

## **SITKA AND SPARROW EARLY EDUCATION POLICIES:**

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### **1) HOURS OF OPERATION:**

Monday to Friday 8:00 a.m. to 5:00 p.m. at the Sitka and Little Tree centres. 8:00 a.m. to 4:30 p.m. at the Big Tree and Babybird centres. We will be closed on all Statutory and Civic Holidays, and weekends. We will also be closed one week in March, one week in August, and the SD61 Winter Holiday dates to organise and sanitise the centre. Parents are urged to seek alternative childcare arrangements. Fees for these months will remain the same as the other months.

### **2) TRIAL PERIOD**

There will be a 3 week trial period in which either party may end this agreement, for any reason, any fees paid will not be refunded should that occur. This does not apply to yearly renewal contracts.

### **3) MONTHLY FEES**

Monthly fees include all sick days, statutory holidays and vacation time - these are paid days. Fees are based on booked days not attendance. Refunds and credits will not be given for days where your child does not attend. Please note that the monthly fees are based on the average of 20 days per month (as per subsidy agreement if applicable). In the case where the days of care in the month exceed 20 days, you will be responsible for the additional fees.

### **4) CHILD CARE SUBSIDY/ ACCB POLICY**

Child Care Subsidy, administered by the Ministry of Children and Family Development BC Provincial Government, is a monthly payment that helps eligible British Columbia families with the costs of child care. Families fill out an application and provide supporting documentation to

apply. Once the family is approved and authorization is established, the provider receives an authorization number and billing forms. Child care can not start until authorization and billing forms are received unless the parent agrees to pay the regular fee. Providers can only bill for the maximum number of the days that the family is qualified for, if the child actually attends. If the child is booked to attend but does not, the provider can only bill subsidy for that day if the parent informs the provider that the child or their parent was ill or on holidays. The fee for missed days that are not covered by subsidy is to be paid before the end of the month. The parent is responsible for any fees over and above what subsidy pays on behalf of the family. The parent portion is due on the first of the month. Proof of qualification must be presented to the provider prior to registration.

#### 5) PAYMENT POLICY

Parents agree that all monthly fees (full time and part time attendance) will be paid on the first of each month in advance. Unpaid fees are subject to immediate suspension or termination of care unless reasonable arrangements are made and accepted by both parties. Full time and part time fees are based on booked days, not attendance, therefore parents are responsible for fees whether a child attends or not. (This includes sick days, statutory holidays and vacation time). A fee of \$30.00 will be charged for all NSF cheques. Upon a second occurrence of an NSF cheque, all subsequent payments must be made in cash.

#### 6) DROP OFF AND PICK UP POLICY

##### Release of a Child

- Parents are required to indicate the name and phone number of all authorised individuals who are clear to pick up the child. All parents and/or authorised individuals are to sign-in and sign-out the provided sheet, each day the child is dropped off and picked up from the daycare. Only persons designated to pick up a child will be allowed to do so.

##### Unauthorised Pick Up

- The parent/guardian is required to notify the caregiver in writing if someone else, other than the authorised persons, will pick up the child. Please provide the name, phone number, and description of the person. The person will be asked to show photo identification and for the agreed password. If necessary, police will be called for assistance.

##### Custody and Related Court Orders

- The daycare staff cannot become involved in the marital or custody issues of the families that we serve. If a custody or court order exists, a copy of the order needs to be placed in the child's file. The guardian is responsible for providing up to date and accurate information concerning the legal guardianship of the child. Without a custody or court order on file, the caregiver cannot deny access to the non-enrolling parent. If the non-enrolling parent is not listed on the pick up list, the policy on unauthorised persons will be implemented. The guardian will provide all consents.

#### 7) LATE ARRIVAL/PICKUP POLICY

Please advise the daycare prior to 8:00 am if your child will be arriving earlier or later than the pre-arranged time. Please advise the daycare immediately if you will be arriving later than the pre-arranged time to pick up your child. It is the parents' responsibility to ensure that children are

picked up no later than 5:00 pm If you are not able to pick up your child by 5:00 pm alternate arrangements must be made. Please notify the daycare if an unauthorised person will be picking up your child. Written permission only and a password must be received before we will release a child to anyone who is not authorised on the registration form. We will require identification and the person should then be added to the list of people authorised to pick up the child.

