



Parent Handbook

Policies & Procedures

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Welcome

As a licensed child care center, New Kids on the Block Daycare is staffed by professionals who strive to offer families a wide range of creative programs and services. Our staff understand the importance a safe, home-like environment that provides many opportunities for children's exploration, discovery and expression through a variety of indoor and outdoor activities. We believe that when you leave your precious little one with us, you should feel that it is the best decision you've have made that day!

Outside we have two beautiful and large outdoor play areas with lots of equipment. This natural environment includes several lovely fruit trees, gardens, lawns, bike paths and two large enclosed sand boxes. We are also surrounded by many parks within walking distance for our 3-5 year olds and infant/toddlers.

Our Philosophy

New Kids on the Block Daycare strives to provide a safe, nurturing, home-like environment where children are introduced to a wide variety of fun and educational activities that promotes individual growth and social skill development. By creating a safe, secure and warm atmosphere, children will develop independence, confidence, and a positive sense of themselves and the world around them. At our center, every child is valued and respected as a unique individual. Our philosophy encompasses play based learning accompanied by a preschool curriculum that stimulates growth, encouraging them to develop to their full potential and to do so with care, respect and the love they deserve.

Our promise

- To create an environment that nurtures your child's emotional, social, physical and intellectual development
- To provide you with high quality and reliable child care services
- To create a safe, nurturing, home-like environment for your children

Our Staff

New Kids on the Block Daycare staff are licensed through the BC Early Childhood Registry as Early Childhood Educators or Early Childhood Educator Assistants. They also hold a valid Emergency Child Care First Aid & CPR certificate. All staff, substitutes, volunteers and Early Childhood students have undergone routine criminal record checks in accordance with the Child Care Licensing Regulations. Staff maintain the child/staff ratio established by the Community Care Facilities Licensing. At a minimum:

1 caregiver for every 4 children in our infant/toddler program

1 caregiver for every 8 children in our 3-5 year old program

Our center is a practicum setting for Early Childhood Educator students and volunteers. From time to time, we will have students/volunteers join our center for certification or other training. As such, the Manager will regulate their participation for the security and well-being of the children at the center. When we have requests from students/volunteers, we will notify parents the

names and the schedule of when our students are with us. We will also include the nature of the practicum. If at any time, a parent is not comfortable with their child being observed or videotaped, we will ensure that their wishes are respected.

As per our Privacy Policy, all information collected is confidential. Information shared or gathered between New Kids on the Block Daycare and the Educational institution is solely for the purpose of supporting our students through their education.

Daily Routine

	<u>3-5 Year Program</u>		<u>Infant / Toddler Program</u>
7:30	Center Opens		7:30 Center Opens
7:30 – 9:00	Free Play (art, sensory, building, table top toys, fine motor activities offered)		7:30 – 9:00 Free Play (art, sensory, building, table top toys, fine motor activities offered). Clean up and handwashing for snack
9:00 – 10:00	Clean-up for circle, dance party and circle Hand washing for snack		9:00 – 9:30 Snack time and getting ready for outside play
10:00 – 10:30	Snack and getting ready for outside		9:30 – 10:45 Outside time and getting ready to go inside
10:30 – 12:00	Outside time and getting ready to go back in for lunch		10:45 – 11:30 Handwashing and Lunch time
12:00 – 12:30	Lunch Time		11:30 – 12:30 Getting ready for nap
12:30 – 1:00	Quiet Time and getting ready for Nappers		12:30 – 2:30 Nap time
12:30 – 2:00	Nap time for designated nappers** Outdoor free play when they get up		2:30 – 3:15 Wake up time and getting ready for second snack
1:00 – 3:00	Outdoor free play		3:15 – 3:45 Snack time
3:00 – 3:30	Wash hands and Snack		3:45 – 5:00 Free Play, either inside or outside
3:30 – 5:00	Free Play, either inside or outside		5:00 Center Closed
5:00	Center Closed		

*** Children who require a nap will have a rest time shortly after lunch. Please bring a small blanket and stuffed animal (if they use one) to help your child feel comfortable.

