



PUDDLE SPLASHERS CHILDCARE SOCIETY

A non-profit society

Parent/Guardian Manual

Programs:

Infant/Toddler: 0 - 3 years old

Daycare: 2.5 – 5 years old

Out of School Care: 5 – 12 years old

2 Locations:

Burnaby North Secondary

751 Hammarskjold Drive

Burnaby, BC V5B 4A1

604.802.4059

Serving:

-Ecole Aubrey Elementary

-Montecito Elementary

Westridge Elementary

510 Duncan Street

Burnaby, BC V5B 4L9

778.886.3270

Serving:

-Ecole Westridge Elementary

Director:

Shawna Harrison

Personal Email: shawnaharrison@hotmail.com

Centre Email: puddlesplasherschildcare@hotmail.com

Phone number: 604.802.4059

TABLE OF CONTENTS

Purpose & Philosophy.....	Page 4
General Centre Policies.....	Page 5
Hours of Operation & Centre Closures	
Daycare Fees	
What To Bring For Your Child on a Daily Basis	
Transition Between Programs	
Custody Agreements	
Feedback & Concerns	
Safe Release of Child Policy.....	Page 8
Active Play.....	Page 9
Screen Time Policy.....	Page 10
Nutrition Policy.....	Page 10
Health, Illness & Medication Procedures.....	Page 11
Behavioural Guidance Policy.....	Page 13
Reportable Incidents Policy.....	Page 15
Missing Child Procedures.....	Page 18
Emergency Plan & Procedure.....	Page 19
Transportation To/From School & Field Trips.....	Page 21

PURPOSE

Puddle Splashers Childcare Society was established in 2003 on Frances Street in Burnaby and our second location at Westridge Elementary School at 510 Duncan St was established in February 2021 in partnership with the Burnaby School District and the City of Burnaby. In the fall of 2023, the Frances Street location transitioned into Burnaby North Secondary School at 751 Hammariskjold Drive. We provide quality childcare and an enriching curriculum for children aged 0-3 (Infant/Toddler), 2 ½ - 12 years of age; including a preschool program for 3 & 4 year olds.

PHILOSOPHY

It is our belief at Puddle Splashers that children learn through interaction with adults and peers and the other children. The children are encouraged to interact at their own pace and develop their emerging abilities through activities.

Through love, respect, acceptance, and a stimulating program we will help your child develop cognitively, physically, socially and emotionally. At Puddle Splashers we believe in a family approach to the education of children. By working in partnership with the families we are certain that we will help in the development of the whole child.

Through daily communication with staff, emails, through our official Facebook Page, and parent meetings we feel we will be able to develop a positive environment for all children. Although we are not a parent participation program we encourage parent involvement both in and out of the classroom as other obligations permit.

Puddle Splashers Childcare is a community based childcare facility that believes in allowing the children in our program to develop knowledge of the community partners that help build our surroundings. We will build on these relationships through field trips and inviting guests into our center.

We also believe in accepting practicing students, volunteers, and other outside colleges and agencies into our program. We as Early Childhood Educators will grow and develop in our profession.



GENERAL CENTRE POLICIES

HOURS OF OPERATION & CENTRE CLOSURES

In the case of inclement weather conditions or power outages which prevent Puddle Splashers from providing safe care to our children, we will make the decisions if we will close for the day or have a later start time. We follow Burnaby School district's closure policies so they update the School Districts website by 6:30am.

Program	Open Time	Closing Time
Infant/Toddler	7:30am	5:30pm
Daycare (3-5 years old)	7:30am	6:00pm
Out-of-School (5-12 years old)	7:00am	6:00pm

The daycare is closed for the following days:

New years day	B.C. Day
Family day	Labour day
Good Friday	National Day for Truth & Reconciliation
Easter Monday	Thanksgiving
Victoria day	Remembrance day
Canada day	Christmas Eve
Boxing Day	Christmas Day

****Please note that the Out-of-School age program will be closed for 1 week at the beginning of July and 1 week at the end of August to allow for the transition to/from our Weekly Summer Camps. You will be notified of the exact days a minimum of 3 months beforehand. Daycare and Infant/Toddler Programs will be closed the last 2 days leading up to labour day****

DAYCARE 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 child's care at Puddle Splashers. This deposit will be deducted from your first month's childcare fees. Our facility offers full time care as well as part-time spots if they are available.