- In the event that a parent cannot be contacted, it is the policy of Sitka And Sparrow to call an emergency contact should a child remain in care after 5:15 pm. If you or an authorised alternate cannot be contacted and a reasonable amount of time has passed, we will consider the child abandoned and call the appropriate Ministry.
- If someone whom we deem incapable of providing safe care arrives to pick up the children, they will be refused and you or your authorised alternate will be called to pick up the children. If an alternative cannot be reached within a reasonable length of time, the Ministry for Children and Family Development will be called.
- If it appears that you are incapable of providing safe care, we will suggest we call an authorised alternate to pick up the children. If you insist on taking the children, we will release them to your care and call the police.

A late fee of \$1.00 for every minute per child will apply if a child remains in care after 5:00 pm unless prior arrangements have been made. This late fee is due and payable upon pickup or prior to the next day's care.

#### 8) TERMINATION

Sitka And Sparrow reserves the right to suspend or terminate care of any child without notice, should it be deemed necessary for the overall safety and well-being of the facility and/or other children in our care.

#### 9) WITHDRAWAL

Parents agree that a minimum notice of 6 weeks (notice to be given at the latest, by the 15th of the month previous to the last month of care) will be given for permanent withdrawal of any child from care, or agree to pay a month of fees in lieu of care. No exceptions will be made.

#### 10) DAMAGES

Gillybird Nature Academy will repair or replace broken daycare equipment & toys due to normal wear and tear. However, should your child purposely damage or break equipment or toys, then the item will be repaired or replaced at the cost of the parents.

#### INSURANCE FOR ASSISTIVE DEVICES:

The daycare cannot be held responsible for any lost, damaged or broken assistive devices, such as hearing aids, contact lenses or glasses. We ask you to have adequate replacement insurance for such items should they become misplaced, damaged or broken.

#### 11) DEPOSIT/REGISTRATION

A non-refundable deposit of a full month's fee (per child) is required upon completion of registration to secure your child's placement in care. This deposit is non-refundable and will be applied to your last month's fee. Spaces will not be held unless the deposit fee is paid in full.

Registration is not complete, and care will not commence until all the paperwork is done. Prior to the start date of care the following must be received by Gillybird Nature Academy:

- Registration Form
- Immunisation Record
- Parent/Caregiver Contract
- Non-Refundable Deposit
- 2 printed picture of your child for our files
- Daycare Subsidy Request Form (if applicable)

## 12) ILLNESS POLICY

**Parents agree to keep their child at home or seek alternate care arrangements for the following conditions:**

- Pain - any complaints of unexplained or undiagnosed pain
- Fever (100°F/38.3°C or higher)
- Severe sore throat or trouble swallowing
- Headache or stiff neck
- Unexplained diarrhoea or loose stool combined with nausea, vomiting or abdominal cramps.
- Nausea or vomiting
- Severe itching of body and scalp
- Known or suspected communicable diseases.

**It is required to send a child home when the child:**

- Is suffering from one or more of the above symptoms
- Is not well enough to take part in the activities at the daycare

**Ultimately the care of the child is the parent's responsibility.**

Parents will inform the daycare within 24 hours of a diagnosis of a serious illness or contagious disease of a communicable nature in the family. This is to protect all of the families who attend the daycare. Failure to do so is grounds for immediate termination of care. Parents agree that a child will be symptom free, without the aid of symptom-reducing medications such as tylenol, for a full 24-48 hours prior to returning to daycare. We reserve the right to ask for a note from your family doctor, depending on the illness/disease.

## MEDICATIONS:

Prescription medications will only be given to a child in care with the following conditions:

- Parent gives written permission to the caregiver, with full instructions as to dosage, and times to administer medication. (forms are available from the daycare for this purpose)
- All prescribed medications must have the child's name on the prescription bottle.
- Non-prescription medications will be administered as per recommended dosages on the bottle.

