



PUDDLE SPLASHERS CHILDCARE SOCIETY

Westridge

INFANT & TODDLER PROGRAM

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

Puddle Splashers 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

Our aim at Puddle Splashers 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.

KEEPING YOU INFORMED

We have a parent bulletin board located near the sign-in sheet. Please check it regularly for notices and information regarding our program. This might include forms to fill, field trips and details about special days. 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 detail information happening in your child's program through out the month.

HOURS OF OPERATION

The Centre opens from 7:30 am - 5:30 pm. During the Christmas holiday the Daycare remains open but hours will be reduced for families that require care. Sign-up sheet and details will be provided during that time.

The daycare is closed for the following days:

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| 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

FEES

DEPOSIT	MONTHLY 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 Splashers. This deposit will be deducted from your first month childcare fees.	All Fees are to paid in full on the 1st of each month. It is required to pay the full months fees regardless if your child does not attend due to sickness or is away on holidays. Your child fees can be paid by cash, cheque or e-transfer. Please make the cheque payable to: Puddle Splashers Childcare.
LATE FEE POLICY	NSF CHEQUES
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

GOVERNMENT SUBSIDIES	FEE REDUCATION
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.
WITHDRAWAL	FEE INCREASE
If you choose to withdraw your child for any reason, we require a full month's notice in writing and is expected to pay one month full before the thirty day notice. There will be no refunds for mid-month withdrawals. The fees cover your child's care and the guaranteed spot.	All fee increases will be given in writing three months prior to the upcoming increase.

COMMUNICATION

Here at Puddle Splashers communication is very important between the parent and staff to ensure that your child's needs are met. We believe in working closely with families to keep the positive and supportive relationship

GRADUAL ENTRY

Before the child's first day at the program we do recommend a gradual entry to help the child transition into a new environment from home to care. Gradual entry will consist of visits to the Centre three times or more depending on how the visit goes. In each of these visits the parent/caregiver will be with the child, after the first visit the time of the child being at the daycare will increase while the parent/guardian will lessen their time with their child at the Centre.
A staff member will call to set up a schedule for the gradual entry that works for you and your child.

ARRIVAL AND DEPARTURE

- ◆ is to be dropped off by a parent or a person that is part of the pick-up list in the registration package. (Please call in and let a staff know who is dropping off if not in the list.)
- ◆ Your child must be signed in when arriving. The sign-in sheet will be provided near the entrance.
- ◆ Please communicate to an educator in your child's program that your child has arrived to ensure safety.
- ◆ All children must arrive to the Centre by 10:00 AM. If you will be late dropping off your child, please phone the Centre and let a staff member know your estimated drop off time. Please consider, the following reason should be but not restricted for medical appointment or other important appointments.
- ◆ When picking up your child, please use the sign-in sheet to also sign-out (provided near the entrance). The person who is picking up should be the parent or is listed on the registration package.
- ◆ Please try your best to pick-up your child before closing time. After 5:30 pm you will be charged \$1.00 for every minute you are late.

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

- ◆ We will only release your child to the parent and the authorized person listed on the registration package.
- ◆ If the person picking up is not listed, please verbally let a staff member know or have it in writing to a staff.
- ◆ Government issued photo Identification must be shown and will be photocopied for child's file before releasing your child.
- ◆ We will not release your child to anyone under the age of sixteen including siblings.
- ◆ 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 5:45pm, we will then call the emergency contact numbers to see if they can come and pick-up the child.
- ◆ *By 6:00pm 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.

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.

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.

CHILD TO TEACHER RATIO

As required by the Child Care Licensing, we will always have a ration of 1 teacher for every 4 children in our Infant and toddler care.

TEACHING STAFF QUALIFICATIONS

All teaching staff in this program will have their Infant/Toddler Early Childhood Educators License to Practice certificate. All staff will also have a valid First-Aid certificate and a cleared criminal record check.

WHAT TO BRING FOR YOUR CHILD

In order for a smooth first day and the rest of your child's daycare adventure. Please have these items ready on the first day. Some of these items will need to remain at the Centre:

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| <ul style="list-style-type: none">✓ Indoor shoes (please leave this pair at the daycare)✓ Summer shoes (no flip flops)✓ Rain boots (Rainy season)✓ Muddy Buddy or rain gear✓ Extra clothes (at least 2 sets)<ul style="list-style-type: none">-Pants-Shirt or onesie-Socks-Underwear if applicable✓ Weather appropriate clothing✓ Family picture | <ul style="list-style-type: none">✓ Bedding for nap time (will be taken home very Friday for washing)<ul style="list-style-type: none">-Fitted crib sheet-Blanket-Stuffy if needed to help sleep or comfort✓ Diaper cream If applicable (must be labeled)✓ Water bottle✓ Milk bottle if applicable (please have it clearly labeled)✓ Milk if applicable✓ Diaper or pull-up if applicable |
|---|---|

BOTTLE: If your child is required to be fed milk in a bottle. Please supply pre-measured and/or pre-mixed bottles for each day your child attends. Ensure that these bottles are labeled clearly with your child's name on it. The milk will not be microwaved but will be heated in a Crock pot.

