and a water bottle. We have a microwave to heat up items that may need to be heated. If you have items that need to be kept cold, please include an ice pack in your child's lunch as fridge space is limited.



## SICK CHILDREN

- ◆ If your child has a fever of 101 or higher, vomiting, diarrhea or not capable of taking part in the program, you will be called to pick up your child from the centre. Staff cannot administer non-prescription medication unless accompanied by a doctor's note. Prescription drugs will only be administered when a medication form has been filled out completely by the parent and the medication is in its original pharmacy bottle.
- ◆ If your child has a communicable disease i.e.: chicken pox, pink eye, etc. they need to be removed from daycare for the duration of the disease. You should notify the daycare immediately, so we can alert other families.
- ◆ If your child is not well enough to go to school, they must also stay away from the daycare as our goal is to keep all children in our care as healthy as possible.

## CUSTODY AGREEMENTS

If there is such an agreement in place or in the unfortunate situation that one occurs while at Puddle Splashers please bring all necessary documents to our staff, so we can have all documentation on file.

## GUIDANCE STRATEGIES: INTERVENTION

1. Gain a child's attention in a respectful way.
2. Use proximity and touch
3. Remind
4. Acknowledge feeling before the limits.
5. Teachers model problem solving

The intent of modeling a problem-solving approach is to provide resources for overcoming obstacles to success. Whether the problem relates to working with materials or interacting with others, following the steps of problem-solving helps children learn the process involved. As children became more familiar and experienced with this process , they can be encouraged to generate suggestions or alternatives of their own.

6. Offer appropriate choices.
7. Use natural and logical consequences.
8. Redirect

9. Limit the use of equipment i.e. " the climbing equipment is off limits now because the climbers are not listening to the safety rules".

10. Time away-Persistent refusal to abide by the rules of safety for self, others, and the environment may, on occasion, require that a child be removed from the situation. In using this strategy, the attitude of the caregiver must ensure a positive learning experience to ensure that time out result in a positive experience, the following " rules of thumb" are important:

- Prior to use of time away, explain what it means and what it involves.
- Locate the time away space within the place space, but far enough to be removed from general activity, so that that the child will not provoke others or is provoked. Avoid using corners or facing children towards the walls.
- Make use of an egg timer or minute clock to assist the child in viewing the concrete passage of time.
- Plan for no more than one minute of time away per year of age.
- Refrain from discussing, nagging, arguing or moralizing
- When time away is finished, positively reinforce the first appropriate or acceptable behavior of the child.

*The complex nature of this strategy and the potential for this misuse or abuse requires that the time away be used cautiously and only when all other strategies have proven ineffective. If a child is on "time away" the parent will be informed by the teacher when the child is picked up, so we can work together towards a positive result.*

## DISCIPLINE AND GUIDANCE

At Puddle Splashers we follow the community care facility act of childcare for British Columbia. The following is taken from page 15 of the community care facility act and is upheld by our staff:

Discipline- the licensee shall ensure that no child enrolled in a facility is, while under the care of supervision of the licensee,

1. Subjected to shoving, hitting, biting, spanking or any other form of corporal punishment.
2. Subjected to harsh, belittling or degrading treatment, whether verbal, emotional, or physical, that would humiliate the child or undermine the child's self-respect.
3. As a form of punishment, confined, physically restrained or kept, without adult supervision, apart from other children and
4. as a form of punishment, deprived of meals, snacks, rest or necessary use of toilets.

## GUIDANCE STRATEGIES: PREVENTION

1. Establish clear, consistent, and simple limits.
2. Offer straightforward explanations for limits.
3. State limits in a positive way rather than in a negative way.
4. Focus on the behavior rather than on the child.
5. State what is expected, rather than pose questions
6. Allow time for children to respond to expectations.
7. Reinforce appropriate behavior, with both words and gestures.

8. Ignore minor incident-adults who work with young children need to develop tolerance for a certain amount of noise, clutter, and attention seeking behavior. As long as children's activities are not infringing of the rights of others, it is often best to "take a breath", rather than to speak.
9. Encourage children to use teachers as a resource.
10. Scan- when caregivers observe children in their activities, they are in a better position to anticipate potential difficulties and step in to prevent problems. Circulating often enables the adult to gain total awareness of what is happening and to foresee troubles.

## REPORTABLE INCIDENTS

The following are incidences deemed "reportable" and need to be reported to CCFL within 24 hours.	
Aggressive or Unusual Behavior	Means aggressive or unusual behavior by a person in care towards other person in care or staff member, which has not been appropriately assessed in the individual's care plan.
Attempted Suicide	Means an attempt by a person in care to take his or her own life.
Child Abuse	All reported or suspected cases must be made directly to the Ministry of Children and Families Child Protection immediately. Staff must also document the reason for reporting to the director and submit an incident report to licensing within 24 hours.
Choking	Means a choking incident involving a person in care that requires emergency care by a medical practitioner or nurse practitioner or transfer to a hospital
Disease Outbreak or Occurrence	An outbreak of the occurrence of a disease above the incident level that is normally expected.
Death	Means the death of any person in care within expected or unexpected.
Emergency Restraint	Means any use of a restraint that is not approved and documented in the care plan of that person.
Emotional Abuse	Any act, or lack of action, which may diminish the sense of well-being of a person in care perpetrated by a person not in care, such as verbal harassment, yelling or confinement.
Fall	Means a fall of such seriousness, that emergency care by a physician or a transfer to a hospital is required.
Financial Abuse	<ol style="list-style-type: none"> <li>a) The misuse of the funds and assets of a person in care by a person not in care or,</li> <li>b) the obtaining of the property and funds of a person in care by a person not in care without the knowledge and full consent of the person in care of their substitute decision maker.</li> </ol>
Food Poisoning	A food borne illness involving a PIC that requires emergency care by a medical practitioner or nurse practitioner transferred to a hospital.