## CARE OF A SICK CHILD AND NOTIFICATION OF PARENTS

When a child becomes ill, we will make the child comfortable in a quiet place where he/she can rest and will be closely supervised. Parents will be notified immediately and agree to begin to make alternate work arrangements or arrangements for alternate care. If your child is seriously ill, you or an alternate must come for the child IMMEDIATELY. If we cannot reach a parent, we will call an emergency contact listed on the registration form or the child's doctor may be contacted depending on the seriousness of the illness.

### 13) IMMUNISATION POLICY

Children are required to be fully immunised to attend Sitka And Sparrow. If your doctor or health nurse has advised a delayed schedule, please keep us advised of the dates. Children are to be kept at home for 24 hours following routine immunizations to ensure that any possible reaction is able to be monitored by the parents.

### 14) ARTICLES TO BE SUPPLIED BY PARENTS

Diapers, baby wipes, two changes of clothes, slippers or inside shoes. The parents have to provide a nutritious, well balanced lunch and 2 snacks. Staff would be happy to help with healthy lunch ideas! Food can also be kept in our fridge. Please provide us with a 5x7 picture of your child with your family.

### 15) CHILDREN'S PERSONAL BELONGINGS POLICY

We have a variety of toys for children to play with. We teach children the importance of sharing with one another. For this reason, we generally advise parents to not provide kids with toys from home to bring to the daycare. However, we understand that some toys may provide comfort for children. Therefore, if children have a special toy which helps them sleep, we can hold on to the toy, or keep it within the child's backpack until nap time, where they can sleep with their special toy. We will not be held responsible for broken or lost toys. No toy weapons of any type will be allowed at the daycare.

### 16) CHILD SUPERVISION POLICY

As owner of Gillybird Nature Academy, I have the duty of care to provide adequate supervision of children at all times. Supervision is one of the key requirements in the prevention of accidents and injury throughout the centre. Our staff have the skills to assess potential risks during supervision and be able to implement changes to supervision to avoid accidents or injury.

- To ensure the potential for accidents and injury to children is reduced
- To ensure we are aware of the variables relating to supervision
- To ensure safety for children when participating in excursions
- To ensure that we have the capacity to evaluate supervisory practices and respond appropriately

Parents will:

- Personally deliver children to a staff member and inform us when departing
- Inform staff if a person, other than authorised, will be collecting the child. This must be done in the form of writing and the password has to be given by the caller and by the person who is picking up the child. Please ensure that you add to your registration form, anyone that you can think of that you may call on in an emergency situation if you and your regular pick up people are unable.
- Ensure the 'Authorised Person to Collect' information is up to date;
- Inform us of any current or pending court orders affecting the child. Provide the centre with a photocopy of the court order to be kept with the child's enrolment form
- Ensure they are familiar with the procedures to be followed when attending excursions with the group

- Adhere to correct “Sign In and Out” procedures
- Ensure that the front door and playground gates are closed after entry or exit

We will:

- Ensure that staff will be close enough to children to intervene in the event of an issue occurring
- Ensure that children are not left alone in the playground or in the room
- Have clear sight lines to all children in the group at all times. staff will be in a position to ‘supervise’ as much of the ‘whole group’ as possible
- Ensure children are only released to authorised people that you have identified on your registration form or have provided a written authorization form. If an unauthorised person comes to the facility with a permission note, we will not release the child unless a guardian can be contacted
- Ensure younger children’s safety is not compromised in the mixed age group
- Staff will be immediately available to the children and to regularly check on the children’s play behaviour to ensure safety and positive social interaction
- Complete incident forms for all minor injuries and illnesses and reportable incidents must be reported to Licensing within 24 hours
- Be consistent in enforcing limit setting using our “Guidance Policy”
- Under no circumstances will a child be playing outside without supervision
- Do regular head counts and take attendance of children in our care, especially when entering the backyard or playground and on leaving the backyard or playground, and on excursions
- Be aware of the location of each child at all times
- Ensure that supervision is active and interactive with children
- Not take hot drinks into the playroom or playground area
- Encourage children who wish to use the bathroom, to inform us and we will accompany them if necessary
- Question any strangers that enter the property and report any concerns
- Ensure that front door and playground gates are closed after entry and exit
- Ensure all areas are visible, accessible and free of potential hazards
- Ensure to follow all guidelines and legislation

