

**The Nest Early Learning Center
(Operated by A Kid's Space Childcare Centre Inc.)**

101 1436 Pemberton Portage Rd # 101,
Pemberton, B.C V0N 2L1
Phone: 604-966-8741 /Email: info@thenestpemberton.com



THE NEST
Early Learning Center
Operated by A Kid's Space Licensed
Group Childcare

Parent Orientation Handbook March 2021/2022

Dear families, welcome to The Nest Early Learning Centre (operated by A Kid's Space Group Childcare Centre)! We look forward to working with you and your child to give them a safe and caring environment full of opportunities to support the growth and development of their individual needs.

Please take the time to read this handbook as it contains important information regarding all of our policies and procedures regarding the centre. All parents/guardians will be given a registration form as well as an agreement contract form on all policies and procedures. Parents and guardians will be required to sign the agreement form before their child can start in any care program so that staff can be sure parents/guardians clearly understand and are aware of all policies and procedures.

Should you have any questions or concerns about the information in this parent handbook, please get in touch via email or phone call.

POLICIES AND PROCEDURES

Owls Pre-K Program Fees: Daily from 8:45-2:45

Full Time Mondays-Fridays = \$1540/month

M-W-Fridays = \$936

T-Thursdays = \$632

Drop in may be available to families who are already enrolled in the centre if there is a space not being used by another family. The drop in fee is \$90.00/day

Please note: School fees are charged per calendar month and are due one month in advance on the first of every month. If fees are not paid by the 5th of the month, your space will be given to the next child on the waitlist.

Please note that if you choose to reduce your days for ski school or bike school, your space on those days will be awarded to the next person on the waiting list and they are not held for you to return to at the end of the season. We recommend a weekend club for ski programs, but understand that it is your family's choice and preference, we just want you to know in advance of our policies.

When you wish to unenroll, we must receive **one month written notice**. If we do not receive one month written notice, you will forfeit your fees and are not eligible for any returns.

Please note that our fees are yearly, divided into monthly payments. You are NOT charged for Statutory holidays (please don't worry for m-w-f or full time families, the stat holidays are not factored into the fee calculations). In December, we are closed for 2 weeks, and in September before labour day we have 2 Professional Development days. These days are accrued throughout the school year because we charge based on 20 workdays/month and there are 20.9 (excluding stat holidays) workdays per month.

The Nest is open year round (with 2 weeks holiday over Christmas/New Year) and 2 staff training days at the start of September. Please understand there are no make-up days or compensation for missed/ sick days.

This way we have consistent automated billing amounts, and we can spread out the payment and have much needed family time. If you have any more questions regarding or policies or fees, please let me know.

Full time and part time fees are based on enrollment and not on attendance. Please note that parents/guardians are responsible to pay fees regardless of how many days a child attends in the month. Parents and guardians are still responsible for all childcare fees regardless of if their child is away due to being sick, having an appointment or taking a vacation. We have absolutely no refunds under any circumstances.

There will be a \$25.00 NSF fee charged to the parent/guardian.

Should a parent/guardian fail to pay monthly fees, any outstanding balance owing will be sent to a collection agency after 15 days of non payment.

We will be open for spring break and summer. If this ever changes, we will provide 2-3 months notice to families.

Health & Wellness Policy For Families

The health and safety of the children in our care is always the top priority.

Under “normal” circumstances when there is not a pandemic such as **Covid-19**, children would be welcome back to the centre 24-48 hours after any sick symptoms such as fever, chills, body aches, diarrhea, cough, or sore throat have disappeared. Children would be welcome back to the centre once they are symptom free. During a pandemic, please **read our Pandemic Policy** for a different approach and more detail on what steps to take if your child is showing any symptoms that could be Covid-19 related.

Please do not send your child to the centre if they have any of the following:

*Chicken pox, discharge from the eye, head lice or nits, hepatitis, impetigo, ringworm, measles, mumps, parasite, pink eye, rash, rubella, scabies, strep throat, tuberculosis, vomiting, whooping cough, hand/foot/mouth disease, any Covid-19 symptoms or any known or suspected communicable diseases. Children must be symptom free and/or have a doctor’s note depending on the severity of the case. It will be up to the owner/operator of the centre to decide what steps need to be taken in order for the child to safely return to the centre.

Medication administered to children outside of centre hours: Please let staff know if your child is taking any medication outside of the centre hours. This information could be very important in the case of an emergency.

Child Immunizations: The Childcare Licensing Regulation requires licensed child care programs to have a record of each child’s immunization status. Having a child’s immunization records will help the centre to know who should be excluded from the program in the case that there is ever an outbreak of a communicable disease at the centre. All parents/guardians will be given an immunization records form. Please attach any immunization records that you have for your child.

As also mentioned in the Food And Nutrition Policy, please follow all allergy notification requests based on our enrolled student’s allergies.