Medication Error	An error in the administration of a medication which adversely affects the person in care or requires emergency intervention or transfer to the hospital.
Missing or wondering person	A person in care that is missing.
Motor vehicle injury	An injury to a person in care that occurs during transit by a motor vehicle while the person is under care and supervision of the licensee.
Neglect	The failure of a care person to meet the needs of a person in care.
Other injury	To a person in care requiring emergency care by a physician or transfer to a hospital.
Physical Abuse	Physical force that is excessive for, or is inappropriate to, a situation involving a person in care and perpetrated by a person not in care.
Poisoning	Ingestion of a poison or toxic substance by a person in care.
Service Delivery Problem	Any condition or event which could reasonably be expected to impair the ability of the licensee, or the employees of the licensee to provide care or which effects the health, safety, or wellbeing of person's in care.
Sexual Abuse	Any sexual behavior directed towards a person in care by an employee of the licensee, volunteer or any other person in a position of trust, power, or authority and includes: <ul style="list-style-type: none"> <li>a) Any sexual exploitation whether consensual or not and</li> <li>b) Sexual activity between children if the difference in age or power between the children is clearly taking sexual advantage of the younger or less powerful child but does not include consenting sexual behavior between adult person in care.</li> </ul>
Suspected abuse	The child, family and community service act states that all children in the province of BC are entitled to be protected from abuse, neglect and harm or threat of harm. The act also states that any person who has reason to believe that a child needs protection must promptly report the matter to the Ministry of Children and Families.
Unexpected illness	Any unexpected illness of such seriousness that requires a person in care to receive emergency care by a physician or transfer to a hospital.

*Puddle Splashers staff all have access to a confidential logbook and if you have any questions about an incident that occurred during your child's day, please ask the staff as it should be written in our logbook*



## EMERGENCY EVACUATION PLANS

At Puddle Splashers we practice monthly fire and earthquake drills. You will find a copy of our evacuation plan in case a natural disaster. Please keep all information handy in case needed.

### **Puddle Splashers Daycare and School age Care Emergency Disaster Plan for parents.**

Although earthquakes and other natural disasters are not something we like to think about, the reality is they can happen. With this in mind the Staff at Puddle Splashers Daycare has a detailed plan on how to handle such a situation. The staff and children participate in monthly fire drills and evacuation drills to help prepare for such event.

The children and staff will only evacuate the Puddle Splashers Daycare building if it is deemed unsafe. In the event that the children are evacuated from the Puddle Splashers Daycare building our primary relocation site (if safe) is the:

**PUDDLE SPLASHERS CHILCARE SOCIETY-  
DUTHIE UNION**

7231 Frances Street, Burnaby

One major concern during this time is communication. They have been told that in such an emergency it will be very unlikely that local calls will be able to be made. In this event parents are asked to call:

**Pine River United Church in Ripley, Ontario  
#1-519-395-5371**

If local calls cannot be made, parents are asked to call this number to obtain information. They will be able to provide information about where the children have been evacuated to, if our primary site is unsafe.

The staff at Pine River United Church will try to make sure that all calls are answered or will leave a message on their answering machine.

As well, you will be given a business card with our emergency contact number on it, be sure to keep this in your wallet or at work.

## CHILD EMERGENCY KIT

In an emergency situation, children can become easily confused and upset. Many of them can be relieved to some extent by the presence of a special toy or other item of comfort.

Please supply the following items and bring them to the centre as soon as possible, these items will be added to the existing emergency kits at Puddle Splashers:

- ✓ A small picture of your child (wallet size for ID tag)
- ✓ A small item that will bring comfort to your child (stuffed animal or another toy)
- ✓ A recent family picture.
- ✓ A letter to your child assuring them they will be cared for. (It is important to not say "I am alright". This may not be true in the event of an emergency)
- ✓ Fill out the attached contact sheet

Please keep in mind that we are collecting 25 of these bags so the smaller the comfort item is the more room we will have. These items will be returned to you when your child leaves the centre.



We welcome your family to  
**Puddle Splashers Childcare Society -Westridge**  
and hope your stay with us is enjoyable and fulfilling for  
all your child's needs. Please feel free to contact us if  
you need to.

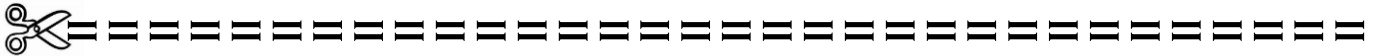




PARENT HANDBOOK  
ACKNOWLEDGEMENT FORM

By signing this you are acknowledging that you have read, understand, and are willing to adhere to the policies listed within the parent handbook.

Child's name:	Date:
Parent's name:	Signature:



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