#### 17) CONFIDENTIALITY POLICY

It is the policy of Gillybird Nature Schools Ltd. that any information or records held regarding your family and child will be kept confidential. The only release of information or records would be for a legal matter that is requested or required by law. It is also appreciated that any information you become aware of that concerns other families at the centre be kept confidential.

#### 18) DAILY ACTIVITIES POLICY

We do not include religious instruction or practices in our daily activities. We do not offer prayers before meals and snacks. We celebrate the following occasions: Christmas, Easter, Halloween, each child's birthday and Valentines Day. We are open to bringing different cultural activities into our learning.

We will plan activities and provide children with a variety of experiences. Some of the activities will include:

- Language development: Books, music, story time, finger plays, flannel board stories, singing
- Large muscle skills: Balls, bean bags, swinging, outdoor play
- Small muscle skills: Arts / crafts, stringing beads, cards, board games, blocks
- Creative expression: Dramatic play, puppets, music / instruments, rule play
- Self-help skills: Assist with snack time preparation, dress self for outdoors
- Literacy skills: Books, storyboard, alphabet and writing games, number games
- Rest or nap time will be provided for all children younger than five years of age who are in care for more than four consecutive hours. Children who do not sleep may get up after 30 minutes, and children who awaken early will be allowed to get up when they awake. The PARENT will launder the bedding after every five uses or sooner if necessary.
- Children will sleep on a sleeping mat. The mat will be made of waterproof materials and will have a fitted sheet for comfort. Parents are to provide their child with a blanket and small pillow if necessary from home. Bedding will be kept in separate containers to reduce the transmission of communicable disease

#### 19) ACTIVE PLAY AND SCREEN TIME POLICY

PLAY is the major component of our program. Enough time, materials and space will be provided for children to actively explore the world around them. Children will have an opportunity to use a variety of art materials and manipulative and housekeeping equipment.

- Children will go outdoors daily, regardless of weather.
- Our program regularly is outside for 3-5 hours per day and children must be dressed appropriately.
- Children may be kept indoors during unsafe weather, for example: heavy rain or wind, temperatures above 32 degrees celsius, or heavy snowfall.
- There is an outdoor play space in the fenced yard.
- WE WILL NOT allow children to watch television including VHS or DVDs.
- We will be taking walks around the neighbourhood on an almost daily basis. Emergency information for each child will be taken whenever the children leave the premises.

#### 20) EMERGENCY EVACUATION POLICY

There is an emergency evacuation policy that is reviewed, practised, and recorded on a regular basis. In preparing for emergency situations:

- Smoke alarms will be tested monthly.
- A first aid kit, an attendance record, a pen or pencil, and an emergency information card for each child and each staff member is kept beside the exit door for quick and easy access.
- Emergency supplies, including water and food will be kept in an accessible place. The supplies will be checked and rotated on a regular schedule.
- A buddy system will be adopted and practised regardless of the number of children in the facility.
- All staff members will know how to work the fire extinguisher.
- Children will be taught what to do in the case of fire, earthquake and other emergencies.
- Evacuation drills will be practised.

- A simple diagram of exit paths from the building to the meeting place will be posted along with all emergency phone numbers.
- The designated meeting place outside the building will be assigned.

## EMERGENCY PROCEDURES

Fire drills shall be practised with the children every month, and completion of the practices will be documented.

Fire Safety Plan:

- Education of the children in the centre:
- If you smell smoke, see flames or feel something that is very hot, tell an adult.
- If you have fire on you STOP, DROP, AND ROLL
- If there is a fire the safest place to be is on the floor where the air is less smoky
- Everyone will line up at the exit door and exit out of the house together, closing the doors as we go. If we cannot exit out of this door, we will exit out of the secondary exit door.

