



BETHANY CHILD CARE CENTRE
22680 WESTMINSTER HWY.
RICHMOND, B.C., V6V 1B7

FAMILY HANDBOOK OF POLICIES AND PROCEDURES

INFANT TODDLER and THREE TO FIVE YEAR OLD CENTRE

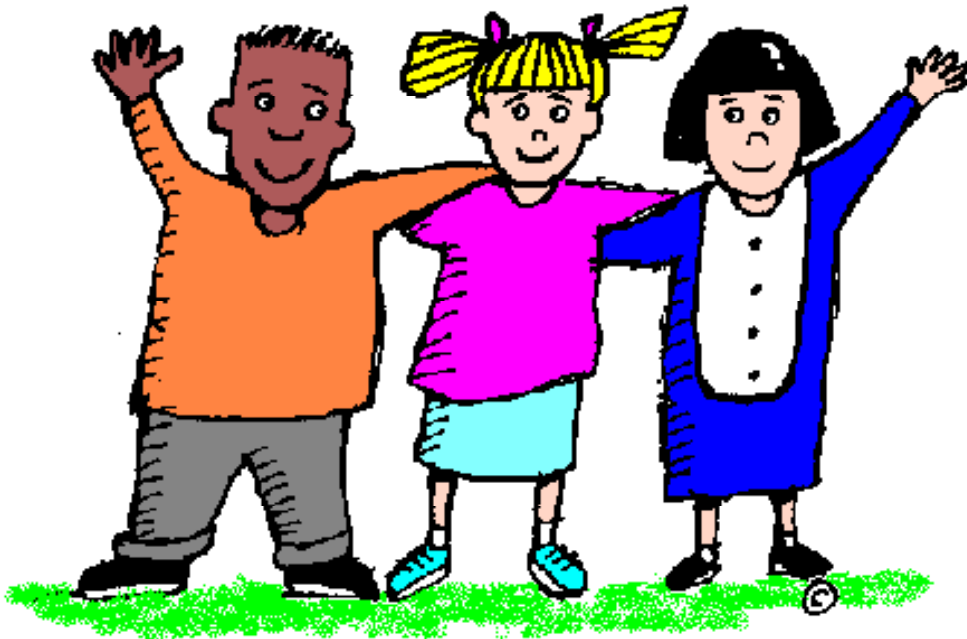




TABLE OF CONTENTS

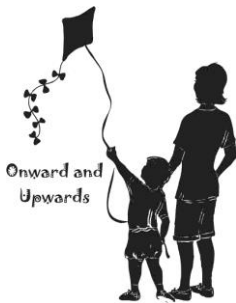
1. FORWARD	5
2. OUR VALUES	5
3. MISSION STATEMENT	6
4. EARLY CHILDHOOD EDUCATION PHILOSOPHY	6
5. EARLY CHILDHOOD CARE AND EDUCATION PROGRAM.....	6
5.1. Curriculum Planning for Infants and Toddlers	7
5.2. Curriculum Planning for Preschoolers.....	8
5.3. Communication.....	10
5.4. English as a Second Language.....	10
5.5. Routines	10
5.6. Arrival/ Departure Time	11
5.7. Welcome Group Time.....	11
5.8. Free Choice of Classroom Activities/ Free Play.....	11
5.9. Clean-up Time	12
5.10. Outdoors	12
5.11. Daily Schedules.....	12
5.12. Guidance and Discipline	12
5.13. Biting.....	14
6. CENTRE OPERATIONS.....	14
6.1. License	14
6.2. Child/ Staff Ratio	14
6.3. Hours of Operation	15
6.4. Child Files.....	16
6.5. Nondiscrimination.....	16
6.6. Eligibility and Enrollment.....	16
6.7. Wait List.....	17



6.8.	Notification of Available Space.....	17
6.9.	Registration.....	18
6.10.	Movement between Infant Toddler and 3-5 Centre.....	18
6.11.	Tuition.....	18
6.12.	Late Tuition Payment Fee.....	18
6.13.	Financial Assistance.....	18
6.14.	Outstanding Charges.....	19
6.15.	Morning Arrival.....	19
6.16.	Daily Attendance Log.....	19
6.17.	Late Arrival.....	20
6.18.	Pick Up Time.....	20
6.19.	Late Pick Up Charges.....	21
6.20.	Third Party Release.....	21
6.21.	Withdrawal.....	22
6.22.	Smoking.....	22
6.23.	Alcohol or Illegal Substances.....	22
6.24.	Emergency and Evacuation Plans.....	22
6.25.	Closing for Inclement Weather.....	23
6.26.	Outdoor Play.....	24
6.27.	Transportation.....	24
6.28.	Non-Vehicular Excursions.....	24
6.29.	Walking Field Trips.....	25
6.30.	Water Activities.....	25
6.31.	Photographing, Video Taping, and Digital/ Audio Recordings.....	25
6.32.	Open Door Policy.....	26
6.33.	Custodial Arrangements.....	26
6.34.	Grievances.....	26
6.35.	Dismissal.....	27
7.	CHILD HEALTH AND NUTRITION.....	27
7.1.	Immunization Records.....	27



7.2.	Daily Health Inspections.....	28
7.3.	Abuse and/ or Neglect.....	28
7.4.	Illness Guidelines.....	30
7.5.	Medication Administration.....	31
7.6.	Infant Safe Sleeping Practice.....	32
7.7.	Accidents and Injuries.....	33
7.8.	Medical Attention.....	33
7.9.	Nutrition Guidelines.....	34
7.10.	Infant Nutrition.....	35
7.11.	Breastfeeding.....	35
7.12.	Bottles.....	35
7.13.	Juice and Water.....	36
7.14.	Spill-Proof Cups.....	36
7.15.	Beginner Foods.....	36
7.16.	Toileting.....	36
8.	FAMILY INVOLVEMENT.....	37
8.1.	Celebrations, Special Events and Birthdays.....	37
8.2.	Baby-Sitting.....	37
8.3.	Gift-Giving.....	37
8.4.	Fundraising Efforts.....	37
8.5.	Classroom pets or visiting animals.....	38
8.6.	Participation in Program.....	38
	APPENDIX A - HEALTH GUIDELINES.....	39
	APPENDIX B - FAMILY RESPONSIBILITIES.....	40
	APPENDIX C - COMMUNITY RESOURCES.....	43
	APPENDIX D - WAIT LIST AND REGISTRATION FEE.....	44
	APPENDIX E - DEPOSIT FEE (Last Month's Tuition).....	45
	APPENDIX F – PRE-AUTHORIZED DEBIT (PAD) AGREEMENT.....	46



1. FORWARD

This handbook is a basic reference concerning policies and procedures affecting the employees, volunteers, student workers, and enrolled families of the BETHANY Child Care Centre. Information contained in this handbook does not create any contractual rights for employees, volunteers, student workers, or enrolled families. Policies contained in this handbook do not increase or diminish the legally enforceable rights of the Society and its employees. The misapplication or failure to follow any specific provision in this handbook should not be grounds for setting aside or modifying any employment or enrollment decision when it has been determined by appropriate administrative authority that the decision was fairly made and in the best interest of the BETHANY Child Care Centre. Because the BETHANY Child Care Centre is the initiator of change and is also subject to various external legal and regulatory forces requiring change, the information in this handbook will be revised as the BETHANY Child Care Centre determines that conditions warrant.

2. OUR VALUES

The Bethany Child Care Centre is an integral part of Bethany Baptist Church. It is based upon the same biblical values and objectives as the church. These values include the following:

God is the Creator

We believe that God created everything and that people are the highest form of His *creation, being made In the Image of God.*

God is a Person

We believe that God Is not just "out there" but that He has a personality that is revealed in creation, history and the Bible.

The Family

God has designed the family, not only for procreation, protection and social stability, but also for our enjoyment. Families can be a source of rich blessing and reflect God's desire for us to be healthy and fulfilled. The family is to be the center of the child's life, and to have the greatest influence in the physical, mental, social and spiritual growth of the child.



3. MISSION STATEMENT

The mission of the BETHANY Child Care Centre is to lovingly and responsibly care for children of all walks of life by providing a high quality model of an early childhood care and education program for children from birth through age 5 years old for the BETHANY community.

4. EARLY CHILDHOOD EDUCATION PHILOSOPHY

The primary goal of Bethany Child Care Centre is to provide each child with experiences and opportunities that will enable him/her to develop his/her fullest potential as an individual.

Bethany Child Care Centre is organized to facilitate respect for self and others in the environment, while meeting the needs of the family and child, as well as those of the staff. The Centre focuses on the uniqueness of the community and the people it serves.