The preferred method of payment for monthly fees is by e-transfer to puddlesplasherschildcare@hotmail.com. You can also provide a cheque or cash.



Puddle Splashers is an approved childcare facility for the government fee reduction (Please see Shawna for more information on this program).

Fees are due by 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 illness or being away on holidays. All fee increases will be given in writing 3 months prior to the start of the increase month. If fees are paid after the 5th of the month, a \$25 late charge will be applied to your invoice. NSF cheques will receive a \$25 charge for the 1st occurrence and a \$50 charge for the 2nd occurrence. After a 3rd time, cash or e-transfer will be the only method of payment available.

1 month written notice is required if you plan to withdraw your child from our program. This notice must be received prior to or on the 1st of the month you are leaving.

It is the parent's responsibility to ensure all Affordable Childcare Benefit claims are current and up to date. You are also responsible for the parent portion and this is required to be paid on the 1st of each month.

For Out-of-School age children: 1 school professional day is included in your monthly fees (ie. 1st and last day of school). During Spring Break and Christmas Break, there is an additional \$25 per day charge for each day that your child attends. You will be asked to sign your child up in advance so we are aware of your childcare needs during this time and you will receive an invoice for payment, which is required to be paid prior to the start of the break. Your monthly fees are laid out from September - June and during July and August our program will transition into weekly Summer Camps. You will only pay for the weeks that you require care. Information will be given in April/May regarding our Summer Program.

WHAT TO BRING FOR YOUR CHILD ON A DAILY BASIS:

- Comfortable, washable clothing that is appropriate for the weather/season
- Safe footwear (no backless sandals or flip flops)
- Spring/Summer: Sunscreen, hat, swimsuit, towel, walking shoes
 - *Please make sure that you apply sunscreen on your child before they arrive at daycare. You must also leave a bottle of sunscreen at daycare for the teachers to reapply sunscreen on your child throughout the day.*
 - *Please make sure you provide a backpack large enough to carry all these items for days we go to the park or on a field trip*
- Fall/Winter: Jacket, gloves, toque, rainboots, muddy-buddy
 - Outdoor play is part of the daily curriculum which means children will go outside rain or shine, unless the conditions are deemed unsafe or too intense for children to play outside.



INFANT/TODDLER

- Morning snack, lunch, afternoon snack
- Indoor shoes that are kept at daycare
- 2 sets of back-up, weather appropriate clothes in case of accidents (left in cubby)
- Diapers and wipes

DAYCARE (3-5 YEARS OLD)

- Morning snack, lunch, afternoon snack (daycare provides fruit & veggies for afternoon snack, please supplement if needed)
- 2 sets of back-up, weather appropriate clothes in case of accidents (socks, underwear, pants and shirt to be left in cubby)
- To encourage independence within the children, we recommend providing shoes that do not have shoe laces so that your child can put them on and take them off themselves.
- Diapers and wipes (if applicable)

OUT-OF-SCHOOL CARE (5-12 YEARS OLD)

- Morning snack, lunch, afternoon snack (daycare provides fruit & veggies for afternoon snack, please supplement if needed)
 - *Morning snack and lunch are eaten at school, afternoon snack is eaten at daycare*

During professional days and spring/summer breaks, a bagged lunch is required everyday, including on field trip days.

TRANSITIONING BETWEEN PROGRAMS

Once your child is registered in our programs, they will have a priority spot for the next program (ie. your child is in our infant/toddler program and are ready to transition into the 3-5 year old daycare). Occasionally, we run into transition difficulties where we do not have an immediate spot for a child who should be entering their next program. We strongly recommend keeping your child on waitlists for other childcare centres as a back up plan in case this comes up. We work for many months in advance on transitioning children from program to program, and do our best to accommodate and ask for exceptions from licensing when the timing does not work out.