In case of an emergency that would require an evacuation, children will be evacuated through the nearest safe exit. The attendance form and list of phone numbers for parents and emergency contacts will be taken along to ensure that all children are accounted for and all families notified. Children will be assembled at the designated meeting point. We will notify the IHA within 24 hours after the occurrence. In the case of losing the use of heat, water or electricity before the daycare opens, I will inform the parents to keep their children home or find an alternate place during that time. In the case of losing the use of heat, water or electricity while children are in attendance, we will keep the children in a safe environment and will care for them until the parents or the emergency contact will be able to pick them up.

Earthquake Safety Plan:

- If we are indoors, duck or drop down to the floor. Take cover under a sturdy desk, table or other furniture. Hold on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.
- Stay clear of windows, fireplaces, wood stoves, and heavy furniture or appliances that may fall over.
- Stay inside to avoid being injured by falling glass or building parts. If we are in a crowded area, take cover where you are.
- Stay calm and encourage others to do likewise.
- If we are outside, get into the open, away from buildings and power lines.
- If we are unable to re-enter the building after a necessary evacuation, we will take the children to the designated meeting spot, we will contact the parents or the emergency contact to pick up the children within an hour at this location.

In the event that the daycare receives a threat to the building or it's occupants (e.g., bomb threat, bodily injury threat, etc.), law enforcement and the parents will be immediately contacted to advise them of the threat. Depending on the nature of the threat, evacuation and/or closure may be required.

## 20) FOOD & DRINK POLICY

Sitka And Sparrow's snack program is currently on hold due to COVID 19. Usually we provide supplementary food and drink for children at the daycare to maintain their energy, health and



state of well being. We will follow Canada's Food Guide guidelines. No child will go without nourishment for longer than 3 hours. We will offer snack times to all children in attendance at the times identified in the daily schedule. Parents providing their own children's meals will be informed of Canada's Food Guide nutritional requirements. We will ensure that the food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, having regard to the child's age, the number of hours the child is under the care of the licensee, and the child's food preferences and cultural background.

Sitka And Sparrow endeavours to maintain high standards of cleanliness in all areas and the following guidelines will be followed.

Guidelines:

- All persons handling food within the facility are required to wash their hands thoroughly using warm water and soap before and after handling food. Paper towels are provided for drying hands.
- All food for consumption is to be prepared in the kitchen area or under supervision by staff if the children are preparing their own food, baking etc.
- Leftover food from meals, unless in an unopened container, is to be discarded.
- Soiled cutlery, dishes, mugs etc are to be washed in the sink using hot water and dishwashing liquid, to disinfect the dishes we will use bleach water and then rinse off with hot water before air drying and being stored away in the appropriate place.
- All food scraps are to be placed in the waste bin in the kitchen area. This bin is to be lined with a plastic liner and the lid is to be kept closed when not in use.
- Children's food should be named and given only to the child whose name is on the packaging.
- All reasonable care must be taken to avoid contamination from nuts, dairy products or any other possible sources that may cause an allergic reaction in a person suffering from an allergy condition.
- Water is available for the children to drink throughout the day. Children are encouraged to have a drink with their snacks and meals. Please ensure that your child has a water bottle in their bag on a daily basis. If it is forgotten, staff will ensure that your child has adequate access to water throughout the day.
- Children are encouraged to wash their hands before eating or drinking.
- Children are to remain seated while eating. No child will be left unattended while eating.
- No child will have access to any fluid while in bed.
- If the stove is used during hours of care, only the two back burners will be used to ensure that no child is burned in our care. If the oven is used to bake during hours of operation, no child will be allowed near the oven when the door is being opened or closed. Also, there will be an appliance clip to ensure children cannot open the oven door.
- Children will not have food or drink used as a form of positive reinforcement, nor will food or drink be withheld from a child as a form of punishment.