The Centre provides an environment which is safe, secure and challenging. The child feels free to discover and learn at his/her own level of development (social, spiritual, physical, emotional and cognitive) through successes and failures. The emphasis for each child must not be based on successes but on his/her attempts.

The child's medium for learning is play, and the Centre provides a variety of experiences each day which allows for quiet and noisy times, individual and group times and restful and active times. The daily play activities must be organized to enhance each child's self-esteem (self-respect) through recognition of his/her interests. Play also provides a medium in which each child can learn to deal with others on his/her own level, and to recognize and understand the sameness and differences which make us unique, valuable individuals.

5. EARLY CHILDHOOD CARE AND EDUCATION PROGRAM

Early childhood development is a process that is continually changing and expanding. For that reason both structured and unstructured activities are offered for children at the BETHANY Child Care Centre. However, our basic philosophy is one of freedom to learn, grow, and make choices. Children learn through play and the environment has been structured to reflect that belief. This does not mean that the program is not carefully planned. Staff and student teachers are encouraged to be flexible and to allow the children freedom to learn at their own pace. All activities are steps to growing and developing physically, socially, emotionally, and cognitively. Children learn in different ways, with all their senses. Varied experiences and materials will be provided for multisensory and whole



brain learning. Cognitive learning is not overemphasized, but instead children are given ample opportunity to participate in pre-academic activities designed to form a positive self-image. Practice in motor skills is encouraged. Children learn independence, turn-taking skills, and how to interact with others.

The best atmosphere for learning is one of acceptance, mutual respect, pleasure, fairness, consistency, clear limits and expectations, and encouragement. A predictable, organized environment, with caring adults, clear expectations, and appropriate consequences supports the whole child. The outdoor play environment is an extension of the classroom, requiring the same level of adult planning, supervision, and involvement with the children.

Families are considered an integral part of the program at the BETHANY Child Care Centre. Daily communication and collaboration between families and teachers are stressed. Support, encouragement, and assistance are vital in helping to ensure personal and professional success for parents.

5.1. Curriculum Planning for Infants and Toddlers

The curriculum for the infants and toddlers involves everything that happens to the child throughout the day. Responsive care giving is the key component to setting up a safe and secure environment and trusting relationships. Everything that a child experiences is a learning opportunity. For example, diaper changes are perfect opportunities for learning experiences: language; singing gently to a child; showing gentle touches; letting the child know that this is not a hurried or rushed experience and that they are valued and precious individuals; gently moving their legs in a bicycle motion; stimulating movement; or having them reach and grasp for an object. Throughout the day, teachers will take advantage of these care giving experiences that are so important in the early years of life and turn them into meaningful and positive experiences for a child's healthy development. Along with the individual care giving moments, teachers will also plan and organize their environments to provide experiences which enhance the following:

- Motor development – reaching, grasping, crawling in and out, throwing, pulling;
- Cognitive development – object permanence, cause and effect experiences, language, listening and responding to sounds and voices, and problem solving;
- Social development – playing among others, positive peer interactions, and expressing emotions towards others.

Planning for infants and toddlers involves opportunities for experiences. Teachers organize materials for the room by considering each child's individual differences guided by principles of child development. Planning is based on observations of the



children using their interests, their new skills, and their reactions to materials. As the children grow and change, the teachers change the classroom environment. They may put out more challenging climbing equipment or add a building area with different toys. A classroom may look very different at the end of a semester than it did at the beginning.

Infant Environments

Infants spend time exploring on the floor, so it is best that these areas be kept as clean, safe and healthy as possible. The BETHANY Child Care Centre insists that older siblings are not permitted in an infant room.

These actions will limit outside contaminants from being brought into the room and maintain a safe environment for the infants. All parents and children must wash their hands upon arrival in the classroom.

5.2. Curriculum Planning for Preschoolers

Theories of educational practices that describe how children construct their knowledge and differ in their stages of development influence the curriculum. There are at least two curriculum guiding principles that are consistent throughout all the classes at the BETHANY Child Care Centre.

5.2.1. *The first principle concerns how children learn.* It is only through the active, meaningful engagement and experimentation with objects and people that children can begin to construct their knowledge, logical reasoning, and social relationships. This happens most easily through children's play and socialization experiences. Many of the curriculum activities stem from the BETHANY Child Care Centre's objectives for individual and groups of children and their classroom environment. For example, the dramatic play area affords much opportunity for socialization and language development.

Blocks are wonderful for exploration of relative size and shape (geometric relationships), as well as fine motor manipulation. Music and movement offer opportunities for socialization, bodily-kinesthetics, pitch and rhythm awareness, and appreciation of cultures. Activities like painting, working with playdough, and so on, develop interest, fine motor skills, socialization, sensitivity to color, media, form, shape, etc.

The curriculum areas are integrating and overlapping. Each classroom emphasizes creative expression and problem-solving, while maintaining a balance of teacher-planned activities, and those that emerge from the children's and teacher's interests, abilities, goals and objectives. As children move into the



early elementary groups there is increasingly more focus on the acquisition of academic skills, which are needed in order to succeed in any school program.

5.2.2. *The second principle relates to the role of the teacher.* At the BETHANY Child Care Centre, each teacher creates an intellectual and an emotionally safe and supportive setting in which to encourage every child's overall development. To do so, all the teachers have a solid knowledge of child development as a foundation for understanding and assessing children's growth. In addition, the teachers appreciate the developmental trajectory of the many areas of the curriculum and include simple to increasingly more complex activities in each of the domains.

In both cases, the principles that guide the curriculum planning and implementation at the BETHANY Child Care Centre have their roots in what is called emergent curriculum.

Emergent curriculum is sensible but not predictable. It requires practitioners to trust in the power of play – trust in spontaneous choice making among many possibilities. Good programs for young children encourage children to become competent players. Children's programs that are also good for teacher growth encourage teachers as well to become competent players, choosing among possibilities and thus constructing their own hands-on understanding of the teaching-learning process. Emergent curriculum describes the kind of curriculum that develops when exploring what is "socially relevant, intellectually engaging, and personally meaningful to children." The basic idea is that organic, whole learning evolves from the interaction of the classroom participants, both children and adults. "As caring adults, we make choices for children that reflect our values; at the same time we need to keep our plans open-ended and responsive to children" (Jones and Nimmo, 1994, p3). In emergent curriculum, both adults and children have initiative and make decisions. This power to impact curriculum decisions and directions means that sometimes curriculum is also negotiated between what interests children and what adults know is necessary for children's education and development. Ideas for curriculum emerge from responding to the interests, questions, and concerns generated within a particular environment, by a particular group of people, at a particular time (Cassady, 1993). Emergent curriculum is never built on children's interests alone; teachers and parents also have interests worth bringing into the curriculum. The values and concerns of all the adults involved help the classroom culture evolve. The curriculum is called emergent because it evolves, diverging along new paths as choices and connections are made, and it is always open to new possibilities that were not thought of during the initial planning process (Jones and Reynolds, 1992).



Emergent curriculum arises naturally from adult-child interactions and situations that allow for "teachable moments". It connects learning with experience and prior learning. It includes all interests of children and responds to their interests rather than focusing on a narrow, individual, or calendar driven topic. It is process rather than product driven. The curriculum is typically implemented after an idea or interest area emerges from the group of children.

5.3. Communication

The building of a relationship between parents and teachers is the foundation for the child's positive experiences at the BETHANY Child Care Centre. Continuity between home and the Centre is essential to providing a meaningful experience for the child. Please inform teachers of any changes (e.g., one parent has to take a trip, illness in the family, moving [even a short distance], parents changing jobs, etc.) before they happen. Changes at home often lead to changes in behavior at the Centre. The Centre is better able to care for each child when there is open communication with families.

5.4. English as a Second Language

Families often express concern about a child learning English while retaining or continuing to acquire the home language. Current research indicates that very young children acquire language in the context of a relationship, and that children do best if a single language is heard from a single adult. The BETHANY Child Care Centre teachers speak primarily English with the children. A child will acquire English quite easily through his/her experiences with the other children and teachers. Typically, the native language is spoken within the familial relationship.

5.5. Routines

A predictable routine helps children develop a sense of competence and involvement in their world. These routines can be viewed as on-going opportunities to practice practical skills used throughout life as well as build on social, cognitive and motor development. These daily routines incorporate reading, math, social studies and science. The emphasis in the classrooms is on the children developing observation and analysis skills, making predictions, problem solving, and experimenting. These are all scientific skills that will serve them well as they mature into older grades and are ready for more vocabulary, abstract concepts and other skills that require higher level thinking (Gronlund, 2003). The BETHANY Child Care Centre considers the routines of each day as opportunities to incorporate



academics. Please refer to the following for examples of how daily routines incorporate academics.