CUSTODY AGREEMENTS

If there is such an agreement in place for your family, please provide all necessary documents to our staff so we may keep them on file.



FEEDBACK & CONCERNS

If you would like to discuss any feedback or concerns regarding Puddle Splashers Childcare Society, please reach out to the following person to discuss:

Fees / Financial Agreement	Director / Board of Directors (email the board at puddlesplasherschildcare@hotmail.com)
Facility Issues	Director / Board of Directors (email the board at puddlesplasherschildcare@hotmail.com)
Staff Conduct	Director
Programming	Staff, escalate to Director if not resolved
Management Team	Board of Directors

SAFE RELEASE OF CHILDREN POLICY

The following guidelines will be put in place for everyone coming to pick up a child from daycare:

- 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 center
- 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 on registration).

IMPORTANT NOTES FOR DROP OFF/PICK UP

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. If an authorised person who appears incapable of providing care insists on picking up a child then staff will attempt to contact the parents or another emergency contact to address the situation and to seek alternative pick-up arrangements. If a child cannot be picked up by another adult, then the child and adult will be sent home in a taxi at the expense of the daycare. If the incapable adult refuses to go in a taxi, then 9-11 will be called for the safety of the child.

In the event of a parent being more than 5 minutes late 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 pick up the child.
- By 6:30pm 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.

DROP OFF

INFANT/TODDLER & DAYCARE

All children must be in attendance by 10:00am. If a child's parent has pre- arranged for a child to arrive late this is acceptable, but the parent must call prior to 9:30am. Staff ratios will be affected by children in attendance.

OUT-OF-SCHOOL CARE

Children must be in attendance by 8:20am on school days, so we can organize the children for school to arrive on time. On professional days and school holidays, all children must be in attendance by 10:00am. Once a child is released to their parent, they are no longer the responsibility of Puddle Splashers daycare, and may not be dropped off at the center. The only exception is in the event of a doctor or dentist appointment.

****If your child does not require pick-up from school, please email or call the centre to notify them a minimum of 30 minutes before dismissal****

PICK UP (ALL PROGRAMS)

- A parent is charged \$1.00 per every minute that they are late, after a 5-minute grace period.
- We will write up late invoices for them the next morning and they will have 24 hours to pay.
- If a parent is more than 15 minutes late, start calling their emergency contact number.
- If after 6:15 pm, you also need to advise the director or supervisor at home and they will direct you on the next steps to be taken.

ACTIVE PLAY POLICY

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 through Yoga, Dancing, Group Games and also Circle Time activities. Unfacilitated play will be provided through outdoor times and gross motor activities such as play, running free in the playground and parks we visit, as well as riding tricycles and playground activities.



SCREEN TIME POLICY

We believe children learn through 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. **There will be no screen time for children under 2 years of age.**

All programming needs to be done in advance with the approval of the Director. As well as approval from the Director, parents also need to sign a permission form with the title and rating of the movie, in advance. There also needs to be other activities planned and provided for children who do not wish to watch the movie. If planning to do face painting, nail painting or anything else that alters what the child looks like, parents need to be informed and a permission slip needs to be filled out.

NUTRITION POLICY

Infant/Toddler parents/guardians must send their child to daycare with a morning and afternoon snack as well as their lunch.

Daycare and Out-Of-School Care program parents/guardians must pack a lunch and morning snack for their child. An afternoon snack consisting of fruit and veggies will be provided by Puddle Splashers. Parents are able to provide other options for afternoon snacks if their child would like something else in addition to fruits and veggies. Parents are responsible to provide their children with a healthy lunch. Some examples of healthy options include, but are not limited to, veggies and dip, sandwiches, noodles, fruit medleys, hard-boiled eggs, hummus, yogurt, cheese, oats/oatmeal, and cottage cheese etc. Lunches can be heat-able as we have a microwave on site.