## 22) GUIDANCE POLICY

Children's behaviour is influenced by their overall development, their environment, and their caregivers. Each child differs in terms of his/her activity level, distractibility, and sensitivity. Children must learn to develop socially acceptable and appropriate behaviour as they grow. We believe that

children thrive in an environment that is secure, predictable, nurturing and supportive. We believe it is important to set realistic expectations and limits for young children to ensure the safety of each child; the protection of his/her rights and those of others; and the protection of property.

When a child exceeds the limits, we guide in a manner that is firm, positive and still maintains the child's self-respect. When a child's behaviour is inappropriate, we believe that they are most likely to learn from the experience when educators offer appropriate choices or redirect their behaviour to an activity or task that helps them calm their body and reset their emotions.

We will strive to help the children solve problems within their social dynamic by allowing them time to self govern, and intervene when they are unable to navigate the situation between themselves. We acknowledge the child's feelings and help him/her to be considerate of the feelings of others.

We will accomplish this by:

- Providing an aesthetic, adequately size, organised, play space which will allow children to play in a relaxed manner and avoid conflicts which may arise from crowded play areas or areas designated for adults
- Following a flexible routine so that children gain trust and security
- Providing a variety of toys, which will stimulate cognitive, physical and emotional growth
- Approaching children individually, establishing eye contact and using a clam controlled voice
- Recognizing a child's feelings before discussing behavioural limits
- Focusing on the child's behaviour rather than the child
- Minimising minor incidents
- Discussing acceptable behaviour and setting limits at a level children understand
- Using positive reinforcement in words and actions, focusing on what to do rather than what not to do
- Encouraging caring and cooperative relationships
- Allowing children to make choices where applicable
- Reminding children of limits by reinforcing their choices for appropriate play
- Diverting a child's interest when necessary
- Assisting children to solve problems when necessary
- Giving a warning cue that will indicate a coming change in activities and giving appropriate amounts of time for transitions
- Using logical and natural consequences (ex if a child spills food or dumps toys they will be asked help to clean up)
- Removing toys that may cause dysregulation when necessary
- Using time in/away as a last resort
  - The child will be asked to remove their body away from the situation, in a safe place that they choose, that is still near the group and next to an educator
  - If a child is experiencing emotional dysregulation, we allow them time to calm their body before initiating conversation

- The child is allowed time to express their feelings, explain their behaviour and is offered time with a teacher to discuss how they can navigate their emotions in the future
- We let the child know that they may rejoin play whenever they are ready to keep themselves and their friends safe
- We do not practice guidance or discipline that excludes a child, or shames them for experiencing dysregulation in any way

For repetitive issues that are an ongoing challenge, we will invite parents or guardians to join us for an in person meeting where we brainstorm ways to help the child both in the centre and at home. We believe in a collaborative effort between provider and parent and having seamless expectations in their environments is the most effective way of achieving that.

We acknowledge that a parent or guardian will always have the closest relationship with the child and will have the most intimate knowledge of their strengths and challenges, and we will always seek guidance from parents first for ways we can attempt to support the child. Because a centre with up to 15 children will obviously provide different challenges and more stimulation than a child may experience at home, parents may be asked to use similar strategies that we use at the facility to see if it benefits the child.

If we believe that we have utilised all of our resources and the child is not thriving in our current ratio, we may suggest an alternate model of care; eg: if a child cannot be properly supported in a 1:8 ratio at the preschool age, they may thrive in a lower ratio of care such as an LNR (1:2) or a Family Licence (1:6/7) that will have less stimulation and more opportunity for 1:1 with the provider.

If behavioural challenges can not be mitigated by collaboration with parents, if the health safety of the child or other children is compromised, or if the manager or licensee of the centre feels that a child's behaviour is putting their licence at risk, care may be terminated as a very last (and unwanted) resort.

Note: We do not practice corporal punishment (clapping, shaking, spanking, etc) at this center. We believe in a positive approach to child rearing. We do not humiliate, confine or deprive children from meals, snacks or toilet uses as a form of discipline.