5.6. Arrival/ Departure Time

Child arrive/departure; greet/say good-bye to teacher and friends; put away/gather personal belongings; make choices regarding the available activities in the classroom/assume the responsibility of restoring activities to appropriate containers, shelves or areas in the classroom. Academics incorporated through the following: speaking; vocabulary development; getting along with others; taking care of our community (namely, the classroom); listening; and comprehension. *If a child is going to be absent or arrive late, please provide the Centre a call.*

5.7. Welcome Group Time

The children join in movement games, finger plays, and listen to discussions and stories before planning for the day.

Academics incorporated through the following: listening; reading comprehension; phonics/awareness of sounds (such as rhyming songs); counting and quantity (such as counting how many friend are here); biology (such as reading a story about frogs); and our community (such as learning to take turns and respect others in the group).

5.8. Free Choice of Classroom Activities/ Free Play

The children choose activities from a variety of learning centres and may be asked to join a small group activity led by a teacher for about 10-15 minutes of the time. Academics incorporated through the following:

- Block area: physics (balance, gravity, mass, force), measurement, and problem solving.
- Library: knowledge of books and print.
- Dramatic play: familiar items in the child's home/community.
- Manipulates: sorting and categorizing.
- Cooking Activity: chemistry.
- Social skills: communicating and negotiating with peers; exercising self-control and decision making skills when selecting area for play.



5.9. Clean-up Time

Throughout the day, the children participate in restoring all activities in the classroom to order.

5.10. Outdoors

The children play outside rain or shine while teachers encourage, guide, and supervise their use of large motor skills.

5.11. Daily Schedules

The daily schedule is an outline of a typical day for children at the BETHANY Child Care Centre. The daily schedule provides a framework for planning and organizing the daily routine and activities for the children. The daily schedule may differ based on the age of the child. Adjustments to the schedule are made with respect to the age and needs of the children. Specific daily schedules are posted in each classroom.

5.12. Guidance and Discipline

A fundamental principle in the development of young children is to promote the child's self-esteem through practicing positive non-evaluative guidance, providing experiences that match their developmental level, and meeting their needs responsively. Discipline helps children cope with the challenges of daily living, to interpret their world, and to learn social skills. Parents and teachers frequently talk about and are concerned about guidance, discipline, the 'hows', 'whys', and 'whens' of setting limits and helping children learn to become self-disciplined. All these terms are interrelated, and the BETHANY Child Care Centre has guidelines for dealing with negative behavior that are in keeping with both theories of child development and the Centre's mission.

The BETHANY Child Care Centre staff employs a positive method of discipline. Any form of punishment that violates the spirit of the following standard of discipline, even though it may not be specifically mentioned as forbidden, is prohibited by anyone on the premises of the BETHANY Child Care Centre:

- No child shall be subject to physical punishment, corporal punishment, verbal abuse or threats by staff, volunteers, or parents while on Centre property.
- Cruel, severe, unusual, or unnecessary punishment shall not be inflicted upon children.



- Derogatory remarks shall not be made in the presence of children about family members of children in care or about the children themselves.
- No child or group of children shall be allowed to discipline another child.
- Unsupervised isolation of a child is never allowed. When a child is removed from the group for disciplinary reasons, he/she shall never be out of sight of a staff member.
- No child shall be deprived of meals or snacks or any part thereof for disciplinary reasons.
- A child is never to be physically restricted in any way unless his or her actions would bring harm to self or others.
- An adult shall never address a child harshly with intimidation or ridicule.
- Written or verbal reports to parents regarding conflicts or disagreements between children shall not include the name of the child who hit, bit, or pushed their child.

BETHANY Child Care Centre staff maintains a safe, nonthreatening environment. BETHANY Child Care Centre staff fosters creativity, encourages children to explore, and allows them to make discoveries. Teachers set limits and encourage self-discipline because boundaries reassure young children and order and stability are as important to a child as freedom.

To enforce the boundaries and rules at the BETHANY Child Care Centre, the adults use the following techniques with the children:

- Clear statement of the limit. (“You may not throw the blocks.”)
- Stating expectations positively. (“The blocks are for building.”)
- Redirection. (“Let’s go see what Eric is cooking in the kitchen.”)
- Supporting problem-solving and negotiation between the children. (“How could you use your words to tell John that you would like to have a turn with that truck?”)
- Logical consequences or choices. (“You are having difficulty playing with the blocks without throwing: I need you to choose another place to play.”)
- Modeling effective ways to express feelings and emotions. (“I do not like it when you grab the book from my hands. Please tell me that you would like to see it.”)

There are times when all of the above techniques, which are appropriate to the situation, have been tried and the undesired behavior continues. If so, a child may be instructed to sit quietly by himself/herself until he/she is able to appropriately return to play. This alone time is not seen as punishment. Rather, it is seen as a time to regroup. The child may return to the group independently; however, the length of time away from the group will never exceed 5 minutes. The age, in years, of the child will determine the number of minutes away from the group.



5.13. Biting

Children biting other children are unavoidable occurrences of group child care, especially with toddlers. It is a common happening in any child care program. When it happens, and sometimes continues, it can be scary, very frustrating, and very stressful for children, parents, and staff. Every child in the infant and toddler classrooms is a potential biter or will potentially be bitten. It is important to understand that because a child bites, it does not mean that the child is "mean" or "bad" or that the parents of the child who bites are "bad" parents or they are not doing their job as parents to make this stop happening. Biting is purely a sign of the developmental age of the child. It is a developmental phenomenon – it often happens at predictable times for predictable reasons tied to children's ages and stages.

If biting seems to have become a pattern for a particular child, we will meet with his/her parents for additional input. A consistent approach between home and school is always the most effective way to solve any behavior issues. In such cases, a behavior intervention plan will be discussed with the family. This plan will include ways to keep the behavior from starting in the first place, provide positive reinforcement and promote good behavior and avoid reinforcing the inappropriate behavior.

6. CENTRE OPERATIONS

6.1. License

The BETHANY Child Care Centre is licensed by Vancouver Coastal Health. The BETHANY Child Care Centre meets and exceeds the minimum standards for child care as defined by Community Care and Assisted Living Act – Child Care Licensing Regulation – B.C. Reg 26/2008, February 8, 2008

6.2. Child/ Staff Ratio

The BETHANY Child Care Centre maintains the following minimum staff to child ratios under the following two VCH Licenses:

6.2.1. Group Child Care under 36 Months – Facility License 3182305

- 1 Infant Toddler Educator (ITE) to every 4 Children
- 1 ITE, 1 Early Child Care Educator (ECE) to every 5 – 8 Children
- 1 ITE, 1 ECE, 1 Early Child Care Educator Assistant to every 9 – 12 Children



6.2.2. Group Child Care, 30 Months to School Age – Facility License 3182199

- 1 Early Child Care Educator (ECE) to every 8 Children
- 1 ECE, 1 Early Child Care Educator Assistant to every 9 – 16 Children
- 1 ECE, 2 Early Child Care Educator Assistant to every 17-25 Children

6.2.3 Group Child Care, 5 to 12 years old – Before and After School Care – Facility License 3182518

- 1 Early Child Care Educator (ECE) to every 12 Children and 1 Early Child Care Educator Assistant to every 13 – 24 Children (if a 5 year olds are in the program)
- 1 Early Child Care Educator (ECE) to every 15 Children and 1 Early Child Care Educator Assistant to every 16 – 24 Children (if no 5 year olds are in the program)

6.3. Hours of Operation

The BETHANY Child Care Centre is open Monday through Friday from 7:00 AM until 6:00 PM.

The BETHANY Child Care Centre closes or reduces hours with regards to the following holidays:

- January 1st - New Year's Day
- 2nd Monday of February - Family Day
- Good Friday
- Easter Monday
- 3rd Monday of May - Victoria Day
- July 1st Canada Day
- 1st Monday of August - BC Day
- 1st Monday of September - Labour Day Weekend
- 2nd Monday of October – Thanksgiving
- November 11th – Remembrance Day
- December 24th - Christmas Eve
- December 25th - Christmas Day
- December 26th – Boxing Day

Closures and/or hours of operation are posted in advance of the date or dates of closure.



6.4. Child Files

Prior to a child being placed in our care the following records will be required. A secure and confidential record for each child is kept on file at the BETHANY Child Care Centre. The record should include, but is not limited to the following:

- General information master card
- Master enrollment form
- Current immunization record and statement of good health
- Family handbook verification
- Photographing, videotaping, and digital/audio recordings release form
- Water activities release form
- Care Plan
- Non-vehicular excursion authorization

The Centre may require additional written statements from a parent/ guardian or physician at any time.

Written, informed consent from the parent must be received prior to releasing any identifying information to any entity, except for authorized parties.