Please label all clothes and personal articles with your child's name.

POTTY TRAINING

Children who are in the process of potty training need time, attention and care. This is not the time to rush the process or to pressure them into doing it. At the centre this requires a lot of staff to cover the needs of all the children. If you as the parent decide to start potty training, please communicate to the staff and we could discuss the plan together,

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, music and movement, group activities 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.

NUTRITION

- Snacks are provided in the morning and afternoon for the children. Extra snacks is also encouraged incase your child may not like the snacks or if they may want more to eat.
- If your child's lunch needs to be heated, we do have a microwave to do so. Please advise the staff if you prefer not to have the food heated up in the microwave. If this is the case, please have the food in thermos.
- If you pack any foods or snacks that needs to stay cold, please provide an ice-pack inside their lunch bag. We do encourage that the lunch and snacks provided is a healthy one.
- If you can, please keep sugary snacks at home
- We are a peanut free daycare. Please do not pack any foods with peanuts. If your child's snack/lunch includes an alternative peanut spread, for example; Wow butter, please notify the staff to save them from guessing. If another child has a severe allergy other than peanut we will notify all the families.

HEALTH POLICY

SICK CHILDREN	COMMUNICABLE DISEASE	MEDICATION POLICY
<p>Your child must stay home or will be phoned to pick up your child at the Centre if he/she had one of the following symptoms:</p> <ul style="list-style-type: none"> ▪ A fever of 101° F or 38° C or higher ▪ Vomiting ▪ Diarrhea ▪ Yellow or green discharge and/or redness of one or both eyes. ▪ Unexplainable/undiagnosed Rash or hives. 	<p>If your child has a communicable disease i.e.: chicken pox, pink eye, etc. they need to be removed from daycare and remain home for the duration of the disease. You will need to notify the daycare immediately, so we can inform other families.</p>	<p>Puddle Splashers staff is able to administer prescription medication to the children, as long as the medication is in its original container with the label of child's prescription. The parent will need to give the medication to a staff member to ensure the medication is put into a locked box safely away from child's reach. A medication form will need to be filled out before the staff can administer the medication to your child. Puddle Splashers staff will not administer any over the counter medication</p>

GUIDANCE AND DISCIPLINE

At Puddle Splashers our goal is to provide a safe and healthy learning environment in which children can feel secure. Each child will be encouraged and supported to develop positive relationships with peers and staff. In order to accomplish this goal, we will be using guiding techniques which are positive and not punitive.

This include:

- 1) Demonstrating affection and caring for your child through appropriate forms of verbal and physical interaction.
- 2) Maximizing opportunities for appropriate and positive behavior for your child through program and activities.
- 3) Providing clear, simple and consistent limits regarding appropriate behaviors within the Centre.
- 4) Focusing on the behavior, not the child.
- 5) Positive reinforcing of appropriate behavior.
- 6) Ignoring minor incidents which are not harmful to self and others.
- 7) Reminding children of limits and clarifying them.
- 8) Recognizing or labelling your child's feelings in situation which may be difficult for him/her.
- 9) NEVER, physically punishing children, Harsh or belittling language will not be used at any time.

Parents are encouraged to question staff if they are unclear on any incidents with the Centre.

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	<ul style="list-style-type: none"> a) The misuse of the funds and assets of a person in care by a person not in care or, 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.
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"> a) Any sexual exploitation whether consensual or not and 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.
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-
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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.



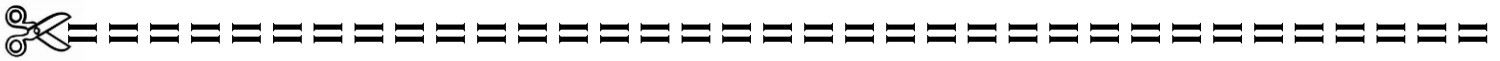
**We welcome your family to
Puddle Splashers Childcare Society -Westridge
and hope your stay with us is enjoyable and fulfilling for all your
child's needs. Please feel free to contact us if you need to.**



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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