On professional development days (Out-Of-School Care only), parents are required to provide their child a healthy lunch. On occasion Puddle Splashers will provide a hot lunch. ie. pizza

We recognize that birthday celebrations are a really important part of a child's life. Please remember that if you wish to celebrate your child's birthday at daycare, parents/guardians are more than welcome to provide treats (cake, cupcakes etc.) or goodie bags for the other children in their class. You are also more than welcome to provide lunch (something simple like pizza) for the class as well on your child's birthday. Staff must be informed 3 days prior to the child's birthday if you plan on providing lunch so we can inform the other parents. Please keep allergies in mind when choosing what you will bring (ask staff if there are any allergies in the classroom).



Please keep allergies in mind when choosing items to bring (ask staff if there are any allergies in the classroom). Parents can provide their children with extra snacks if they wish. **Puddle Splashers is a NUT-FREE facility.** During registration, we ask parents to fill in any allergies, dietary restrictions as well as cultural food preferences and ask that if anything changes, parents should update the staff as soon as possible. If an allergy, dietary restriction or culture food preference is noted during registration, all staff in the child's program will be notified and will adhere to the restrictions/preferences for that child.

HEALTH, ILLNESS AND MEDICATION PROCEDURES

It is inevitable that children in group care will get ill. They play very intimately, sharing toys, and joys with one another. As well, children younger age have lower resistance to infection and communicable diseases. Children in group care have an increased chance of exposure to these because of the larger numbers of individuals that they are in daily contact with.

But despite this inevitability, there are some measures child care programs can take to minimize the spread of infection and to promote and provide a healthy environment.

GENERAL POLICIES FOR CHILDREN WHO BECOME SICK AT DAYCARE:

- If your child has a fever of 100.4 or higher, vomiting, diarrhea, or is 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.
- Rules for vomiting:
 - 1 time – a parent/guardian will be called to inform of the incident
 - 2 times – the child is to be sent home & observed for 48 hours before returning to daycare
- Children who were given medicine in the morning should be kept home for the day (incl. Advil, Tylenol etc.)
- If your child has a communicable disease i.e.: chicken pox, hand-foot, mouth, pink eye, etc., they need to be removed from the 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
- A child must remain out of the centre for 48 hours after symptoms have cleared up. A child must remain out of the centre for 48 hours after symptoms have cleared up. This includes fever, cough, runny nose (green/yellow mucus), hand-foot-mouth, pox, pink eye, vomiting, diarrhea etc.



PREVENTION OF ILLNESS

HANDWASHING

One of the most important factors in communicable disease control is careful handwashing by children and staff. Caregivers should always wash their hands after diapering or toileting and before handling food. Children should always wash their hands upon arriving at daycare, after using the toilet or handling animals, after coming inside from being outside and before eating.

IMMUNIZATION

It is recommended, but not mandatory, that all childhood immunizations be current. The information should be provided and recorded as part of the initial enrollment information and should be updated at least once per year. The following is the basic immunization schedule as recommended by the British Columbia Ministry of Health and Ministry Responsible for Seniors:

	2 mo	4 mo	6 mo	12 mo	18 mo	4-6 yrs
Diphtheria	x	x	x		x	x
Acellular Pertussis	x	x	x		x	x
Tetanus	x	x	x		x	x
Inactivated Polio Vaccine	x	x	x		x	x
Measles				x	x	x
Mumps				x	x	x
Rubella				x	x	x
Haemophilus Influenza Type B	x	x	x		x	

HOW STAFF WORK TOGETHER TO PREVENT ILLNESS

- Constant reminders of proper handwashing for both children and staff
- Bleaching and sanitizing of toys & equipment on a regular basis
- Wiping down of all touchpoints 2 x per day
- Being aware of children's illnesses and daily health checks

Other symptoms which will exclude children from attending a childcare facility include:

- Pain – complaints of unexplained or undiagnosed pain
- A common cold with listlessness, green-runny nose and eyes, coughing and sore throat. Once the child's temperature, well being and energy have returned to normal, the child may no longer be contagious and may be able to return to the facility even though coughing and runny nose may persist. If the symptoms are

caused by a known allergy, the child is not contagious and does not have to be excluded

- Difficulty in breathing – wheezing or a persistent cough
- Sore throat or trouble swallowing
- Infected skin or eyes, or an undiagnosed rash
- Headache and stiff neck (should see physician)
- Severe itching, dry skin of either body or scalp if caused by head or body lice or scabies

ALLERGIES

It is extremely important that Puddle Splashers Staff are informed about your child's allergies. As we may have life threatening nut allergies, please assume that ALL our program sites are **NUT-FREE ZONES**. Please check items for any nut products before you send them with your children. Nuts include peanuts, walnuts, hazelnuts, cashews etc.

MEDICATIONS

If a child requires medication (both prescription or nonprescription) to be administered by a staff member, staff/the director will provide a "permission to administer medication form" to be filled out by the parent and given back to the staff completed with signature before medication can be administered. A doctor's note will also need to be provided alongside any non-prescription medication that needs to be administered as well as provide clear instructions on how to administer the medication.

Medications must be in their original bottle/container. Medicine will be stored in a box inside of the fridge except for EpiPens and puffers which will be stored in a box on top of the fridge or the designated location.

A care plan will be required to administer emergency medications (ei. Puffer or EpiPens) including exact instructions on when, how and how much medication should be administered in case of emergency.

BEHAVIOURAL GUIDANCE POLICY

Our policy is to encourage and stimulate the children daily. The teacher's presence in the play area is essential. Using positive language is effective in managing the children in your care. When necessary, problem solving and redirection are options that are used.



INAPPROPRIATE WAYS OF DISCIPLINE

- A. Shoving, hitting, shaking, spanking or any form of corporal punishment.
- B. Harsh, belittling or degrading treatment, whether verbal, emotional or physical, that would humiliate the person in care or undermine the person's self respect.
- C. Confinement, physical restraint or separation, without adult supervision, from other persons in care.
- D. Deprivation of meals, snacks, rest, or necessary use of the toilet.

It is the responsibility of all staff members to report to the Manager or Licensee, any conduct of another staff person that is in contravention to the Child Care Regulations.

GUIDANCE STRATEGIES : INTERVENTION

- A. Establish clear, consistent and simple limits
- B. Offer straightforward explanations of limits
- C. State limits in a positive way rather than in a negative way
- D. State what is expected rather than pose questions
- E. Allow time for children to realize expectations
- F. Reinforce appropriate behaviour, with both words and gestures
- G. Ignore minor incidents as long as children's activities are not infringing on the rights of others, it is often best to "take a breath" rather than speak.
- H. Encourage children to use teachers as resources
- I. Scan when caregivers observe children in 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.

GUIDANCE STRATEGIES: PREVENTION

- A. Gain child's attention in a respectful way
- B. Use proximity and touch
- C. Acknowledge feelings before setting limits
- D. Teacher's model problem solving skills. The intent of modelling 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 become more familiar and experienced with this process they can be encouraged to generate suggestions or alternatives of their own
- E. Offer appropriate choices
- F. Use natural and logical consequences

At Puddle Splashers we want all children to know and feel that we work together as a team with their families so daily communication is vital to build that relationship. If a



child is not responding to our strategies, we will sit down with the family and discuss the child's behaviours and ask for input from the parents. If the child is exhibiting challenging behaviours and our strategies have been unsuccessful, we will offer family resources for outside agencies to offer support to the family and we will make every attempt possible to support the family and set the child up for a positive childcare experience.