6.5. Nondiscrimination

The BETHANY Child Care Centre is open to all children from birth through to 5 years of age regardless of race, color, creed, sex, national origin, handicapping condition, and/or ancestry. The Centre does not discriminate against children who are being breast fed.

In accordance with Charter of Rights and Freedom, the BETHANY Child Care Centre does not discriminate against any person(s) because of race, color, national origin, sex, age or disability.

6.6. Eligibility and Enrollment

Children from birth to five years of age are eligible to enroll. Enrollment priority is set in the best interest of the Centre but generally determined by the following criteria:

1. Siblings of children currently enrolled at the BETHANY Child Care Centre
2. Families with more than one child to be enrolled in the Centre
3. Children of former families enrolled in the Centre



6.7. Wait List

Children are entered onto the wait list for the first available space in the order in which the Wait List Application is taken and \$45.00 Wait List Fee is received. Therefore, the application form and the \$45.00 application fee should be submitted as early as possible. Delay in submission may create a longer wait for enrollment.

When a space becomes available at the BETHANY Child Care Centre, the child chosen for enrollment is determined by reviewing the waiting list and issuing priority according to eligibility.

The Centre encourages all families on the waiting list to provide updates on current contact information and child's date of birth, if applicable. We also encourage those on Bethany wait list to also apply at other centres as there are no guarantees of a placement.

For other centres in Richmond, families are encouraged to contact the Richmond Resource and Referral at 604-279-7025 to be added to their wait lists.

6.8. Notification of Available Space

When a position in a classroom becomes available, a member of the BETHANY Child Care Centre administrative team will contact the family via phone and e-mail to offer a space. The family will be given 48 hours to accept or decline the space. This short time frame is intentional so that families on the waiting list have the shortest wait possible. If the space is accepted, the Centre will send a letter confirming a space for enrollment including the start date and monthly tuition amount. The offer letter will indicate the due date of the \$100.00 non-refundable annual registration fee and the first and last month's tuition. The registration fee of \$100.00 is assessed prior to enrollment and every year of attendance thereafter for the upcoming year. If full payment of the registration fee and the first and last month's tuition is not received by the due date indicated on the offer letter, a member of the BETHANY Child Care Centre administrative team will attempt to contact the family by phone and e-mail. If the family is unable to be reached within 48 hours after the payment due date has passed, the space will be offered to the next family on the wait list.

If a family is offered a space for enrollment within the BETHANY Child Care Centre and the space is declined, the BETHANY Child Care Centre will provide written notification and/or email confirming that the child was removed from the wait list.



6.9. Registration

To enroll your child at the BETHANY Child Care Centre, a Registration Form must be completed, signed and received with the \$100.00 non-refundable registration fee paid in full. Completion of the registration form and payment of the application fee guarantees enrollment at the Centre. Registration forms are available at the Child Care Centre.

6.10. Movement between Infant Toddler and 3-5 Centre

As the two Centres are licensed for a maximum number of children, there is no guarantee that a placement will come available once a child reaches the age of 3. The Centre's management will do its best to work with the family and Licensing to provide a placement with as much notice as possible. If no position is available and an exemption cannot be granted, the child and family will need to find alternate arrangements.

6.11. Tuition

Tuition payments are due in full on the first day of each month. Full tuition is charged regardless of attendance. No adjustments will be made for absences due to illness, holidays, extended periods of family travel, weather closures, or emergencies due to circumstances beyond control (i.e.: lengthy loss of utilities).

6.12. Late Tuition Payment Fee

All payments not received by the 10th of the month are subject to a late fee of \$5 per day.

6.13. Financial Assistance

Families are responsible for paying tuition and/or other charges that are not covered by financial assistance. The Province of British Columbia offers the Child Care Assistance Program to families as a means of financial assistance for child care. Monthly payments are based on the number of hours the parents work, look for work, or attend school or training, the amount charged by the child care provider, family size and household income.

Families that qualify for any financial assistance, such as the Child Care Assistance Program, **are responsible for any tuition and/or other charges that accrue prior to receiving the financial assistance.** As the subsidies often will vary, or start or end at



various times of the month, full payment in advance for the month's tuition is required. A credit will be applied to your account upon receipt of the Government subsidy.

6.14. Outstanding Charges

The BETHANY Child Care Centre will make every effort to notify families regarding any outstanding charges in an attempt to avoid a disruption in care provided for the child. A request for cash or money order will be made for all returned checks. The BETHANY Child Care Centre assesses a charge for processing returned checks.

Nonpayment of all fees due for the current month, to include tuition, late payment fees, annual registration fee and/ or late pick up charges, **will result in the termination of services provided by the Centre.**

6.15. Morning Arrival

Morning arrival is an important part of each child's day. This is the time of day that a child must make a separation from his or her family and adjust to the classroom environment. Please try to separate in a calm and relaxing manner as this will set the tone for the day. The Teacher can assist in achieving a smooth and relaxed transition from the parent to Centre environment.

The Centre suggests an arrival time of 8:30 AM so that the child has the opportunity to be greeted personally by the teacher and make a smooth transition into the day. The doors open at 7:00 AM and children will not be accepted prior to 7:00 AM. The teachers need uninterrupted time to finish their preparations so that they are able to greet each child and family properly when the day begins.

The Centre requests advance notice if it is necessary at any time during the year to arrive late. Arrival time is taken into consideration as activities are planned, some outside the room or building, so that the teachers are able to appropriately provide for each child.

6.16. Daily Attendance Log

Any individual bringing a child to the Centre or picking a child up from the Centre must provide a complete written recording on the daily attendance log located in the classroom to include the time of arrival and departure and a full, legible signature. Repeatedly forgetting to sign a child in and out every day may result in dismissal from the BETHANY Child Care Centre.



6.17. Late Arrival

There will be days when a child has a doctor's appointment or other commitment that results in late arrival from the BETHANY Child Care Centre. Arrival during transitions, lunch or nap time often negatively affects the rest of each child's day. The child is aware of what has been missed and may have difficulty with the rest of the day. The teacher should be informed the day before the appointment. Please contact the Centre if your child will be late in arriving.

Please keep in mind these specific time frames:

Infant Toddler Classroom

- Breakfast 7:00 - 8:30 AM
- Lunch 11:00 - 11:45 AM
- Naptime 11:45 - 2:45 PM

3-5 Classroom

- Breakfast 7:00 - 9:45 AM
- Lunch 12:00 - 12:45 PM
- Naptime 1:00 - 3:00 PM

6.18. Pick Up Time

The BETHANY Child Care Centre closes at 6:00 PM. The teachers have commitments and responsibilities at the end of the day. Please respect their time.

Children must remain in the classroom with the teacher until the child is signed out. Children must remain under adult supervision at all times while in the Centre. Children are not permitted outside the building without a supervising adult. Teachers are able to assist with the leaving process prior to 6:00 PM.

Teachers will leave the Centre once the Parents are on premises, and the child is signed out and 6:00 PM has arrived.

When a child is not picked up from the Centre one hour past the Centre's closing time, or 7:00 PM, and the parents or designated contact have not been able to be notified, the RCMP and Ministry of Children and Families will be notified and the child shall be released into their custody.



6.19. Late Pick Up Charges

A late fee will be charged if a child is picked up after 6:00 PM. A fee of \$10.00 will be charged for any portion of the first 15 minute period overtime in addition to a \$2.00 per minute thereafter.

Late charges will be assessed at the time of pick up. The Centre will not serve families who cannot pick up their children on time on a regular basis. Repeated tardiness in picking up a child at closing time may result in the dismissal from the program.

6.20. Third Party Release

Each child's safety is a primary concern of the BETHANY Child Care Centre. Every child enrolled in the Centre must have a current emergency/medical information form and master card form on file. It is the responsibility of the family to update this form with any changes.

Only BETHANY Child Care Centre employees release children. All employees of the BETHANY Child Care Centre are instructed to verify any individual intending to pick up a child.

Children will only be released to authorized individuals. All individuals with authorization must be listed on the signed master card form and emergency/medical information form.

Individuals picking up children must be:

- Authorized in writing by the enrolling parent as stated on the master card and emergency/medical information forms.
- Authorized in writing with a dated note signed by an enrolling parent.
- Willing and able to present picture identification.
- Willing and able to provide his or her signature on the classroom roster noting the date and time the child was picked up.

Children will not be released to unauthorized individuals or to individuals that cannot be verified.

In case of an emergency, individuals listed on the master card form and emergency/medical information form will be contacted and instructed to pick up the child if the parent/guardian is unable to be reached.

The Centre will not release a child at any time to a parent or designated individual who is visibly impaired due to alcohol consumption or substance abuse (either prescribed or illegal). In the event that a parent or designated individual is impaired, the Centre's administrative staff will telephone individuals from the master card form and/or the emergency/medical information form to arrange for an alternate, authorized adult to pick up the child. If a parent or designated individual is impaired and insists that their child be



released in his or her custody, the Centre's administrative staff will immediately telephone the appropriate law-enforcement officials.