Hours of Operation

Obed / Earl Grey Location

121 Obed Avenue & 2969 Earl Grey Street, Victoria, B.C.
Monday – Friday 7:30 a.m. – 5:00 p.m

We are closed on all statutory holidays, including Easter Monday and Truth and Reconciliation Day. The center is also closed the weeks of Christmas and New Year's for maintenance work and the week before the September long weekend for planning.

Unscheduled Closures

Our fees reserve a daycare space for your child on a monthly basis and are not adjusted for days missed due to illness, vacation, other absences or unforeseen or planned center closures (ie. due to weather, sickness, mandated closures or otherwise)

Due to Weather/Power Failure:

There may be times when we have to close due to unforeseen circumstances such as weather, power failure etc. For example, in the event of extreme weather, our child care program will be closed if the School District is closed, if staff are unable to make it safely to work, public transportation cannot operate and/or there is no power/water at the center. In the event of a power outage, our program may be unable to open or require to close early.

Due to Sickness:

There are times when staff may be sick. Our center have extra staff to cover some sickness at our center. However, if too many staff are sick, whereby we are not able to meet Island Health's minimum ratios for staffing, our center will close until staff are able to return. There are also times when many children may be sick due an illness, or a communicable disease which may require the center to close for sanitation.

Whenever possible, you will be notified of a potential closure by email or phone if we must close earlier than the scheduled closing time.

Arrival and Departure

Staff members are responsible for signing children in and out of the center. When dropping off and picking-up your child, take a moment to say hello and goodbye and ensure the day is starting and ending well.

Drop-Offs

During drop-off, take a minute to tell the teacher of any new pertinent information about your child that might affect his/her day. As a licensed facility, we adhere to staff/children ratios at a minimum 1:8 in our 3-5 Year Old Program and 1:4 for our Infant/Toddler Center. Where able, we may combine programs for the first half hour of the day.

We can take the following number of children at the following times:

3 – 5 Year Old Program

7:30 – 8:00 – maximum 8 children
8:00 – 8:30 – maximum 16 children
8:30 – 9:15 – 17+ children to a maximum of 25 children

Infant/Toddler Program

7:30 – 8:00 – maximum 4 children
8:00 – 8:30 – maximum 8 children
8:30 – 9:15 – 9+ children to a maximum of 12 children

If a parent arrives and the maximum number of children have already been reached, parents must stay until the next staff starts their shift. Our doors close promptly at 9:30am and there will be absolutely no drop offs after 9:30am unless it has been pre-arranged with us (ie. Drs. Appointment). If your child has a pre-arranged drop-off they may require a snack before arriving. We will not be accepting any children, no matter the reason after 11:30am.

We ask parents to notify the center before 9:30am if their child is going to be late or absent.

Authorized Pick-Up

It is important for children to have a balance of time at home and at daycare each day. Continued long days at daycare can create behavioral issues due to lack of rest and insufficient time with family. We recommend children not spend more than 9 hours/day in care to allow for family time.

At pick up, we cannot release a child without following certain guidelines set out in the Child Care Licensing Regulations. The intent of these policies is to ensure the safety of a child by establishing that only a parent or guardian, or person who has been authorized in writing by a parent or guardian, is permitted to pick up a child at a child care facility. The parent or guardian is required to notify New Kids on the Block Daycare in writing if someone who is not listed on the registration form will be pick up the child. If the person picking up the child is not known to staff, information about the person must be provided, including name, phone number, description, and they will be asked to show government issued photo identification. The person picking up the child must be 19 years of age.

If an unauthorized person arrives to pick up a child, the child will not be released. The staff will explain the policy that no child will be released without written authorization from the parent or guardian. If a person will not leave and the situation becomes difficult, police will be called for assistance. All reasonable efforts will be made to ensure the health and safety of all persons involved, including the child, other children in care and the staff members.

Custody Order

Without a custody or court order on file, the staff cannot deny access to a non-enrolling parent. If the non-enrolled parent is not listed on the authorized pick up list, every effort will be made to contact the enrolled parent. It is up to the parent to guardian to provide accurate and up to date information concerning legal guardianship of the child.

When the parent or guardian of a child or person authorized to pick up the child appears to be incapable of providing safe care for the child upon pick up (e.g. under the influence of alcohol or drugs), the staff will call a taxi, relative or friend to pick up the person or child. If necessary, the police will be contacted for assistance and the Ministry of Children and Family Development if the child is at risk and in need of protection.