Please note: The health of our staff is extremely important. Staff will get sick or need a day off for personal reasons every once in a while. Each staff member will get 7 paid sick days per year. There must always be a staff to child ratio in the childcare centre. The owner/operator of the centre will always do her best to try and find

a substitute to cover for a sick employee. But in the case that that doesn't happen, we may be forced to reduce operational hours or close the centre if we are under-staffed. It is important to know that in this type of situation, parents may be asked to temporarily pull their child out of the centre for a day or 2, or however long we are short staffed. Parents will NOT need to pay for these days if they are asked to pull their children out. Parents will be given a credit if they have already paid for the days that their child must be pulled out of the program for. For up to 8 children, we require 1 teacher. For 9-16 children, we require 2 teachers. For 17-23 children, we require 3 teachers. Thank you for your understanding.

****Yearly Closure****

Every year, A Kid's Space Childcare Centre will close around Christmas time for 2 weeks. The dates will change each year. But it will always be around the same time. All staff will be paid for these 2 weeks off. There will be **no refunds for monthly payments for these 2 weeks**. The owner/operator of the centre has calculated it so that monthly fees are based on 20 business days each month. A full time family would pay for 20 days per month if their child was enrolled Monday-Friday. If another family was enrolled for Mondays and Fridays, they would pay monthly fees for 8 days per month. Please note that some months actually have more than 20 business days. So when our staff take 2 weeks off at Christmas with pay, it actually makes up for the extra business days that we are not charging families for. Taking these 2 weeks off will also give all staff the chance to spend time with their families and re-charge for the new year to get back to work with the children. We will always announce the 2 week December closure dates with plenty of notice. The centre will be closed on all statutory Holidays as well as Easter Monday each year.

****Centre Closure Dates for 2021****

- **Labour Day:** Mon. Sep. 6, 2021
- **Thanks Giving:** Mon. Oct. 11, 2021
- **Remembrance Day:** Thu. Nov. 11, 2021

**** We will be closed for Christmas break from Mon. Dec. 20, 2021 - Mon. Jan. 3, 2022 ****

Pandemic Policy

A Kid's Space Childcare Centre is licensed and regulated through The Ministry Of Health and Vancouver Coastal Health (Child Care Licensing). A Kid's Space Childcare Centre may be directed to close operations during a pandemic or other communicable disease outbreak. These directions would come from Vancouver Coastal Health or The Ministry Of Health. A Kid's Space Childcare Centre will follow all directions from The Ministry Of Health and Vancouver Coastal Health. The legal authority to close a childcare program for public health reasons would come from the local medical health officer and/or the provincial health officer of B.C. Their decision would overrule any decision to stay open that the childcare centre owner/operator may wish to make.

Staff/child ratios must always be met in a licensed childcare facility during any operational hours. In the event that **enough employees are not able to come into work or are in quarantine, and the ratio is not able to be met, A Kid's Space Childcare Centre may be required to reduce operational hours or close.** This decision would be made by the

owner/ operator of A Kid's Space Childcare Centre. The owner/operator would communicate about the reduced hours or closure in writing to parents/guardians.

Symptoms:

To ensure the health and safety of your child, the other children in our care and the health and safety of our employees, please check your child **BEFORE** sending them to the centre for the following symptoms: fever, cough, body aches, chills, sore throat or diarrhea. If your child has any of these symptoms, you **MUST** keep your child home until they have been assessed by a medical practitioner and it is determined they do not have **COVID-19**, their symptoms have resolved and you have a doctor note stating that they do not have Covid-19 and are able to return to the childcare centre. This same protocol is in place for employees as well.

If your child tests positive for Covid-19, they **MUST** stay home in quarantine for a minimum of 14 days from the date they are tested positive for Covid-19. Your child may return to the centre after 14 days of isolation. Parents/guardians will need to provide a doctor's note stating that the child is no longer contagious. Vancouver Coastal Health may also give us direction on how long the child would need to be in quarantine for. The owner/operator of the childcare centre will take any directions given by the licensing officer. If a person living in the same household as your child tests positive for Covid-19, your child will be asked to stay home and self-isolate for 14 days. If your child is required to self-isolate due to having Covid-19 or due to a family member having Covid-19, we will continue to hold your child's space and charge fees for the month as per usual.

All families travelling outside of Canada will be asked to follow the CDC's guidelines for isolation and quarantine. No care will be provided, and fees will be expected as normal to hold your child's space. All parents/guardians must inform staff of international travel. Failure to do so may result in immediate termination. (This will be up to the discretion of the owner/operator of the centre.)

If **ANY** member inside your household becomes ill with any of the following: fever, chills, diarrhea, body aches, cough, sore throat, or other symptoms specific to Covid-19, you will be asked to keep your child at home until the family member has tested negative for covid-19.

If your child suddenly becomes sick or ill while at the centre, a staff member will make them comfortable until your return. Staff will call the child's parent/guardian or emergency contact if the parent/guardian can not be reached. After being picked up, staff will instruct the child's parent/guardian to have the child see a medical doctor and obtain a doctor's note before returning to the centre. The child must also be symptom free for at least 24 hours before returning to the centre; however depending on symptoms, we may request 48 hours. The parent/guardian or emergency contact who is picking up the sick child will be instructed on the phone to call the centre from their cell phone when they get to the centre so that an employee can safely escort the child out of the centre without the parent/guardian needing to enter the facility. If the parent/guardian does not have a cell phone, they will be instructed to knock on the main entrance door or window.