6.21. Withdrawal

A four-week notice is required before a contract can be terminated by the parent/guardian. If a four-week notice is not given prior to withdrawal from the program, the family is responsible for all accrued tuition including up to two weeks after the written notification is received. A continuous absence of a period of two weeks, without payment or notification is considered withdrawal.

6.22. Smoking

The BETHANY campus is a smoke-free environment. Smoking is not permitted on, near or around the BETHANY Child Care Centre property as outlined in the Richmond Smoking Bylaw.

6.23. Alcohol or Illegal Substances

The BETHANY Child Care Centre prohibits the use of alcohol, tobacco and the use or possession of illegal substances or unauthorized potentially toxic substances on the child care premises, in the Centre, on the playground and on any Centre-sponsored event.

6.24. Emergency and Evacuation Plans

Emergency and evacuation procedures and plans are easily located throughout the BETHANY Child Care Centre. These plans may be found in each classroom as well as in the Director's office. These plans are annually updated, approved and on file.

Fire and earthquake drills are held monthly in accordance with the policy set forth by the Richmond Fire Department Guidelines. Other emergency drills will be practiced monthly.

You will be expected to provide an earthquake kit for your child that contains the following items:

- Emergency card,
- Emergency poncho,
- Emergency blanket,
- Diapers, (if needed)



- Underpants,
- Small toy,
- Book,
- Colouring book,
- Family photograph,
- Letter of reassurance,
- Bottle of water,
- Crackers,
- Granola bar, power bar etc.

In the event of an earthquake, please make your way to Bethany Child Care Centre safely.

The children and staff will remain at the Centre unless:

- the child care facility does not appear to be structurally sound
- Or other potential dangers.

In either case, the children and teachers will proceed to a safe place on Bethany's grounds or Mclean Park across the street.

If neither back-up option is deemed safe or appropriate, the children and teachers will seek direction from the Fire Station across the road in order to find a safe place for everyone.

If this happens we would leave a notice on the Child Care Centre's entrance door to our safe location.

The teachers will attempt to call you providing phone lines are open.

The teachers will stay with the children until you arrive safely and everyone is reunited with their parent or guardian.

6.25. Closing for Inclement Weather

In the case of inclement weather, the Centre will post any closure notices on our website at www.bethanychildcare.ca and on our main phone line at 604-519-0133. Please listen to the local radio and television stations for announced closure.

If severe weather should occur while the Centre is open and essential personnel are notified of dismissal and Centre closure, families will be notified as quickly as possible. A minimum of 2 employees must remain until the last child is picked up.



6.26. Outdoor Play

Weather permitting, all children, including infants, will spend from 15 minutes to two hours per day in daily outdoor play. It is necessary that children have freedom of movement, so it is requested that children be dressed accordingly. Shoes and socks are required. Children are encouraged to explore, and there may be times when they may become messy or rumped. Parents should send two complete change of clothing to remain at the Centre. Parents must label all articles of belongings.

Children will be outside unless the temperature is below 38°F or 3°C degrees, weather conditions permitting. Accommodations cannot be made for children to remain indoors if they are feeling “under the weather.” A child too sick to be outside is probably too sick to be around other children and at the Centre.

6.27. Transportation

BETHANY Child Care Centre does not transport children from home to the Centre, from the Centre to home, or from any area school to the Centre.

Occasionally within the Child Care program the staff may plan an excursion outside Bethany Child Care Centre which may require transport via Bus Lines or family volunteer drivers all holding a valid drivers license.

These excursions are made in order to enhance your child’s knowledge of their natural and cultural environment.

- Teacher to Child ratio will be in effect at all times
- All teachers attending the fieldtrips are CPR/First Aid certified and will have with them a back pack containing cell phone, Emergency cards and first aid kit.
- You would be notified in advance of destination, date, time and cost if any.
- The above fieldtrips would require parent’s consent and the possibility of family assistance in order to have a safe and fun trip.
- All parents or family member would be welcome to attend.

6.28. Non-Vehicular Excursions

A non-vehicular excursion is defined as a period of time when the children are not in the Centre or play yard and are not in a vehicle. For the purposes of the BETHANY Child Care Centre, this is considered a walk with the children in the immediate area surrounding the Centre within sight. Each family will be asked to sign a blanket permission slip during the enrollment process that will grant the Centre permission to include the children on the walk.



6.29. Walking Field Trips

Walking field trips are limited to the BETHANY neighbourhood and require parental permission. Families are notified of the destination, the date, the time, and the price, if any. Each child is required to have a signed permission slip for each designated walking field trip. All teachers attending the field trip are CPR/ First Aid certified and must maintain the proper student to teacher ratio at all times. A back pack with a first aid kit, a communication device, and any other necessary supplies are provided for each field trip. Parents are encouraged to attend.

6.30. Water Activities

Children enrolled at the BETHANY Child Care Centre will have opportunities to experience water activities. These activities include the use of water tables in the classrooms, and water in cooking activities in the classroom. Water is also used in sprinkler play on the playground during the summer months. The BETHANY Child Care Centre does not use more than two feet of water in any activity, indoors or outdoors.

6.31. Photographing, Video Taping, and Digital/ Audio Recordings

At various times throughout the year, the BETHANY Child Care Centre will take photographs, digitally record, video tape, and/or take audio recordings of the children for educational and decoration purposes (e.g. photos posted on bulletin boards, in cubbies, etc.). Written, parental permission for each child is required upon enrollment.

Parents are allowed and encouraged to photograph, digitally record, video tape, and/or take audio recordings. However these photographs and recording, or those downloaded from the BETHANY Child Care Centre website, are not to be posted or distributed on any way via email or placed on social media pages (e.g. Facebook, LinkedIn, blogs, Twitter, Instagram, etc.) without the express consent of those individuals that are included or reference in the content.

The BETHANY Child Care Centre will not release photographs and/or digital/video/audio tapings of any child enrolled to any outside entity, to include newspapers, television stations, college students, or anyone not affiliated with the BETHANY Child Care Centre. Separate written permission will be solicited from families that choose to allow their child to participate in an event affiliated with an outside entity requiring the use of any type of photographs or recordings. Information regarding date and use will be provided for these situations.



6.32. Open Door Policy

All families of children enrolled at the BETHANY Child Care Centre are welcome to visit anytime during the regular hours of operation. The best times for visiting are 9:30 AM to 11:00 AM and between 3:00 PM and 6:00 PM. Visits to the Centre create opportunities for teachers and families to build relationships and strengthen communication.

6.33. Custodial Arrangements

The BETHANY Child Care Centre requires appropriate legal documentation regarding any change in any and all custodial arrangements. The Centre must be informed at all times of the schedule for arrival and dismissal arrangements and the schedule for custody during the week.

6.34. Grievances

The BETHANY Child Care Centre encourages families with concerns regarding the way a child is being cared for, a problem with a staff member or volunteer, or questions regarding the operations, to follow these suggestions:

1. Discuss the concern with the child's teacher.
2. If the family is still concerned, discuss the concern with the Centre's Director.
3. If the concern is not resolved, parents should forward their concerns in writing to the President of the Bethany Child Care Society.
4. If the family is still not satisfied with the Societies response they should direct their concerns to the assigned Licensing Officer located at:

Vancouver Coastal Health
Richmond Public Health
Community Care Facilities Licensing
8100 Granville Avenue
Richmond, B.C., V6Y 3T6
Tel: (604) 233-3147
Fax: (604) 233-3175

The Bethany Child Care Centre has processes in place that allow for the resolution of the concern in a timely manner with the child's best interest at the forefront of any decision. At no time is it appropriate to discuss your concerns with other parents until a resolution has been affected. Discussion amongst parents tends to be counterproductive to the process that values confidentiality and a loving response to any conflict.



6.35. Dismissal

The BETHANY Child Care Centre reserves the right to dismiss a child, in its sole discretion, without notice, due to the following reasons:

- The Centre cannot meet the physical, mental, or emotional needs of the child.
- The child threatens the safety, health and/or well-being of himself/herself or others.
- A formal parent conference is not attended (one requested by the director).
- Nonpayment of all assessed fees.
- The parent/guardian refuses to have their child examined by a health care professional acceptable to BETHANY to determine if continued enrollment is in the best interest of the child.
- It is advised by a physician or child psychologist to discontinue enrollment.
- A misrepresentation was made in the application or enrollment process.
- Parents ignore Centre guidelines, and/or cause stress or disruption to Centre staff or operations.
- Continuous absence of a period of two weeks, without payment or written notification.
- Repeated tardiness (excess of 3 times) in picking up a child at closing time.
- Enrollment packet and immunization records are incomplete and/or not updated.
- Parent/Guardian repeatedly (excess of 3 times) forgets to sign the child in and out every day.
- Parent/Guardian threatens the safety of the children, staff, and/or others.
- BETHANY has concerns about the health or safety of the child which are not being addressed by the parent/guardian to the satisfaction of BETHANY.
- Parent/guardian fails to provide adequate supplies for child, including but not limited to, diapers, formula, wipes and proper clothing.
- The reduction of attendees is required to meet funding, supervision, or regulatory limitations.