When behavioural concerns arise for a child, the staff will all work together to try and establish strategies that will set every child up for success in the child care setting. The following are steps we will take but are not limited to:

- Document what we have observed in the confidential staff book
- Discuss the behaviour with our colleagues at our staff meetings
- Discuss the running record observations of the child's behaviours to pin-point triggers

If all procedures and strategies have been tried without response from the child, the manager/director will set up a meeting with the child's family to discuss the following:

- Have the parents seen these behaviours at home? If so, what are the triggers?
- Has there been any change, small or big, in their life recently?
- Offer support of outside agencies (supported child development, speech language pathologists ect.)

REPORTABLE INCIDENTS POLICY

The following are incidents deemed reportable and need to be reported to CCFL immediately:

- **Aggressive or unusual behaviour** – Means aggressive or unusual behaviour by a person in care towards another 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 or Licensing immediately. If the suspected abuse takes place outside the daycare, it should be reported to the Ministry of Children and Families Child Protection. If the suspected abuse takes place in the daycare, it should be reported to Licensing. 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



- **Death** – means any death of a person in care within expected or unexpected
- **Disease outbreak or occurrence** – means an outbreak or the occurrence of a disease above the incident level that is normally expected.
- **Emergency restraint** – means any use of a restraint that is not approved and documented in the care plan of a person in care.
- **Emotional abuse** – means 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, experienced by a person in care, as to require emergency care by a physician or transfer to a hospital.
- **Financial abuse** – means:
 - 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 or their substitute decision maker.
- **Food Poisoning** – a food borne illness involving a PIC that requires emergency care by a medical practitioner or nurse practitioner or transferred to a hospital
- **Medication error** – means an error in the administration of a medication which adversely affects a person in care or requires emergency intervention or transfer to a hospital.
- **Missing or wandering person** – means a person in care who is missing.
- **Motor vehicle injury** – means an injury to a person in care that occurs during transit by a motor vehicle while the person is under the care and supervision of the licensee.
- **Neglect** – the failure of a care person to meet the needs of as 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 affects the health, safety, or well being of persons in care
- **Sexual Abuse** – any sexual behaviour directed towards a person in care y an employee of the licensee, volunteer or any other person in a position of trust, power, or authority and includes;
 - 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 behaviour between adult persons 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.

STEPS TO REPORT ABUSE WITHIN A CHILDCARE SETTING:

- A. Submit a report to Licensing
- B. If a staff member is involved, the staff member will be suspended until the end of the investigation into the matter

STEPS TO REPORT SUSPECTED ABUSE OUTSIDE OF DAYCARE:

- A. Submit a report to Ministry of Family Development
- B. ****Note that Licensing does not need a reportable incident form if the abuse takes place outside of the daycare****

REMEMBER TO A.C.T.

Acknowledge the child’s situation and feelings. Access support and help.

Comfort the child and take him or her to a safe place. Carefully listen to what the child says

Take notes and document what the child says and/or what you see. Take action-report abuse immediately.

After a reportable incident occurs, a staff meeting will be called to discuss the incident, how we can prevent the same incident from arising again and how the staff can continue supporting the child(ren), parents and their colleagues through this incident. The staff will also review the policies with the Director/Manager to ensure they are educated and implementing policies at all times. There could also be follow up meetings called with the parents/guardians of the child(ren) involved in the incident to ensure all parties are informed on the status of the report to Licensing/Ministry of Child and Family Development.

If you have any questions about what is a reportable incident please ask the director or contact Community Care Licensing at 604-587-3936.



MISSING CHILD PROCEDURES

The safety of all children at Puddle Splashers Childcare is of the utmost importance. By having these procedures in place it will ensure the search for a child will be as efficient and expedient as possible.

By ensuring we are doing constant head counts and are always aware of numbers and children's whereabouts this will ensure that no child shall ever go missing.