During the pandemic, we are asking that parents/guardians please do not enter the inside of the childcare facility. We are following the guidelines provided to us by Vancouver Coastal Health. Upon drop off and pick up, a staff member will be at the main entrance door ready to greet you and your child. This staff member will have you answer a daily health screening during drop off. The questions are in regards to any Covid-19 symptoms, flu symptoms or respiratory virus symptoms. As long as you answer no to all questions, your child may enter the centre after using the hand sanitizer outside provided by the staff member. Once your child walks into the centre, there will be another staff member ready to greet your child. We understand that drop offs can be hard when parents cannot come into the centre. So we will try our best to comfort your child and make them feel comfortable

if there is any issue with a parent not being able to come inside. Staff will also follow strict sanitizing and hand washing routines before entering the facility. We ask that parents/guardians please give each other plenty of space while outside waiting during pick up or drop off. Please social distance from other families while outside of the facility.

Children and staff will wash their hands more frequently throughout the day. Staff and children will wash their hands before entering the facility, after entering the facility, before and after outside time, before and after lunch and snack times, after using the washroom, after coughing or sneezing, after being visibly dirty from art or anything else, before exiting the facility and upon arrival at home after being at the centre.

Staff will also wash their hands before and after assisting with diaper changes or toilet use, before and after assisting with scrapes, cuts or cleaning up bodily fluid. (staff will wear gloves, but must still wash their hands.), after changing garbage and after using cleaning supplies or doing any cleaning duties.

Cleaning:

We will always follow a strict cleaning routine. However, with the pandemic there will be even more cleaning protocols put into place. Toys will be disinfected twice per week. All plastic surfaces will be cleaned daily. Regularly used toys will be disinfected daily. Frequently touched surfaces such as doorknobs, light switches, faucet handles, table counters, chairs and regularly used toys will be cleaned and disinfected at least twice per day. Toys that can not be easily cleaned will be temporarily put away. No dishes or utensils will be offered in the centre for staff or children. All water bottles must be sent home daily to be cleaned by parents/guardians.

Fees during a pandemic/ communicable disease outbreak

In the event of a short-term closure (under 30 days), fees are due and payable as per usual operations. Fees payable during closures exceeding 30 days will be determined on a case by case basis. If there is a closure of A Kid's Space Childcare Centre, your child's space will be held until further discussion with parent's/guardian's providing your fees are up to date.

Fee reductions such as the ACCB (Affordable Child Care Benefit) are provided through MCFD and may or may not be provided during a pandemic or a communicable disease outbreak closure. Parents/guardians may directly contact the MCFD office at 1-888-338-6622 to discuss MCFD's policy regarding ACCB payments. This decision will not be up to A Kid's Space Childcare Centre. If MCFD will not cover these fees, then parents will be responsible for the full monthly fee for their childcare if a closure under 30 days is required; however, a discussion with the owner/operator will need to occur to discuss a timeline for payment.

Hours of operation may change during this time as well. Please check with the childcare centre for hours of operation.

Stay healthy and stay safe.

Emergency Plan

At A Kid's Space Childcare Centre, safety of all children will always be the number one focus. We will be practicing monthly fire drills throughout the year. These drills will be documented.

In the case of an **emergency facility evacuation:** _____

Our emergency response plan will be in effect immediately. This plan is that staff and children will **relocate** to Pemberton & District Community Centre, which is across the street from our childcare centre. The address for Pemberton & District Community Centre is 7390 Cottonwood St, Pemberton, B.C V0N 2L0. The phone number is 604-894-2340.

We will practice the above plan twice per year with children and employees.

In the case of a **neighbourhood evacuation:**

We will **relocate** to Pemberton Secondary School. The address is 1400 Oak St, Pemberton, B.C V0N 2L1. The phone number is 604-894-6318.

If staff and children must evacuate, staff will get children to the set location as safely and quickly as possible. Staff will make sure that we have the following on hand when evacuating: first aid kits, emergency cards and an emergency pack complete with enough water for all children and staff as well as enough non-perishable food to last 24 hours. Upon arrival at the evacuation location, staff will ensure that all children are safe. Staff will contact parents/guardians to pick up their child/children at the evacuation location. Parents/guardians will be contacted via phone call, text message, email or our sandbox parent communication app.

Evacuation drills will be discussed every month at the same time as practicing fire drills. Any staff substitutes will be notified of emergency procedures as they are on site. An evacuation drill will be practiced twice per year with staff to ensure that they are confident in the layout of the emergency plan.

First aid kits, emergency cards and the emergency pack will be ready and available quickly in the event that we need to vacate the facility. After staff are able to return to our childcare centre, we will debrief immediately to discuss the emergency plan that took place, what worked, what may not have worked the best and how to improve the emergency plan in case it is needed again in the future. Any needed repairs will be done to the facility ASAP to ensure the safety of all children and staff. We will not re-open the centre unless we are 100 percent confident that the centre is back to its original safety standards. The owner/operator will be responsible for restocking supplies immediately to ensure that we are prepared for another emergency and that we are meeting licensing requirements. The owner/operator will debrief with parents/guardians as soon as possible after the emergency evacuation to get any input on the evacuation plan that the parents/guardians may have. The owner/operator will go over the evacuation plan and make any changes needed and notify licensing.