7. CHILD HEALTH AND NUTRITION

7.1. Immunization Records

The BETHANY Child Care Centre must have a current record of each child's immunizations.

An annual updated copy of each child's official immunization record must be provided by each family.



Wellness

The wellness policy is designed to keep children and staff healthy. Young children are growing and building up their immune system. Contagious illnesses spread in group care through touch and the air, which makes it very important for the ill child not to be around other children.

Keeping children healthy and not spreading contagious illnesses is the responsibility of both the staff and parents. One of the most effective ways of not spreading germs is frequent hand washing and keeping the environment clean. Another way is to ask children and staff who may be contagious to stay out of the Centre until they are feeling better. This may involve a parent picking up a child midway through the day if it is suspected your child is ill and may be contagious. Using the Health Canada guidelines as referenced in [Appendix A](#), the decision for keeping the child at home or for BETHANY Child Care Centre to send the child home is based on “the comfort of the ill child, the protection of well children and staff, the resources available to the program to meet any special care that is required, and the needs of families.”

The BETHANY Child Care Centre reserves the right to request a physician’s statement of eligibility to return to group care.

7.2. Daily Health Inspections

Teachers are responsible for performing a health check each day as children arrive at the Centre. Teachers visually examine each child for bruises, scrapes, insect bites, rashes, and/ or possible symptoms of contagious illness or disease. Parents are requested to examine their child daily prior to arrival at the Centre. The teachers request parent explanations for any of the above visible irregularities or symptoms.

7.3. Abuse and/ or Neglect

The employees and volunteers of the BETHANY Child Care Centre are required legally and ethically to report child abuse in accordance with Community Care and Assisted Living Act to the local child protection agency.

BC HANDBOOK FOR ACTION ON CHILD ABUSE AND NEGLECT SUMMARIZES ABUSE AND NEGLECT AS FOLLOWS:

7.3.1. Physical Abuse

Physical abuse is a deliberate physical assault or action by a person that results in, or is likely to result in, physical harm to a child. It includes the use of unreasonable force to discipline a child or prevent a child from harming him/herself or others. The injuries sustained by the child may vary in severity and range from minor bruising,



burns, welts or bite marks to major fractures of the bones or skull to, in the most extreme situations, death.

7.3.2. Emotional Abuse

This is the most difficult type of abuse to define and recognize. It may range from ignoring to habitually humiliating the child to withholding life-sustaining nurturing. Generally, it involves acts or omissions by those in contact with a child that are likely to have serious, negative emotional impacts. Emotional abuse may occur separately from, or along with, other forms of abuse and neglect. It includes the emotional harm caused by witnessing domestic violence. Emotional abuse can include a pattern of:

- scapegoating
- rejection
- verbal attacks on the child
- threats
- insults, and
- humiliation.

7.3.3. Emotional harm

When emotional abuse is chronic and persistent, it can result in emotional harm to the child. Under the Child, Family and Community Service Act, a child is defined as emotionally harmed if they demonstrate severe:

- anxiety
- depression
- withdrawal, or
- self-destructive or aggressive behaviour.

7.3.4. Sexual Abuse

Sexual abuse is when a child is used (or likely to be used) for the sexual gratification of another person. It includes:

- touching or invitation to touch for sexual purposes
- intercourse (vaginal, oral or anal)
- menacing or threatening sexual acts, obscene gestures, obscene communications or stalking
- sexual references to the child's body/behaviour by words/gestures
- requests that the child expose their body for sexual purposes
- deliberate exposure of the child to sexual activity or material, and
- sexual aspects of organized or ritual abuse.



7.3.5. Sexual Exploitation

Sexual exploitation is a form of sexual abuse that occurs when a child engages in a sexual activity, usually through manipulation or coercion, in exchange for money, drugs, food, shelter or other considerations. Sexual activity includes:

- performing sexual acts
- sexually explicit activity for entertainment
- involvement with escort or massage parlour services, and
- appearing in pornographic images.

7.3.6. Neglect

Neglect is failure to provide for a child's basic needs. It involves an act of omission by the parent or guardian, resulting in (or likely to result in) harm to the child. Neglect may include failure to provide food, shelter, basic health care, supervision or protection from risks, to the extent that the child's physical health, development or safety is, or is likely to be, harmed.

7.4. Illness Guidelines

The BETHANY Child Care Centre does not provide care for ill children. Parents are encouraged to notify the Centre of an illness that may result in a child's absence. Please refer to the [Vancouver Coastal Health Resource Book - Sneezes and Diseases](#) – as found on our website under Centre Documents. **Appendix A** also provides further guidance.

7.4.1. Being Sent Home.

If your child becomes sick while in the Centre you will be notified. This is the hardest call a Teacher will make for we understand the impact it can have with the parents daily schedule. The needs of the child come first with our responsibility the protection of those in the Centre.

Fevers are one of the key signs of contagiousness in most illnesses. Keeping illness out of the Child Care Centre is important not only for the health of other children but also the health of the staff. The child running the fever will be separated from the rest of the group, as allowed by Staff to Child Ratios, in order to help lower the risk of other children and staff becoming ill.

When the child is picked up, the staff will remind the parents of the Bethany Child Care Centre policy of keeping the child home for 48 hours.



7.4.2. Returning to the Centre

A child must not return to the Centre for 48 hours and be free from fever while using no fever reducing medicines. Fever reducing medication only masks the illness symptoms and does wear off during the day. A child will not be allowed to enter the Centre if he/she is brought the next morning after being sent home the previous day. The Centre will accept a Doctor's note clearing the child of any contagious diseases thereby allowing the child to return early. The ultimate care of an ill child is that of the parent not the Centre.

7.5. Medication Administration

7.5.1. Emergency Medication

You are required to provide the Bethany Child Care Centre with a list of child allergies, as well as a list of any existing health conditions/diagnosis that are necessary for the staff to be aware of (ie:, diabetes, asthma, ill-function organs, etc.), when registering your child. It is your responsibility to keep the Bethany Child Care Centre staff apprised of any changes in your child's medical conditions/diagnosis, and to provide the Centre with copies of on-going medical evaluations. Centre staff will meet with you to develop a 'Care Plan' for your child based upon his or her specific health care needs, and the 'Care Plan' will be posted in an area that is accessible to the Centre staff but is nonetheless secure to ensure confidentiality.

A note from your child's physician indicating the symptoms to be aware of, as well as the appropriate first aid protocol to follow, is also required if your child has an existing medical condition/diagnosis and/or life threatening allergies. A list of all children's allergies, as well as the appropriate first aid protocol to follow, will be posted in the eating area of each child care program.

If your child suffers from severe allergies (e.g. anaphylaxis), you are required to supply to the Centre an EpiPen and/or Ana-kit (whichever your child's physician recommends). A "Permission to Administer Emergency Medication" form must be filled out and signed by yourself and your physician

7.5.2. Administering Non-Emergency Prescribed Medications

The Centre staff will administer non-emergency prescribed medication if requested by parents. The following procedures will take place:

1. A "Prescription Medication" Form must be completed in full. An incomplete or unsigned form will result in the staff being unable to administer the prescribed medication.



2. Information from the “Prescription Medication” Form is 1) shared with the appropriate Centre staff and 2) a copy of the form is kept with the medication and 3) a copy is kept in the child’s file.
3. The medication is administered as directed on the form and a “Medication Record” remains with the medication and the “Prescription Medication” Form.
4. No child will be allowed to administer their own medication unless the Centre receives a written letter of permission from the child’s physician and the parent.
5. If the child refuses to take the medication, the Centre staff will contact the parents immediately.

7.5.3. Administering Non-Prescribed Medications

The Centre staff will not administer non-prescribed medication ie: Tylenol, topical creams, even if requested by parents unless a Physician’s Direction to Administer Form has been completed. The following procedures will take place:

1. Form is completed and signed by the Physician and Parents/Guardian
2. Form is provided to the Teachers
3. At which time the Teachers would:
 - 3.1. Administer as directed,
 - 3.2. Record, and
 - 3.3. Store the medication in a safe and appropriate place.