Late Policy

If a child is not picked up by closing time, there is a late fee of \$2.00 per minute. If the parent/guardian has not called, the staff will try to contact the parent or guardian after closing and then the authorized alternative person(s) on the registration form. If 15 mins passed our closing has passed and there is still no contact from the parent or guardian or pick up arrangements, the staff will contact the Ministry for Children and Family Development at 1-800-663-9122 or 250-310-1234. If late pick up is an ongoing problem and a reasonable effort has been made to solve it, then a notice of termination of service is given.

Entry & Transitioning

Gradual Entry

It is important for you and your child to feel comfortable at our center. To make transitioning to our center easier for children, we recommend the following schedule for transitioning:

- Day 1 Arrive during our free play time, usually around 10:30am. This is a great opportunity to meet the teachers, ask any questions you might have and to allow your child to have a fun, easy day with friends.
- Day 2 Drop off at 8:30am and return for pick up around 12:30pm. Bring a morning snack and lunch.
- Day 3 Arrive at 8:30am and return after 3:30pm. Bring enough for two snacks and lunch. If your child naps, please bring a small blanket and stuff if they need it.

Transition days typically start on your start date. You may extend your transition by doing multiple half days if needed. Every child is different and transition may take 0-6 weeks for a child to feel comfortable, particularly during drop off and nap time.

Attendance for Supported Children/Support Staff

If your child is supported with a one-on-one worker, it is key to communicate with that worker and daycare management staff regarding days, hours and absences. In the unfortunately situation where the support staff falls ill and is not able to support your child in daycare, we will look at all options we can to provide care within our center. Unfortunately, you may be required to find alternative care for your child that day.

Probation Period

Each new child is accepted on a two calendar month probationary period. During this time, New Kids on the Block Daycare reserves the right to refuse care. If a child is not able to participate in the regular daily program, the parent/guardian will be asked to meet with management and alternative care will be discussed. It is up to the parents/guardian to arrange alternate care for their child. Should the probationary period need to exceed the regular time frame, the parent/guardian will be notified in writing.

Waitlist / Request for Care

Children currently enrolled at our center are placed on our internal waitlist and any vacant spaces are filled in the following priority:

1. Current staff, including staff on leave
2. Current children attending part-time waiting for full-time space (note: shared spaces requires atleast 6 months service)
3. Applicants requesting care who are siblings of the children enrolled at our center
4. External applicants requesting care

The length of time is different for each age group and type of care. It is very difficult to predict when a space might be available for your child. Typically, the majority of spaces become available in June and September of each year as children are leaving for Kindergarten.

As noted above, there are a number of priorities for enrollment. Your place on our waitlist might change in some circumstances, so children may come onto the waitlist after you, but because they have "priority" they may in fact move ahead of you. We attempt to give a minimum of one month's notice when a space becomes available. You will have 48 hours to respond before we move to the next child on the waitlist. If you choose to turn down the space, you will still remain on the waitlist. If you accept a space, a non-refundable \$150 administration fee and deposit of \$500 is required. If you accept a space and decide you no longer want it, the registration fee and deposit is forfeited.

Once services start, we require one Calendar Month's notice, regardless of whether your child attends the last month. The deposit will be applied to this last month and the difference will be paid as per the payment schedule. In instances where your child is not attending the last month, funding from ACCB (re. Subsidy and the Fee Reduction Initiative) may not be applicable as per ACCB regulations and you will be responsible for the full parent portion of the fee. .

Transitioning to the Next Program

Enrollment does not guarantee a space in the next program. We will make every attempt to move each child to the next age group, however, due to the limited number of child care spaces available, we cannot guarantee a space will come available when needed. Children currently enrolled and meet the age requirement (minimum 2 years 6 months) and are developmentally ready to move to the next age group are prioritized above those that may require more time in the infant/toddler program. Additionally, if a child turns 36 months and there are no vacancies in our 3-5 year old program, we will apply for an exemption for that child to stay in their current program and apply for an exemption until they are able to move to the program. Exemption granted by Child Care Facilities Licensing, we cannot guarantee that the exemptions will be granted.