Fire Safety Plan

Exit Safety plan: Staff and children will form a line. The first employee in the line will be responsible for getting the first aid kit and walking the children in a single file line out of the **main entrance door next to where the cubbies are located**. Staff will ensure that children walk slowly and safely while in line and exiting the centre. The staff member at the front of the line will guide children to the sidewalk just out front of the Portage Station building where the childcare centre is located. This staff member will wait with children on the sidewalk until the

rest of the staff come outside. Once the first staff member is outside on the sidewalk with the children, this staff member will call 9-1-1 to report the fire. Once everyone is together, we will walk to Signal Hill Elementary School which is on the same side of the street as our childcare centre. If available, a second staff member will be walking behind the line of children. The 2nd or 3rd employee will stay behind and check the entire childcare facility for children and adults. Once this staff member is positive that the entire space is clear of children and adults, they will retrieve the attendance sheet and emergency record binder, following the group out the door. **Please note:** All staff and children will leave together and as quickly and safely as possible. Once the group safely arrives at the fire exit location, attendance will be taken for all children, staff, substitutes and volunteers. The employee who is holding the attendance sheet will take the attendance of all children and adults. Parents and guardians will be contacted immediately. The owner/operator will be notified if they are not already with the group. The owner/operator will notify licensing immediately.

If the main entrance door of the childcare facility has been blocked by fire or debris from the fire, we will use the **back door where the outside play area is located**. We will safely exit onto the patio, walk in a line to the right and walk off of the patio and turn around the corner towards the front of the building. We will walk to the sidewalk as mentioned above.

If we need to use the **back safety exit**, Staff and children will form a line. The first employee in the line will be responsible for getting the first aid kit and walking the children in a single file line out of the **back safety exit door**. Staff will ensure that children walk slowly and safely while in line and exiting the centre. The staff member at the front of the line will guide children to the sidewalk just out front of the Portage Station building where the childcare centre is located. This staff member will wait with children on the sidewalk until the rest of the staff come outside. Once the first staff member is outside on the sidewalk with the children, this staff member will call 9-1-1 to report the fire. Once everyone is together, we will walk to Signal Hill Elementary School which is on the same side of the street as our childcare centre. If available, a second staff member will be walking behind the line of children. The 2nd or 3rd employee will stay behind and check the entire childcare facility for children and adults. Once this staff member is positive that the entire space is clear of children and adults, they will retrieve the attendance sheet and emergency record binder, following the group out the door. **Please note:** All staff and children will leave together and as quickly and safely as possible. Once the group safely arrives at the fire exit location, attendance will be taken for all children, staff, substitutes and volunteers. The employee who is holding the attendance sheet will take the attendance of all children and adults. Parents and guardians will be contacted immediately. The owner/operator will be notified if they are not already with the group. The owner/operator will notify licensing immediately.

First Aid Policy And Procedure

There will always be at least one staff member working on the floor who holds a valid child first aid and CPR certificate. All staff will have the opportunity to get paid, first aid and CPR training once they are hired if they do not already hold a valid certificate. This will make it more likely that more staff will get the certification as needed.

Any incident involving the need of first aid of any kind will be seen by at least two staff members. Once the injury is cleaned up, an employee will take a photo of the injury and send it to the owner/operator of the centre. The owner/operator will send the photo to the parent/guardian of the child. Next, the owner/operator will phone the parent/guardian to tell them about the incident that happened as well as discuss the injury. Sending a photo will give the parent/guardian a better idea of if the child may need further medical assistance.

Once any first aid treatment is complete, a childcare centre staff member will write up the incident in the incident log, as well as fill out an accident report depending on the severity of the injury. (Mild scrapes, bumps, mild bruises and falls) will not usually require an accident report to be filled out. An accident report will require a

parent/guardian signature at pick up. This will give the parent/guardian the chance to read over the accident report. Parents/guardians will receive a copy of the accident report. A copy will also be kept in the child's file. This file will also include a copy of the photo of the injury. If the incident that occurred was reportable, the owner/operator of the centre will submit the incident report to Vancouver Coastal Health.

First aid kits will always be well stocked for children and staff.

Guidance And Care Policy

At The Nest ELC, our staff will always do our best to guide children's behaviors in a positive way. The social and emotional well being of each child is our top priority.

Childcare providers at the centre are responsible for making sure that each child is feeling comfortable and happy while in the care program. Every child should feel welcome, included and safe. Staff will do their best to build a trusting and caring relationship with each child. Getting to know each child and observing how the child navigates throughout the day will help the care providers to understand the child better. If there is a situation with behavior, staff will carefully listen to what the child says in terms of the current situation. Staff will always open communication with the child if the child is ready to talk. Staff will redirect the child to a different activity or play area if needed. Parents are welcome to provide input if there is an ongoing behavior issue at the centre or if the parent's notice a behavior issue at home. It is best for the child care provider and the family to work together. Working as a team will give the child the best chance at a happy and positive experience while at the centre.