7.6. Infant Safe Sleeping Practice

In order to help prevent SIDS (Sudden Infant Death Syndrome), the BETHANY Child Care

Centre follows the guidelines listed below:

- Infants are placed on their backs on a firm sleeping surface.
- No bottles will be placed in the beds
- The infants head must be kept uncovered during sleep.
- The infants, after being placed on their backs, they may then be allowed to assume any comfortable sleep position when they can easily turn themselves from the back position.
- The space around a sleeping infant is kept clear with no fuzzy blankets, pillows or stuffed toys.
- The temperature in the nap room is kept cool.



7.7. Accidents and Injuries

All accidents and injuries are reported to the BETHANY Child Care Centre administration and documented immediately, no matter how insignificant. All parents will be notified if a child suffers an accident while in care. All accidents/incidents will be documented on an accident report to be given to the parent at the end of the day. The parent will sign the accident report in the “Incident Log Book” and a copy of the report is kept in the child’s file. Immediate, verbal notification will be made with the parent/guardian in the following situations:

- blood not contained in an adhesive strip;
- head injury;
- human bite which breaks the skin;
- animal bite;
- an impaled object;
- broken or dislodged teeth; or
- an injury requiring professional medical attention.

7.8. Medical Attention

All full-time staff and many students are trained in CPR and First Aid. The teacher, or responding staff, determines the action plan. First aid kits are in each classroom. The BETHANY Child Care Centre provides Band-Aids® and/or ice, as needed. EMS shall be called immediately if:

- The Centre believes the child’s life is at risk or there is a risk of permanent injury.
- The child is acting strangely, much less alert, or much more withdrawn than usual.
- The child has difficulty breathing or is unable to speak.
- The child’s skin or lips look blue, purple, or gray.
- The child has rhythmic jerking of arms and legs and a loss of consciousness (seizure).
- The child is unconscious.
- The child is less and less responsive.
- The child has any of the following after a head injury: decrease in level of alertness, confusion, headache, vomiting, irritability, or difficulty walking.
- The child has increasing or severe pain anywhere.
- The child has a cut or burn that is large, deep, and/or won’t stop bleeding.
- The child is vomiting blood.
- The child has a severe stiff neck, headache, and fever.
- The child is significantly dehydrated: sunken eyes, lethargic, not making tears, not urinating.



After EMS has been called, the child's legal guardian shall be notified.

For situations that do not necessarily require ambulance transport but still need medical attention, the parent/ guardian will be notified of the child's conditions. If the parent/ guardian cannot be reached within one hour, the BETHANY Child Care Centre will call EMS and the child will be brought to the hospital. The following situations will require the child to obtain medical attention within one hour:

- Fever in any age child who looks more than mildly ill.
- Fever in a child less than 2 months (8 weeks) of age.
- A quickly spreading purple or red rash.
- A large volume of blood in the stools.
- A cut that may require stitches.
- Any medical condition specifically outlined in a child's care plan requiring parental notification.

7.9. Nutrition Guidelines

The BETHANY Child Care Centre aims at working with the parents to provide children with nutritious snacks and meals, while establishing good eating habits that nurture healthy development and promote lifelong well-being. Staff and families work together to exchange information regarding family eating patterns, introduction of new foods, food intolerances and preferences, special dietary requirements for each child, and the feeding requirements of infants, toddlers, and children with special needs.

The Centre strives to avoid sugar, food additives, and preservatives. Meal patterns, food components, and serving sizes are in accordance with the guidelines as set forth by the Canada Health Guide.

Food is never used as punishment or reward. Each child is encouraged to eat or taste his or her food. Sufficient time shall be allowed for each child to eat. As developmentally appropriate, opportunities will be provided for the involvement of children in food related activities or cooking labs.

Given the reality that many children are dealing with life threatening food allergies, food items other than for your child's meals and snacks are not to be brought into the Centre unless pre-cleared with the Centre staff. **Candy, chips, gum, cookies, cake, and other 'junk food' are not appropriate at the BETHANY Child Care Centre.**

The following food items in any form are prohibited in all circumstances:

- **peanuts**
- **nuts (all forms)**
- **peanut butter**
- **marshmallows**



- **raisins (all types)**
- **chocolate bars**
- **smarties**
- **popcorn**

Breakfast guidelines:

We encourage children to eat a healthy nutritious breakfast through eating items such as fruit, oatmeal, toast, cereals etc.

7.10. Infant Nutrition

Young infants are fed according to their own schedule. As they grow and start eating solids foods, their eating needs will change and the eating times will be adjusted toward the group schedule. The feeding schedule is individualized for each infant and flexible enough to accommodate the child's daily needs. Infants will be fed when hungry, not when the clock or schedule dictates.

7.11. Breastfeeding

Breastfeeding mothers are welcome to do so within the BETHANY Child Care Centre. The Centre supports breast-feeding mothers by providing a comfortable, quiet space within the classroom for them to be with their babies while feeding and to help minimize interruptions. Mothers are welcome and encouraged to drop by for feedings.

7.12. Bottles

All babies receive personalized attention during each feeding. Babies are held for each bottle-feeding. Bottles are never propped and never given while in a crib or while on a cot. Children do not carry bottles or sippy cups while crawling or walking. Parents must provide the Centre with prepared, labeled bottles with nipples, and lids each day. All breast milk bottle labels must include the date the breast milk was expressed.

Fresh breast milk can be stored for 24 hours in the refrigerator or up to two weeks in the freezer. Milk that exceeds this time frame is discarded. Contents remaining in any bottle are discarded within one hour. Only breast milk and formula is served in bottles. All bottles must be picked up at the end of each day. Any bottles left in the refrigerator upon closing will be discarded. Bottles are warmed to no more than 120 degrees Fahrenheit, for no more than five minutes.



Cereal may not be added to a bottle unless authorized by a pediatrician. The BETHANY Child Care Centre works cooperatively with the families and their child's routine; however, bottles are not the common practice for children 12 months of age and older.

The program does not feed cow's milk to infants younger than 12 months, and it serves only whole milk to children of ages 12 months to 24 months. Parents are notified immediately if the child's bottle supply is depleted and/or inadequate.

7.13. Juice and Water

Juice and/or water are not served in bottles or spill-proof cups to infants under the age of 12 months without a physician's written statement of authorization.

7.14. Spill-Proof Cups

Parents will provide spill-proof cups, or sippy cups, when a child is 12 months of age or sooner.

7.15. Beginner Foods

As an infant grows and becomes more adept at eating, she/he will start to eat cereals, jarred foods, and eventually table foods. She/he will begin to gradually use their fingers for eating "finger-foods". It is recommended that infants try new foods at home first, and then parents may request the new food be incorporated into their child's day at school.

Dry cereal will not be prepared with juice.

7.16. Toileting

The Infant/Toddler teachers will discuss with the parents their child's readiness in toileting only when they feel the child has started showing signs to start training.

The parents are responsible to introduce toilet training to their child with the Centre's teachers continuing to guide and support the child within the program.

The Centre would prefer that the three year olds be already toilet trained before joining into the 3/5 room. If not, the teachers will continue to guide and support the child until successful within the 3/5 room.

The teachers will assist children in toileting and hand washing where necessary.



8. FAMILY INVOLVEMENT

8.1. Celebrations, Special Events and Birthdays

The BETHANY Child Care Centre respects any holidays and/or celebrations as important events. Because each individual has had their own personal holiday experiences growing up, it can often become a very emotionally charged issue. The goal of the BETHANY Child Care Centre is to find a balanced approach to holidays without exaggerating the experience or ignoring it. Any holiday experience at the BETHANY Child Care Centre will need to be meaningful to the children, developmentally appropriate, and foster understanding and respect for one another. The BETHANY Child Care Centre will strive to recognize individual similarities and celebrate individual differences.

For your child's birthday celebration we request that you provide only fruit platters and no cakes or cupcakes.

8.2. Baby-Sitting

The BETHANY Child Care Centre does not encourage nor promote the use of employees, student workers, and volunteers as private, personal babysitters. If a family asks an employee, student worker, or student trainee to baby sit personally for the family, the BETHANY Child Care Centre is not responsible or liable for any child/children once the child/children are under the care of the employee, student worker, or volunteer.

8.3. Gift-Giving

Please refer to BETHANY Staff Handbook, Code of Ethics, Gifts and Favors. Gifts may cause stress and competition between staff and families. Home-made items and cards or notes of appreciation are always welcomed. Group gifts for the classroom such as a book for the library are encouraged. If gifts are being given at the Centre for children, please be sure to include all children in the class or none of the children. There are too many issues of hard feeling and confusion if not all the children are able to participate.