Sharing Spaces

Our Infant/Toddler Program only offers full-time spaces at this time. Part-time space may be available in our 3-5 year old program .

What to Bring:

- For those still in diapers, please bring
 - Diapers/Pull ups and Wipes
 - Diapering Cream
- Two full sets of extra clothing (pants, shirt, underwear, socks). three sets for toilet training. All clothing should promote independence (easy to get on/off)
- Water bottle
- Indoor shoes are required in case of fire or other emergencies
- Bicycle helmet (children are not permitted on bike/trike without a helmet). Helmets are not permitted to be shared
- For children still requiring a nap, small blanket and stuff animal (if child uses ones)

- Appropriate seasonal clothing ***see below*In terms of clothing, it is best to have children dressed appropriately in clothing that fits, are comfortable and that they are able to manage themselves. This encourages independence and a sense of accomplishment when they are able to manage themselves.

Always have spare clothing for your child in case of unexpected changes in weather (particularly during changes in seasons) and in case of unexpected events (e.g. accidents while potty-training). It is mandatory that children go outside everyday unless severe weather conditions prevent outdoor play. Therefore, it is important to have appropriate seasonal clothing. Here are a few suggestions for dressing your child in weather appropriate clothing:

<u>Seasons</u>	<u>Items Needed</u>
Winter	Winter/Rain boots Winter coat/snowsuit Mittens/gloves (extra is recommended) Winter hat Extra full set of clothes
Spring/Fall	Rain jacket or transitional jacket/sweater Rain boots Splash pants or muddy buddy Extra full set of clothes
Summer	Sunscreen Sun hat Extra full set of clothes ***No flip flops or open toe shoes***

Schedules & Fees

Registration & Deposits

To secure a space, there is a one-time non-refundable registration fee of \$75 and a deposit of \$500 per child. Although we do our best to ensure parents get the start date they want, securing a space does not guarantee the start date and this may change with little or no notice. This deposit is non-interest bearing.

Please note that if the registration fee & deposit is paid and you decide to withdraw without out having started, the registration fee and deposit will be forfeited. We encourage parents to ensure they are committed to attending our center before securing a space.

Admission of a child into our care requires a signed parent contract and completed registration form, including their immunization records.

Full & Part-Time Fees

All fees are determined on a monthly basis. Fees are due on the 1st of each month. Fees include daily activities and special treats. Discounts are not given to parent for children absent from the center, due to vacations, illness or unforeseen or planned closures.

Fees can be paid by cash, cheque, money order or e-transfer. We request that six months of post-dated cheques to be given in order to allow prompt payment and in order to alleviate the stress of remembering to write a cheque every month. Cheques and money

orders should be made payable to **New Kids on the Block Daycare Inc.** The charge for NSF cheques is \$50 and fees must be paid in two (2) business days. E-transfers can be made to reiaj3@gmail.com with the password being *childcare*.

All fees are assessed on an ongoing basis to ensure market rates and are subject to change. Regular fee increases normally occur in September 1st of each year.

Fee Reduction Initiative

On March 2018, the government announced the Child Care Fee Reduction Initiative aimed at reducing child care costs for parents for children attending Family and Group Licensed daycare facilities. Parents do not have to enroll or apply to receive the reduction. The fee reduction amount for full-time is currently \$350/month/child for infant/toddler and \$100/month/child for our 3-5 year old program. Fee reduction amounts are pro-rated for part-time attendance. This amount will change in accordance with the initiative. Our center is in participation of the program. If the Fee Reduction Initiative ends or there is delay in funding, parents will be responsible for the full-cost of fees until funding is received.

Subsidy Policy

The Child Care Subsidy program is administered by the Ministry of Children and Family Development BC Provincial Government. It is a monthly payment that helps eligible families meet the cost of childcare. Families must fill out an application with supporting documentation and once it is approved and authorization established, the provider receives an authorization number and billing forms. Parents interested in inquiring about Child Care Subsidy should contact the Child Care Subsidy Program. Our staff can provide families with contact information. Please maintain communication with our staff during the subsidy application or renewal process. Child care can not start until authorization and billing forms are received unless the parent agrees to pay the regular fee. In instances where New Kids on the Block has not received the proper forms to bill, parents will be responsible for fees at the first of the month.