When minor behavioral situations happen at the Nest, care provider will record the event in a Minor Incident Log Book. This provides the chance for each child to have a record kept of their behavior. This log will help determine if a child will need to have a behavioral care plan put into place to better support the child and to ensure that other children in the centre are safe. If a child is recorded in the minor incident log book, parents or guardians will be notified of the event at pick up time. The minor incident will be discussed with the parent or guardian in a discreet and confidential manner. If necessary, parent's may be asked to schedule a telephone call or an in-person meeting at a separate time to discuss the incident that took place.

Every situation is different when it comes to children and behavior. What may work for one child may not work for another. Childcare providers at the centre will be patient and try to be flexible with the needs of the child. It might be a matter of being consistent with whatever behavior approach best works for the child. The care providers will continue to work on the best behavior approach suitable to the child's needs.

If care providers are finding it challenging to guide a child with a behavioral concern, they will discuss the matter with the owner/operator of the childcare centre. The owner/operator acts as the supervisor of the centre. This role is to ensure the health, wellbeing and safety of all children in the care program. The owner/operator will also give ongoing support to staff to help assist with areas such as behavior and how to best make the situation better for the child and for the team of childcare provider's. A conversation about behavioral guidance between the owner/operator and employees will take place in a private area. The conversation will be confidential. If it is decided that a behavioral care plan is needed, the owner/operator will assist with the process. This will include a written course of action and meeting with a parent or guardian.

All challenging, aggressive or irregular behavior that is not appropriate to age and development of a child will be documented as it occurs. The date, time, event that took place, name of child or children involved as well as a staff signature will all be recorded. These recordings will be kept in the Emergency Record Binder which will always

remain in the childcare centre. This binder will never be removed from the facility. When a behavior is aggressive or unusual, it is mandatory to report the incident to Vancouver Coastal Health. The owner/manager of the care centre will assist with filling out an incident report. This incident report will be submitted to the childcare centre's licensing officer. If aggressive or unusual behavior are documented for a period of 1-2 weeks, a care plan will be created. Parent's or guardians will need to view the care plan and sign off on it before the care plan can be in effect. If parents or guardians do not wish to sign off on the care plan, childcare services will be terminated. The safety and wellbeing of the children in our program is always the top priority.

Childcare providers will provide guiding techniques to children in order to assist with problem solving skills, positive self-image, independence, self esteem and social and emotional needs.

- Promote child-initiated problem solving
- Set clear and consistent limits
- Active listening
- Redirecting the child's interests and environment
- Model appropriate language and behavior
- Acknowledge child's feelings
- Respect each child's individuality, culture, race, gender and make them feel welcome and included
- Reinforce positive behavior
- Acknowledge positive behavior
- Provide choices that are appropriate for the child
- Practice autonomy and allowing children to make positive choices on their own
- Removing a child from a situation or area if their behavior is endangering themselves, other's or the area of the centre that they are in
- Staff will provide a daily schedule so that children have a routine to look forward to.

Harmful Actions Not Permitted:

As stated in the Community Care And Assisted Living Act - Child Care Licensing Regulation, The owner/ operator and all employees and volunteers of A Kid's Space Childcare Centre INC. will always abide by all of section 52 of the CCLR. This includes but is not limited to: never shoving, hitting, shaking, physical restraint, spanking or any other form of corporal punishment towards any child.

The care program will provide clear and consistent routines on a daily basis so that children know what to expect. At A Kid's Space Childcare Centre, we want all children to feel safe and happy while modeling acceptable and appropriate behavior. Please call the centre to set up a meeting if you have any behavioral concerns about your child that you would like to discuss. Thank you for entrusting us with the care of your child/children.

Active Play Policy

Active play is very important for young children. Young children need regular active play which is physical activity that includes moderate to vigorous bursts of energy. This physical activity raises a child's heart rate. Some examples of active play that will raise a child's heart rate are running or jumping. Active play helps with the growth and development of children. Active play supports body control and movement. Various types of active play can help build strong bones and muscles, improve balance and assist in the development of gross and fine motor skills. Active play improves brain function, concentration and learning skills.

The teachers at A Kid's Space Childcare Centre know how important physical activity for young children is. Children will be given many opportunities to participate in active play on a daily basis. Children will have the opportunity for outside active play 1-2 times per day. Children will have a minimum of 60 minutes of active play per day while at the centre. Please be sure to send your child with the appropriate clothing and outside garments depending on different types of weather. Parents can keep a bottle of sunscreen at the centre with their child's name on it for when it gets hot outside. Sunscreen will be kept out of reach of children and a teacher will apply it to the child. Children will need a water bottle with their name on it. Water bottles will be sent home daily to be washed. In the event of it being extremely cold outside, snowing heavy or raining heavy, children may stay inside if staff decide it is in the children's best interest to keep them inside. If children stay inside, they will be able to participate in an indoor movement activity to ensure they are still able to participate in active play.

Screen Time Policy

There is evidence that too much screen time can be harmful to a child's development. Too much screen time can affect children's behavior, social skills and physical activity. There will be no screen time in the childcare centre other than the exception of researching for their projects or themes.