PROCEDURE

- Staff person that notices a missing child shall immediately notify the senior staff person or manager.
- Senior staff person or manager will designate a team to look for the child while also ensuring there is adequate staff to supervise the other children in care
- The search team will begin to look both inside and outside for the missing child
- At the 5 minute mark of the child being missing and a search of the immediate area has been unsuccessful the senior staff person/manager will contact the police by dialling 911
- Senior staff/manager will then contact the parent/guardian
- Senior staff/manager will then gather as much information as possible on the child; description, recent picture, what the child was wearing, emergency contact information, and what area has been searched.
- Once police arrive senior staff/manager will clarify with the officer in charge our role in the search. We will also provide the police with all the relevant information on the child.
- Senior staff/manager will stay with the officer in charge until the child is found
- During the search by Puddle Splashers staff when off site, cell phone communication between them and the senior staff at the center is essential to make sure all areas are searched
- Once the child is found all staff involved in the search and parents will debrief with the police officers involved.
- The senior staff person/manager will report and record all relevant times, names, and details of the search as well as notify licensing and fill out an incident report immediately after the debrief.



EMERGENCY PLAN & PROCEDURE

FIRE & EARTHQUAKE

The full time staff in our program conduct drills each month to prepare staff and children for any unfortunate event. As in all situations our main concern is all the children are accounted for and they are kept as calm as possible. Escape routes and checklists are posted on the rear door of the classroom.

In the event of an earthquake / natural disaster the following procedures will take place :

DURING SHAKING (INDOORS):

1. Staff will assist children in assuming the 'crash' position (heads touching knees with hands clasped behind neck). All children will crouch with their backs to the table walls either by the kitchen, in the hallway, doorway or under tables (holding table legs)
2. Staff will count aloud to 60 (earthquakes rarely last longer than 60 seconds and counting is calming)
3. Once shaking has stopped evacuation procedures will begin.

DURING SHAKING (OUTDOORS):

1. Staff will gather all children together in an open area away from falling walls, trees, power lines, and telephone lines.

AFTER SHAKING*:

1. Children will be led out of the building in a calm, efficient, and orderly manner:

Burnaby North Location: Corner of Kensington & Curtis
Westridge Location: Corner of Duncan & Union

2. The Director/Acting Director will assign a staff to check washrooms, cubbies, hallways, and mains room for any children who may still be inside. This staff is also responsible for getting the day book, emergency cards, 1st Aid Kit, and sign in sheet all located in the kitchen.
3. Once children are at the meeting place attendance will be taken. Note any missing children and write down their names.
4. One staff will be assigned to check for injuries and apply first aid if necessary.
5. Staff and children will wait for further instruction from the Director before re-entering the building.

***Director/Acting Director will assign staff to help with rescue efforts if appropriate.**



DIRECTOR/ACTING DIRECTOR IS RESPONSIBLE FOR:

1. Assigning staff members to get the earthquake and comfort kits from the main office.
2. Obtaining attendance of all staff and children in each program.
3. Contacting children's parents as soon as possible, and reuniting children with their families.
4. Setting up a controlled area for the organized pick up of children.
5. Recording all children who are reunited with families.
6. Listening for news reports for further instruction.

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

Westridge Location: Corner of Kensington & Curtis (Burnaby North Secondary)
Burnaby North Location: Corner of Duncan & Union (Westridge Elementary)

One major concern during this time is communication. We have been told that in such an emergency it will be very likely that local calls will not 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 center as soon as possible, these items will be added to the existing emergency kits at Puddle Splashers:



- A picture of your child (wallet size for ID tag)
- A small item that will bring comfort to your child (stuffed animal or other toy)
- A recent family picture
- A letter to your child assuring them that 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.

These items will be returned to you when your child leaves the center.

ACCIDENTS AND INJURIES

- First aid kits and emergency consent forms are to be taken on all outings.
- All injuries of children when in the care of Puddle Splashers staff that require medical attention need to be reported to the director immediately and documented in a confidential book. An incident report will be filled out by staff with the support of the manager and submitted to licensing within 24 hours.

POWER OUTAGE

In case the power does go out there is an emergency box kept in the cupboard. This kit contains 10 flashlights, activity sheets of games to calm the children, a battery operated radio and extra batteries.