Providers can only bill for the maximum number of the days that the family is qualified for, if the child actually attends. If the child is booked to attend but does not, the provider can only bill subsidy for that day if the parent informs the provider that the child or their parent was ill or on holidays. It is up to the parent to ensure that the provider is informed if the child is away because of illness or vacation. If the provider is not informed, the parent will be responsible for the regular fee. The fee for missed days that are not covered by subsidy is to be paid before the end of the month.

The parent is responsible for any fees over and above what subsidy pays on behalf of the family with the parent portion due on the first of the month.

Schedule Changes, Withdrawals and Termination

We understand that from time-to-time, a child's schedule may need to be changed. We are happy to accommodate changes to your schedule; However, the scheduling of our daycare is based strictly on the availability for that day. For this reason, once your child's schedule is determined, changes are not permitted unless there is room in the schedule. If you would like to increase your days, we are happy to work with you based on the availability we have. If you would like to decrease the number of days, we will require a minimum of one month's notice. All part-time fees are monthly and there are no make-up days due to illnesses, vacations, or other absences.

A **minimum of one calendar months' notice** is required when you are intending to withdraw your child from the center, regardless of the reason. If a deposit has been paid, the deposit will be applied to the last month's notice period. Once notice is given:

1. Your child may continue to attend until their last day; or
2. You may choose not to have your child attend. If your child is not attending and is no longer registered at our center (ie. attending a different center), the fee reduction and any subsidy would not apply as the child would not be actively registered in our program. For example, A child in our 3-5 year old program pays a fee of \$300 because subsidy covers \$550 and the fee reduction covers \$100, for a total of \$950. If the family withdraws for November 31st, written notice must be received on or before October 31st. If the family is no longer registered at our center, the family would be responsible for the total \$950.

Please note that if a deposit is paid and your child has not started, the deposit will be forfeited.

We are committed to working with parents in a collaborative basis to deal with ongoing issues. However, if a child or parent cannot adjust to the center's policy and procedures, or if the child behaves in a disruptive manner towards staff, other children or parents at the facility, we may request immediate removal without notice.

Emergency Policy & Procedures

Policy

New Kids on the Block Daycare Emergency Policy is reviewed, practiced and recorded on a regular basis. In preparation of for emergencies, all staff are trained in New Kids on the Block Procedures, including those for fire, earthquakes and other major emergencies. Fire and Earthquake drills are carried out each month, and a full evacuation is performed once per year. Other measures include:

- testing of smoke alarms
- regular equipment checks
- emergency preparation kit containing first aid kit, attendance record, pen/pencil and emergency information card for each child kept by the exit for easy access
- simple diagram of exit path and plan to the meeting place
- emergency supplies including water and food
- children education on what to do during an emergency

In the event of a real emergency, staff and children will evacuate and not re-enter the house until it is deemed safe by an authorized person. If it is unsafe to re-enter the house, staff and children will go to the other New Kids on the Block house. If both houses are unsafe, the staff and children will exit the buildings but stay on site, if safe to do so, and wait for further instructions from authorities. Parents will be notified immediately and arrangements will be made to reunite parents with their child(ren). As with normal pick-up, in an emergency situation, children will only be released to a parent, guardian or other authorized person as listed on their registration form.

Emergency Comfort Kit

In the event of a major emergency such as an earthquake, we want to ensure your child is cared for at all times. This specially designed kit contains items to help soothe your child in an emergency. These kits will be stored at a center and returned to you when your child no longer attends New Kids on the Block Daycare.

- In a large, clear re-sealable bag, labelled with your child's name, please pack the following items:
- 2 or 3 individual sealed snacks (e.g. granola bars, fruit leathers, raisins, etc.)
- Emergency space blanket
- One light stick
- A small stuffed animal, toy or game
- Small package of facial tissue
- 1-2 diapers/pull-ups if needed
- family photograph
- comfort note – handwritten by parent or guardian to reassure your child that you will pick them up as soon as you can, and/or other words of comfort

Accidents and Incidents

Your child may sustain minor injury at our center. If this happens, we will notify you at the end of the day in person and explain to you what took place. Due to confidentiality, if another child was involved in the incident, we do not discuss who it was.