Children will have a maximum of 5 minutes of screen time when we occasionally research our theme online.

Screen time includes the use of smartphones, computers, laptops, tablets, television, videos and video games.

Daily Schedule:

Each day will have a routine so that children know what to expect and can look forward to their day. Our childcare program will focus on child-directed free play, daily arts & crafts, music & movement, teacher-led activities, outside play, Story time, quiet reading time and other fun activities throughout the day. All outdoor play will be suitable to the age and development of each child. There will be one snack break and one lunch break. If any child needs assistance with diaper changes or toilet use, a staff member will help them. **If your child requires diapers, please be sure to provide enough diapers, wipes, cream, each week so that they have enough supplies for the week. We ask that all children have one spare change of clothing to be kept at the centre as well.**

Safe Release Of Children Policy

It is mandatory that there is always a record of your child's attendance at The Nest (operated by) A Kid's Space Childcare centre. Upon drop off, parent's or guardians must stay with the child until the child is greeted by a care

provider. Parents must sign the child in for the day by scanning the QR code via the Sandbox App. The same procedure is done for sign out on the app. If another care provider is to drop off or pick up the child, please make sure that they know about this attendance procedure. Once the child is in the centre, the child is now the responsibility of the care providers in the childcare centre. Children will only be released out of the childcare centre to authorized care provider's whose first and last name appears on the child registration form. If other arrangements are made, employees of the childcare centre must be notified in writing prior to pick up. Anyone who is picking up a child and is new to employees must show photo identification to confirm that they are who they say they are before a child can be released.

Arrival and departure procedures (COVID-19 New Measures)

Upon arrival, an employee will be waiting at the door to have children signed in for the day. Please sign your child in, say a quick goodbye and have your child walk into the centre. We understand that it can be hard on parents and children to not be able to come into the facility together. We will do our best to make sure your child is doing alright after getting dropped off. It would help if each parent could talk with their child before starting the program so that children are ready and have a clear idea of what the drop off/ pick up will look like. The employee who is at the door will watch your child walk into the centre. There will be other employees ready to greet your child inside and will offer any help with taking off jackets and putting on indoor shoes. During pick up, children will line up and be ready to meet their guardian outside. There will be an employee waiting at the door to overlook the children exiting the centre one at a time. This employee will have the parent or guardian sign the child out for the day. Please try not to hang around outside of the centre too long as social distancing is important with covid-19. Please be sure to give others plenty of space when waiting outside to drop off or pick up your child. **Please note:** under "normal" circumstances when COVID-19 is not a threat, parents and guardians will be welcome to come into the centre with their child during drop off and pick up.

If staff suspect that the person who is picking up a child is under the influence of drugs or alcohol, the child will not be released to the person. The emergency contact for the child will be called immediately to pick up the child.

A **late pick up fee** of \$1/minute will be charged after a 5 minute grace period. After 15 minutes of being late, staff will attempt to contact the parents/guardians. If staff can not get in touch with the child's guardian, staff will try to contact the child's emergency contacts. If neither the guardian or emergency contacts can be contacted within 1 hour of the scheduled pick up time or the centre closing, staff will contact a child welfare worker from the ministry of children and families. It is out of our employee's control if a child welfare worker enters the centre and is required to remove a child from the centre.

We ask you to please be considerate of the hours of operation as well as the staff who need to leave at the end of their shift.

Custody Arrangements

Parents/guardians must let staff know if there is any custody order or arrangement in place for their child. If a parent/guardian would like to request that a certain person is not allowed access to pick up their child, this request must be given to the owner/operator of the centre in writing with a parent/guardian signature. The safety of the children in our care is number one.

Smoking: There is a no smoking policy for staff and families on or around the childcare centre property.

Parking: At this time, we are permitted to use the upstairs and downstairs parking lots for quick pick up and drop offs. If you would like to come into the centre or socialize, we ask that you please use the underground parkade only. Our permission to use upstairs can be revoked if our customers are parking longer than a quick pick up or drop-off. We really hope to keep this privilege and ask for your cooperation and consideration to the upstairs businesses.

Clothing: Please make sure that your child is dressed comfortably when coming to the centre. Children should wear comfortable play clothes that are you don't mind getting messy or stained. We will be doing daily art and things will get messy! We are not responsible for ruined clothing.

Please label all of your child's items such as their water bottle and lunch bag.

Please keep any toys from home at home. Our staff will not be responsible if a child loses a toy from home or if a toy from home breaks.

Suspected Child Abuse

All employees are required by law to report any incidents of suspected abuse and/or neglect to the Ministry For Children And Family or the RCMP.

Appropriate Language And Behaviour

As this is a childcare centre for young children, we do not condone inappropriate language or behaviour by any adults at any time. All adults who enter the facility must model appropriate language and behaviour at all times. Threatening behaviour by a parent or visitor will result in the staff of the centre calling the police. A Kid's Space Childcare Centre does not condone coercive discipline (eg. spanking, hitting, yelling) and parents/guardians will not be permitted to do so at the centre.