## 22) CHILD CARE WELLNESS POLICY STATEMENT

To protect the health and wellness of the children attending Gillybird Nature Academy, everyone is strongly encouraged to follow universal precautions and proper hygiene when at all possible. As a result, we practise frequent hand washing after all diapering or assistance with toileting, as well as while handling any injuries if they happen. We will provide opportunities for healthy nutrition, hygiene, and regular exercise including daily outdoor play, in a safe and clean environment. On a regular basis, the staff at Gillybird will be learning the needs of each child in care so that the best individual care can be offered. A valid First Aid Certificate is displayed at the front door. It is required that you provide the immunisation history of your child so that in the event of a community or facility

outbreak, there is an understanding of risk to each child in our care. If you have chosen not to immunise your child, admission may be denied.

#### 24) REQUIREMENT TO REPORT SUSPECTED ABUSE OR NEGLECT

As a citizen of British Columbia, I am required to report any suspicion of child neglect or abuse to the Ministry for Children and Family Development. I will report any abuse I suspect, that a child discloses to me or that a third party discloses to me. It is not my responsibility to investigate or question the circumstances of the suspected abuse. I will not inform you or anyone else of my suspicions and subsequent report to the Ministry. It is the Ministry's responsibility to investigate any report and to inform all those involved of their investigation.

The health and well-being of the children is always our first concern.

#### 25) MISSING CHILD POLICY

I anticipate no such incidents, but as a precaution we have instituted the following procedures:

As soon as a staff member realises that a child in our care is missing from the group, we will secure the other children with a responsible adult and begin a search of the immediate area. After two minutes: we will expand the search area and get as many people involved as I can in the search. After ten minutes: staff will call the police and inform them of the child's name, age, weight, height, clothing and footwear and record the file number that the police will give me. We will then call the parents to inform them of what has happened, what is being done, and that we will call them back in a few minutes to update them. When the child is found: we will contact the parent/guardian, alert everyone else involved, hold a debriefing as soon as possible. As a follow-up: we will assess the problem and make changes, if necessary, to avoid the risk of a similar incident. As well, we would further educate the children in my care about the importance of staying with the group.

#### 26) INJURY PREVENTION POLICY

On average, a British Columbia child or youth is hospitalised every 40 minutes due to an unintentional injury.

- First Aid equipment will be kept in the cubby shelf out of reach of the children. The equipment will be checked periodically by the centre's director.
- All staff members will be trained in infants and children's CPR and First Aid.
- All staff will have current First Aid certificates. When hiring staff, we will record the expiry date of First Aid certificates for future monitoring.
- All personal information required for handling children's emergencies will be recorded and easily available at all times.
- Completed and updated emergency information consent cards will be kept in the first aid kit. Children's cards will be taken on all field trips.
- All the cleaning supplies will be locked in a safe cabinet away from the reach of the children.
- The refrigerator at the centre will have a safety lock in case medications need to be refrigerated.
- All other medications will be placed in the first aid kit. All medications will have the child's name written clearly on the container.
- We will check the daycare rooms daily for any hazards and remove anything that can be harmful to a child (broken toys, plug covers).

- An injury prevention check will be completed every six months. Using the injury prevention checklist form, the condition of all indoor and outdoor equipment will be recorded. Any unsafe items will be removed or “off limits” until repairs are made.
- An injury log will be posted at the centre with date, name, time, description of injury and any first aid administered to a child. A copy will be provided to the parents and the original will be kept in the child’s file. A Reportable Incident form will be completed within 24 hours of the injury/incident.
- Staff present at the time of injury/incident will be responsible for:
  - notifying the parents/guardians
  - completing and signing the form
  - filing the original at the facility and submitting one copy to the licensing officer of Vancouver Island Health Authority.
  - A copy will be provided to the parents and the original will be kept in the child’s file.
- Smoking will not be allowed on the childcare premises for health and safety reasons

## 27) POTTY TRAINING

We will work in conjunction with parents during toilet learning. If you have a method that has been working for you, please let us know and we will adopt it for your child. We will work with you - but should you discontinue potty training at home, please let us know. If a child shows no interest in potty training, we may choose to discontinue and try again at a later date. Please do not ask us to offer “treats” to the child for going to the toilet.