We will always call for any injury involving the head and anything deemed above and beyond what we would normally see for injuries, including any incidences where no injury can be visible seen, but the child continue to show discomfort or pain.

Medical Emergency

In the event a child experiences serious injury or illness, a staff member will contact the parent or guardian immediately to arrange transportation and care. If necessary, a staff member will secure emergency medical care from paramedics. If a parent or guardian cannot be reached and the child is in need of a medical evaluation or immediate health care for life threatening injury or illness, 9-1-1 will be called and a staff member will accompany the child and will remain with the child until a parent or guardian can be with the child.

If the parent/guardian cannot be located, staff will take the following actions:

- Call the emergency contact persons listed on the Registration Form;
- Call 911 and accompany child;
- Continue to call parent/guardian and emergency contact persons

By attending our center, parents agree to release and indemnify New Kids on the Block and all staff members from any and all liabilities resulting from accidents, illnesses, other circumstances and/or medical treatment received by their child as a result of a medical emergency occurring while in the care of New Kids on the Block Daycare Inc.

General Information

Communication Policy

New Kids on the Block Daycare encourages parents to discuss their child's progress with staff members and voice any concerns, suggestions or comments. Please feel free to communicate with the staff or manager any time during the day by email, or to speak to the owner, please feel free to arrange a scheduled conference. Please let us know of any change or crisis at home that might affect your child's well-being or behavior while in our care. If we are kept informed of your child's adjustments and experiences, we can work together to ensure we are meeting your child's needs. Likewise, New Kids on the Block will communicate with parents if issues arise. Both parties must make themselves available to meet when requested. Please be sure to inform us of any changes pertaining to:

- Any custody arrangements and to provide any documents necessary to ensure compliance. Such documents will be held on file (court orders for example). Without a custody or court order on file, the caregiver cannot deny access to a non-enrolling parent
- Any food allergies
- Change in the home which may affect my child's behavior in daycare
- Any changes to contact information, including emergency contacts and person(s) not authorized to have access
- Updated immunization records and other records pertaining to the child's care

On occasion, parent will be asked to meet regarding their child's progress, care plan or any other matters. Parents must make themselves available.

Parent Conduct

Parents and employees are to be respectful in communication to ensure the centre remains a safe place for all involved. Comments and questions are encouraged, and concerns must be relayed to employees in a way that respects our setting. Harassment towards employees, other parents or the children in our care will not be tolerated.

Harassment is defined as belittling or threatening behaviour directed at an individual (staff, other individual or children), whether it be intentional or unintentional, that creates an uncomfortable, negative, and/or intimidating atmosphere.

We know that differences will arise from time to time. We understand that every parent wants the best for their child, and we want the best for them as well. While we do our best to meet every family's need, we are responsible for **ALL** the children in our care and when there are requests, they will be dealt with on a case-by-case basis. This means we have to reflect on our current class complement, staffing levels, program, policies, procedures, regulations and our philosophy. We may also have to consult with outside organizations. Most requests are absolutely doable, some are just not possible, while others may be to some degree, or temporarily solutions may be found. It is important that families work together with us to find solutions.

Examples of harassment may include, but are not limited to:

- Written or verbal abuse or threats
- Unwelcome remarks, slurs, jokes or suggestions that are related to any characteristic identified in the definition of discrimination
- Unwelcome physical contact such as patting, touching, pinching or hitting
- Unwelcome remarks, contact or invitations
- Abuse of authority that undermines someone's performance or threatens their career
- Bullying
- Negative comments and gestures
- Aggressive or passive aggressive conduct
- Spreading malicious rumours, gossip or innuendo
- Physical or sexual assault
- Humiliating or embarrassing an individual in front of co-workers, children or parents
- Displays of sexually explicit, sexist, racist or other offensive material
- Practical jokes that embarrass or insult someone or could result in bodily harm or injury
- Slander on social media sites

If any type of harassment occurs, we will always do the following with the individual:

- They will be reminded of our policy
- They will be notified how their behaviour constitutes harassment
- The event will be documented and copied to the child's file for record keeping

If the event of harassment is highly egregious or violates childcare Licensing regulation:

- The incident will be documented and reported to Licensing
- The parent's child may be suspended from the program until further notice
- Parent may be escorted off the premises by staff
- The parent's children may be automatically withdrawn from the program: All personal effects of the parent's children will be collected
- Any fees or deposits paid to the day care are forfeited

New Kids on the Block Daycare retains the right to terminate without notice if violation is highly egregious, no solution can be found or individual is unwilling or unable to follow our policy, or trust is irrevocably broken that creates a negative impact.