Food And Nutrition Policy

A Kid's Space Childcare Centre will not be providing lunch and snacks to any children. It is the responsibility of the child's parent or guardian to send food for the child each day. We encourage families to pack lunches and snacks with options from the Canada Food Guide. It is up to the parent/guardian to ensure that their child has enough healthy food for the time that they will be in the childcare centre. Children will have two snack times and a lunch time during the day. Children will be encouraged to open any packaging or food items on their own to gain independence during meal and snack times. If the child is having trouble, a staff member will assist with opening the item. There will be nutritious food items in the kitchen for times that a parent may forget to send nutritious food options or for when a child doesn't have enough healthy food options in their snack or lunch.

Please follow all allergy postings.

Please provide an ice pack with your child's snacks and lunch as we do not have the room in the staff fridge to accommodate the children's lunches. Please also provide a thermos if your child will be eating warm foods as we can not heat them up. Children should bring a labeled water bottle to the centre each day in order to stay hydrated. Please clean your child's water bottle daily.

During lunch and snack times, children will be encouraged to engage in conversations with other children, open their own lunch kits/bags and practice table etiquette and manners. Children will have the choice to decide which food item to eat first out of their food options. Children will be encouraged to make healthy choices when it is time for a food break. It is the caregiver's responsibility to make sure children are eating at the appropriate times and that the area they are eating in is clean and appropriate for lunch and snacks. Any food that a child does not eat will be sent home so that parents and guardians can see exactly how much food their child ate while at the centre.

Lunch and snack breaks will be at the same time every day. However, lunch and snack break times may be staggered because of COVID-19. Children and staff will sit together during food breaks. Parents are encouraged to pack at least 2 different food groups for each snack as well as 1 main lunch item with 2 other food group items to have after the main lunch item. Children are encouraged to drink water over juice whenever possible. **Please refrain from sending any sort of junk food such as chocolate, candy, pop, cookies, etc.**

Children will never be forced to eat as a form of punishment. Food will never be withheld from a child. If a child refuses to eat anything from their food options, the parent or guardian will be notified. If at any time a child seems to be needing more food, staff will let the parent/guardian know. In the case that a child forgets their lunch at home, there may be a healthy, non-perishable food option available from staff. Staff will not give any food to the child unless they are 100 percent sure that there are no allergies or diet restrictions. Parent's/guardian's will be notified after class about the child having food offered by staff.

Please note: If you would like to bring a special treat for your child's birthday, please bring fruit only. There are many fun ways to present it to make it special.

Care And Supervision Of Children

Ratio of staff to children:

Up to 16 children:

1 Early Childhood Educator & 1 Early Childhood Educator Assistant. An educator assistant may cover for an E.C.E for up to 29 days.

17-23 children:

1 Early Childhood Educator and 2 Early education assistants

Qualifications Of Staff

Early Childhood Educator certificate or diploma, Early Childhood Educator Assistant Certification, 20 hour Responsible adult course, B.C license to practice, 2 character references, work history and a clear criminal record check to work with children. All staff will have experience with children prior to starting a position in the childcare centre. Although more than 1 staff member may have child first aid/CPR, there will always be at least 1 person on the floor who has their full child first aid & C.P.R.

All staff will have the temperament to work with children. All staff will practice patience and empathy. Anyone who works in the centre will be calm, professional and engaging. All staff will be of good character. All staff will

genuinely love working with children. They will have proper training and experience to demonstrate the skills needed to work in a childcare setting. All staff must be reliable, work well in a team and must be self motivated. All staff will practice cleanliness and organization of the centre. Staff will come to work with a positive attitude. All staff will practice confidentiality when it comes to keeping records of children in the centre etc.

Duties:

E.C.E's & E.C.E assistant's will create, develop and implement programs suitable to children's age and development. These may be individualized or group programs. They will develop programs and activities to promote problem solving skills, independence and autonomy.

Employees will make each child feel included and welcome at all times. We will always do our best to make children feel safe and happy while in our care. Our goal is to create a safe and nurturing environment where children trust the staff.

Employees will be knowledgeable on all policies and procedures and will maintain open communication with the licensing officer, staff and families. Employees will always adhere to all policies and procedures. Employees will monitor the inside and outside space for any hazards. Teachers will follow licensing protocols for administering medications to children.

Employees will always model good language and behavior. Employees will tend to children's needs as required. (eating, drinking, toileting). Employee's will model good nutrition habits around the children. Employees will maintain great communication with staff, families and licensing for any matter that may come up. Staff will always be professional and polite when communicating to other staff, families and licensing (Vancouver Coastal Health).

Supervision

Children will be actively always supervised while indoors and outdoors. Staff will always comply with the staff to child ratio required by Vancouver Coastal Health. Active supervision means no cell phones, actively listening, watching and moving. Staff will always be aware of the children and their environment whether they are inside or outside. Active and positive supervision is intended to ensure the physical and emotional safety of all children. Active and positive supervision reduces the risk of harm to children by preventing injuries and accidents by being proactive. Employees will be responsive to each child's needs and will interact with each child equally. Childcare providers will scan and observe all areas and surroundings continuously to always ensure safety and support of children.