8.4. Fundraising Efforts

The BETHANY Child Care Centre depends upon the parent community to spearhead fundraising efforts in order to help subsidize the Centre. Tuition will be set to cover the basic costs of the Centre but does not cover the total cost of all materials and



personnel. Money raised through fundraising activities may go to upgrading the inside/outside environment, contributing to teachers' professional development.

8.5. Classroom pets or visiting animals

The BETHANY Child Care Centre follows regulations in regards to the Department of Health. Pets are not permitted. Any visiting pets or resource visitors must be approved by the administration of the BETHANY Child Care Centre. All pets visiting the Centre are required to have documentation from a veterinarian or an animal shelter to show that the animals are fully immunized.

8.6. Participation in Program

Parents and family members are welcome to share any skill or talent which would enhance the program for the children.

Please arrange with the teachers a time and date.



APPENDIX A - HEALTH GUIDELINES

Please refer to the guidelines found in the [Vancouver Coastal Health Resource Book - Sneezes and Diseases](#) – as located on our website under [Centre Documents](#).

If you are not sure of what the symptoms might indicate, please call a physician for an appointment and/or more accurate information. It is crucial to know whether the other children in the Centre are at risk for infection.

The BETHANY Child Care Centre will take the necessary measures to inform other parents of potential changes in the children's overall health status. The BETHANY Child Care Centre reserves the right to request a physician's statement of eligibility to return to group care..



APPENDIX B - FAMILY RESPONSIBILITIES

1. Bottled formula shall be supplied by the parent.
2. All bottles shall be labeled with the child's name or initials and refrigerated upon arrival at the Centre.
3. All bottles containing breast milk must include a label with the date expressed.
4. Frozen breast milk may be stored in the classroom freezer up to 2 weeks.
5. Baby food will be supplied by the parent.
6. All refrigerated food must be taken home at the end of the day.
7. For those children that are not toilet trained please provide:
 - 7.1. Diapers
 - 7.2. Training Pants
 - 7.3. Wipes
 - 7.4. Diaper Cream
8. Two full changes of clothes should be in your child's cubby (infants: a minimum of three) and should be checked periodically as the child grows.
9. Bibs may be provided from home; however, the BETHANY Child Care Centre will provide bibs and burp cloths.
10. Older siblings are not allowed in the infant room.
11. Shoes or slippers are required at all times.
12. Please dress your child in easily washable clothes.
13. Socks with non-skid material on the bottom are best for infants and newly walking toddlers.
14. Medication may not be stored in diaper bags, under-bed storage, or child's cubby. This includes diaper rash ointment, sunscreen, insect repellent and/or any topical ointment.
15. Current immunizations must be provided annually or as requested.
16. Each child's cubby must be checked daily.
17. Daily attendance log must be completed, to include legible signature and time of drop off and pick up.
- 18. No nuts or nut products. No exceptions.**
19. Have your child wear comfortable shoes, no flip flops please.
20. Everyone please **Wash Hands** upon entering the classroom.
21. Upon arriving infants to infant room, and 3-5 to 3-5 room. (If for some reason the 3-5 staff person doesn't arrive at opening time the 3-5 year olds will go to the Infant/Toddler room.)



22. Please provide two healthy snacks, and lunch. (Please cut all grapes and hot dogs in half.)
23. Please no popcorn, raisins (of any kind), marshmallows (choking hazard), chocolate bars, and smarties.
24. For birthday celebrations please provide fruit platters, no cakes or cupcakes.
25. Drinks to be water, milk, veggie juices. Please no Kool Aid or pop to be served.
26. Leftover food will be sent home.
27. Your child can bring breakfast or top up if needed.
28. Due to allergies we will celebrate birthdays by making a birthday crown, card and singing etc. so please do not bring in any cakes.
29. Please provide a water bottle that is labeled for your child's use.
30. For your child's comfort and familiarity please provide
 - 30.1. Blanket and sheet for rest time
 - 30.2. Comfort blanket, toy and for those that need it a soother
 - 30.3. Family photograph that can stay at the Centre
31. For cleaning please take home on Friday your child's blankets and sheets and return on Monday morning.
32. When entering or leaving Infant and Toddler room please make sure the gates are completely closed.
33. We will be using art materials that may stain clothing. Please send a change of clothing and remember to change it every few months due to your child's growth and season changes.
34. All information in a child's file must be current at all times. Please notify staff of any emergency file, contact or Email updates.
35. If planning a party for your child and invitations are being provided, please do not pass these out with-in the Centre to minimize those not being invited from feeling left out.
36. Please provide an Emergency Kit that includes:
 - 36.1. Emergency card,
 - 36.2. Emergency poncho,
 - 36.3. Emergency blanket,
 - 36.4. Diapers, (if needed)
 - 36.5. Underpants,
 - 36.6. Small toy,
 - 36.7. Book,
 - 36.8. Colouring book,
 - 36.9. Family photograph,



- 36.10. Letter of reassurance,
- 36.11. Bottle of water,
- 36.12. Crackers,
- 36.13. Granola bar, power bar etc.



APPENDIX C - COMMUNITY RESOURCES

There are many organizations and resources which promote healthy families in our community. The BETHANY Child Care Centre Director can provide you with many free resources.



APPENDIX D - WAIT LIST AND REGISTRATION FEE

I understand and acknowledge that the Wait List and Registration Fee are as follows:

Initials

Wait List Fee

- My child is entered onto the wait list for the first available space in the order in which the application and \$45.00 application fee is received
- Required before my child is placed on the Centre's Wait List for a specific placement
- Is for the Centre's administration costs of the Wait List
- Is nonrefundable whether or not the Centre finds space for my child

Initials

Registration Fee

- When a position in the Centre becomes available, a member of the BETHANY Child Care Centre administrative team will contact me via phone and e-mail to offer me space.
- I will be given 48 hours to accept or decline the space. If I accept the space, I will provide a \$100.00 non-refundable registration fee, and agree to the same annual registration fee. Also with the registration fee, I will provide the first month's tuition, and a deposit of the tuition for the last month's fee.
- These payments are required at the time of my child being registration in the Centre
- The registration fee is a yearly fee and due on the anniversary of my child's start at the Centre
- Is for the Centre's ongoing administration costs of my child's records
- Is non-refundable

Dated: _____

Signed: _____

Printed: _____



APPENDIX E - DEPOSIT FEE (Last Month's Tuition)

Initials

I understand and acknowledge that the Deposit (final month's tuition fee):

- Is required at the time of my child's registration and prior to their start at the Centre
- Is in the full amount:
 - Of the standard monthly fee for the program which my child is entering
 - Regardless of whether I am receiving a Government subsidy for my child
- Will be applied by the Centre to the last month's tuition fee upon my child leaving the Centre
- Will not be returned unless I provide at least thirty (30) days prior notice before the end of the month my Child is planning to leave the Centre
- Will be deposited by the Centre at the start of my child entering the program and will be held in trust with no interest being accrued.
- Is in addition to my child's first month's fee
- As well on the first day of attendance at the Centre,
 - I will have completed all registration, contact and medical forms
 - I will provide postdated cheques for up to the number of months ending December or June, dated the first of the month, from start of your child's participation at the Centre, or provide a completed Pre-authorized Debit Agreement (PAD) Form

Dated: _____

Signed: _____

Printed: _____



APPENDIX F – PRE-AUTHORIZED DEBIT (PAD) AGREEMENT

PRE-AUTHORIZED DEBIT (PAD) AGREEMENT											
1. Parent/Guardian Information (Please Print Clearly)											
Name:											
Street Address:											
City:						Province:			Postal Code:		
Telephone Number:			Home:			Cell:					
2. Bank Account Information											
Account Number:						Branch Transit Number:					
Financial Institution Number:											
Financial Institution			Name:								
			Branch Address:								
3. Pre-Authorized Debit (PAD) Details											
<p>I, the Payor, authorize Bethany Child Care Society (Bethany Child Care Centre), to debit the bank account identified as per my/our instructions for regular recurring payments and/or one time payments from time to time, for payment of all charges arising under my/our care account. Regular monthly payments for the full amount of the care and related costs will be debited to my/our specified account on the first banking day of each month.</p> <p>This authority is to remain in effect until Bethany Child Care Society has received written notification from me/us of its change or termination. This notification must be received at least ten(10) business days before the next debit is scheduled. I/we may obtain a sample cancellation form or more information on my/our right to cancel a PAD Agreement at my/our financial institution or by visiting www.cdnpay.ca.</p> <p>I/we have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any PAD that is not authorized or is not consistent with this PAD Agreement. To obtain a form for a Reimbursement Claim, or for more information on my/our recourse rights, I/we may contact my/our financial institution or visit www.cdnpay.ca.</p>											
These services are for: (check)				Personal:							
4. Child's Parent/Guardian Authorized Signature											
Account holder/Authorized Signature:											
Date:											