## 28) HEAD LICE POLICY

While parents have the primary responsibility for the detection and treatment of head lice our childcare centre will work in a cooperative and collaborative manner to assist all families to manage head lice effectively. If a child has live head lice present, they are to be excluded from the Centre until treatment has commenced and all live lice and eggs have been removed (the most important part of the treatment is the removal of eggs with a comb, treatment alone does not remove the lice and eggs). The procedure should be repeated in 7 days to ensure that any live eggs that weren’t removed in the first course of treatment are killed off before hatching into lice.

**Role of parents** - precautions you can undertake to prevent the spread of head lice:

- Brush your child’s hair vigorously at least once a day. Teach your child how to brush their own hair vigorously. Head lice are fragile creatures and easily damaged
- Inspect hair and scalp weekly (daily during an outbreak)
- Regularly inspect all household members and treat them if necessary
- Parents/Carers will notify the daycare if their child is found to have live lice and advise when appropriate treatment was commenced
- Use only safe and recommended practices to treat head lice, please check out the “Parent Hand Book” on the parent board for recommended treatments
- Notify the parents or carers of your child’s friends so they have an early opportunity to detect and treat their children if necessary
- Keep long hair tied back
- Do not share combs, brushes or hats. Wash combs, brushes and hats regularly

### **Role of the Centre:**

- To distribute up to date and accurate information on detection, treatment and control of head lice to staff and parents and ensure all families are kept up to date with current information on head lice and any changes to the policy
- To ensure all families are aware of the Centre's head lice policy and ensure it is reinforced during outbreaks
- Notify parents of any outbreak of head lice via the 'Parent Board' or email/text
- Provide practical advice, maintain a sympathetic attitude and avoid blaming families who are experiencing difficulty with control measures
- Consulting the help of the Public Health Nurse if problem persists
- Educate children, staff and parents about head lice and why personal items (like hats and combs) should not be shared

### **29) BITING POLICY**

Biting is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between thirteen and twenty-four months of age, although may happen between the ages in this centre, 30 mo- school age. The safety of the children at the centre is our primary concern. The centre will take the following steps if a biting incident occurs:

- Act without emotion. Acknowledge the bite by saying, "Biting hurts." "Biting is not okay."
- Console and give first aid to the child that was hurt. Allow them to return to their play group.
- The "biter" should not immediately return to their group. Take the time to help the child choose the words that describe their feelings of frustration that lead to biting. Asking a child to "use their words" is too vague for them to understand.
- Give a child who is teething an appropriate object to bite on.
- NEVER give a time out, isolate or bite the "biter" back.
- The teacher in the classroom will fill out the incident report and will do the proper documentation after administering First Aid to the bitten child.

#### **Biter's parents**

- Inform parents that their child bit someone.
- Stress the severity or mildness of the incident.
- Assure parents that I have taken care of the situation, and further reprimands are not necessary.
- Parents will receive a written report of the incident.
- If this is a recurring problem, work with the parents on a plan of action that will be reinforced in the home.

#### **Victim's parents**

- Inform parents that their child was bitten.
- Parents will be given a written report of the incident.
- Assure parents that I have taken care of the situation and that I am taking measures to prevent further incidents.

#### **If the biting continues:**

- Staff will meet on a routine basis for advice, support and strategy planning.
- "Shadow" children who indicate a tendency to bite to head off biting situations before they occur.

- Teach non-biting responses to situations and reinforce appropriate behaviour.
- Adapt the program to better fit the individual child's needs.
- "Shadow" children who have a tendency to be bitten:
- Teach responses to potential biting situations: "No" or "Don't hurt me!"
- A referral will be made to CCRR in the future for help. More resources will be given to parents to prevent biting at home as well.
- If it is deemed in the best interest of the child, centre, and other children, a written notice will be given to the parents to find an alternate care.

Sitka And Sparrow policies may change without notice. You will be advised if policies or procedures have been altered.