Supervision with toilet use: Any child needing to use the washroom will be guided to the washroom by an E.C.E or E.C.E assistant. Staff will give the child privacy as needed and will be right outside of the washroom. Staff will go into the washroom and assist as needed. If a child is 3 years old or older, it is recommended that they are already potty trained or at least in the stages of potty training at home in order to make washroom use easier at the centre. If a child is needing a diaper change, an E.C.E or an E.C.E assistant will take the child to the washroom and assist with the diaper change. Diaper changes will be done on a change table. All diaper changing surfaces and areas will be regularly cleaned. Parents will provide weekly supplies such as diapers, wipes, cream, etc to be kept at the centre. Staff will let parents know if they are needing more supplies sooner. Staff will be sure to remind children to wash their hands after using the washroom.

Employees will be engaged in children's play and learning. Employees will encourage social, emotional, physical, intellectual and growth. Employees will make sure that their bodies are facing children, always having full visual view of supervising children. If their view is obstructed, they will move their bodies to create an unobstructed view. Childcare providers will be strategic in positioning themselves to maintain a clear line of vision. Care providers will understand children's abilities, temperament, and developmental level to provide the best quality of supervision. If one to one supervision is required, staff will communicate with each other to ensure all children are being fully supervised at the same time with the proper staff to child ratio.

Outside time:

Staff will escort children into the back patio/outdoor play area through the front door and side gate. Staff will keep the ratio of staff to children when going outside. Staff will keep children safe by having children form a line and walking slowly out the door. Staff will actively supervise children as they walk out the door as well as once they are outside. Staff will escort children back into the facility the same way.

Neighbourhood field trips:

Staff and children may participate in neighbourhood field trips when the weather permits. Our group of staff and children would go to the Pemberton & District Community Centre which is across the street from our centre. We may go to the library. We may use the gym at the community centre, the water park or the park at the community centre at different times each year. Parents and guardians would be given a walking field trip permission form to fill out and sign in order for their child to participate in any walking field trips. Parents/guardians will be given notice of the upcoming walking field trip.

The safety of the children will always be our top priority when we go on walking neighbourhood field trips. The group of employees and children will always stay together to keep the ratio of adults to children. Before leaving the centre, all children will form a single line. There will be one teacher at the front of the line and 1-2 teachers at the back of the line (depending on how many children are in attendance that day.) The teacher at the front of the line will bring the first aid kit before exiting the centre. Before the adults and children exit the centre, staff will do a headcount to make sure all children are accounted for. Children will wear a walking belt for road safety at the start of the year and transition to holding a rope later when all children are familiar with road safety. The teacher at the front of the line will ask everyone to stop and listen to what she has to say. This teacher will go over the safety rules and will instruct all children to stay far away from the road and to have safe bodies while walking. We will stop at the crosswalk between our childcare centre and Signal Hill Elementary School. The teacher at the front of the line will press the crosswalk button and watch for cars. Once it is safe to go, the teacher at the front of the line will instruct the group that it is safe to do so. The group will follow. The group will stay in their safety belts until they reach their destination and staff says that it is safe to unclip. Before commencing with activities, the teachers will speak to the group of children about rules and safety. The entire group will always stay together. Staff will have children use the washroom before heading out on a walking field trip. There may also be a responsible adult with the group as an extra set of hands. This responsible adult could help with the group while a teacher takes a child to the washroom if needed. There are washrooms inside of the community centre. Staff and children will use the same plan to exit the community centre as they did to get to the community centre in order to go back to the childcare centre. Staff will do a headcount of children before exiting the community centre. The group will use the crosswalk between the community centre and the Pemberton medical clinic to safely walk back to the centre. Attendance will be taken a 3rd time once the group is back inside of the childcare centre. We may have children buddy up and hold hands when in line and walking on local field trips. But during a pandemic, that will not be allowed.

Caring For Children:

The safety of children is so important to our staff. We want children and families to feel good about our childcare program. Children should feel included, welcome, happy and safe always. Children should feel comfortable with communicating to the staff if needed. Our staff will always strive to be the best teachers we can be and to make your child feel special and well cared for. Children should look forward to coming to our centre. Parents should feel relief by knowing that their children are in great hands. Children will always have assistance in the bathroom if needed as well as any assistance with nap time or food breaks as needed. Staff will always make sure that the centre is routinely cleaned, sanitized and organized. Your child deserves a safe, clean environment to grow and learn in. Thank you for entrusting us with your children's care.

Our Philosophy: At The Nest, we strongly believe that children are the future. All children in our care should feel safe, supported, loved, happy, welcome and included! All children have the right to new learning opportunities, fun, creative play and the chance to make new friends. Children should look forward to coming to The Nest. Children's parents should feel good about dropping their child off each day. Children in our care should feel stimulated. We will always strive to offer a warm, welcoming environment to our families. We will always welcome children of various cultures and ethnicities as we believe that all children should be celebrated for who they are. All children and their families will be respected. We always encourage open communication with parents and guardians.

Thank you for registering your child in our care program. We can't wait to welcome your little one!

The Nest (operated by A Kid's Space Childcare Centre) Family Handbook