The following procedures are followed by all staff:

1. Make sure all children are accounted for and no child shall leave the activity room unless accompanied by a staff member.
2. If the power does not resume in 90 minutes, the senior staff will begin to call the parents for early pick up.
3. Parents will be called earlier if we cannot provide safe childcare.
4. Always remember keeping the children calm is our number 1 job.

EMERGENCY SUPPLIES

Emergency supplies are kept in the storage room connected to the Out-of-School Care room. Supplies are inventoried every 6 months to ensure they are not expired and that there are enough supplies to support all children in the building during an emergency.

TRANSPORTATION TO/FROM SCHOOL & FIELD TRIPS

BURNABY NORTH TO ECOLE AUBREY - WALKING

Children attending Ecole Aubrey will be walking to and from school each day. They will be accompanied by 2-3 staff members and children from Kindergarten to Grade 3 will be expected to wear a provided reflective vest during the walk. Children should be dressed appropriately for the weather in order to walk to and from school comfortably.



BURNABY NORTH TO MONTECITO & FIELD TRIPS - PUDDLE SPLASHERS BUS

As required by BC Childcare Licensing Regulations Puddle Splashers Childcare Society ensures children are always supervised by times consisting of ECE's (supported by assistant or responsible adult as per requirements) BC Childcare Regulation, section 45.

All vehicles used for transportation are insured for transporting children, are government inspected, and are driven by qualified, licensed class-four drivers.

They are checked daily before driving as per the class-four vehicle inspection checklist. This includes brakes, fluids, tires, and mechanical. Any bus, not passing inspection with a mechanical issue will not be driven until safe.

Educators have been instructed on proper fastening of seat belts. Drivers require as per BC Childcare Licensing Regulation, section 45:

- Driver is 19 years of age or old and holds a driver's license that permits the driver to operate the type of vehicle being used
- If staff are driving, the ratio based on BC Childcare Licensing Regulation is 1 qualified staff to 7 children. If more children are being transported, then additional staff are required.
- Transportation of children is in accordance with British Columbia Law
- All buses are serviced at least twice per year
- Drivers have medical clearance
- A clear criminal record check
- A clean drivers abstract updated every 2 years
- Class-four or better driver's license when driving the school bus

DRIVERS ARE NEVER TO:

- Leave any children in the bus alone
- Permit eating or drinking on the bus in order to minimize choking hazards
- Re-fuel when children are on the bus
- Drivers/educators will report any minor car accidents to the licensing officer and families immediately

DRIVERS/EDUCATORS TAKE THE FOLLOWING ON THE BUS EACH TRIP:

- A list of children being transported (attendance sheet)
- A list of schools, phone numbers for schools, childcare and emergency phone numbers
- Each child's emergency card
- Cell phone
- Emergency kit



- Fire extinguisher
- Permission forms for field trips (if applicable)

In the event that the driver and/or bus are not available, Puddle Splashers will arrange alternate arrangements for transporting children to and from school via a centre-owned Van and childcare staff vehicles that are properly insured, if walking is not an option. Parents will be notified in advance if the bus and/or driver are not available for transport.

Continuous supervision required: A licensee must ensure that children are supervised at all times by a person who is an educator, an assistant or a responsible adult.

(2) A licensee must ensure that a second adult is immediately available to supervise children in case the person responsible for supervising the children needs a replacement because of urgent or unforeseen circumstances.

WESTRIDGE ELEMENTARY - WALKING

Children attending Westridge Elementary will be walking to and from school each day. They will be accompanied by 2-3 staff members and those in Kindergarten and Grade One will be picked up directly by the staff at their classrooms. Children in Grade Two and above will meet the teachers in the undercover area. Children should be dressed appropriately for the weather in order to walk to and from school comfortably.

We welcome your family to

PUDDLE SPLASHERS CHILDCARE SOCIETY

and hope your child's care with us is enjoyable and fulfilling all of your child's needs. Please feel free to reach out to us anytime.