Behavioral Guidance Policy

At New Kids on the Block Daycare, we believe each child is a unique individual who develops at his or her own rate. We use positive guidance to help children develop self-confidence, self-control, self-discipline and sensitivity in their interactions with others. Clear, consistent and simple limits are used to help children learn what behavior is appropriate. Acceptable discipline implies age appropriate expectations, praise and encouragement, modeling and effective communication, and natural consequences. Guidance and discipline will be based on a positive, non-punitive approach. We do not practice punishment (e.g. clapping, shaking, spanking etc.) at our centers. We do not humiliate, confine or deprive children from meals, snacks or toilet use as a form of discipline.

When communicating with the children, our staff will always do so in a positive, respectful manner. Our staff will model appropriate behavior at all times and encourage the children to use their words to express themselves. Limits are clear, simple and consistent, and children are encouraged to come to a teacher if they need assistance with problem solving. If intervention is necessary, the child's attention is gained in a respectful way, using a calm voice and eye contact.

Sometimes, it may be necessary to redirect a child to a different activity or to close an area of play. "Thinking time" is only implemented if a child is persistently refusing to abide by the rules of safety for self, others and the environment. They will be removed from general activity but will remain within the play space and be given opportunities to make amends. Ultimately all staff will strive to create an environment in which they are committed to nurturing and guiding children in a positive manner which promotes trust, security and comfort for every child.

Guidance Strategies: Prevention

New Kids on the Block Daycare will use prevention oriented strategies to "set the stage" for a positive atmosphere and maximize opportunities for desired behaviors. The strategy includes:

Establishing Clear, Consistent, and Simple limits - Limits are the statements of what behavior is appropriate. These are stated clearly and are related to the safety and protection of self, others, and the environment. For example, "Inside we walk."

Stating Limits in a Positive Way, Rather than a Negative Way – Phrasing limits in a positive way focuses on what to do, rather than what not to do. For example, "It is time to put the blocks away". Rather than, "Don't leave the blocks on the floor."

Focusing on the Behavior, Rather than on the Child – We focus on a child's behavior, rather than on a child's character, which preserves the child's integrity and offers positive guidance for learning. For example, "when you grab the truck, it makes Sam angry." Rather than, "You should be ashamed of yourself for grabbing the truck."

Stating what is Expected, Rather Than Posing Questions – In matters of routines, limits and expected behavior, it is important to state, rather than to ask. While there are many opportunities for children to make choices, we will offer these options only when they are appropriate. When there is not a choice, make a clear statement of what is expected. For example, “it is time to tidy up now.” Rather than, “Do you want to tidy now?”

Providing Choices – Providing choices is also a valid prevention strategy for young children, which often avoids power struggles. For example, “Do you want to put your pants on first?” Rather than, “Get dressed now.”

Allowing time for Children to Respond to Expectations – Children react more favorably when they are offered cues and warnings. This helps and anticipate or prepare for change. For example, “In five minutes it will be time to clean up.” Rather then, “get that cleaned up now.”

Reinforce Appropriate Behavior, with Both Words and Gestures - When children are doing well, it is important to acknowledge this through words or gestures. Positive reinforcement helps children build self-confidence and encourages them to repeat desired behaviors. For example, “Thank you for taking turns with Kathy. That’s called being kind.” Rather then, “You’re a good girl.”

Ignore Minor Incidents - Adults that work with young children need to develop tolerance for certain amount of noise, clutter and attention-seeking behavior. As long as children’s activities are not infringing on the rights of others, it is often best to take a breath rather than to speak.

Encouraging Children to Use Teachers as a Resource - Children feel a greater sense of comfort and trust and when they know that the caregiver or parent is there to protect, guide, and help them. For example, “If you are not sure what to do, ask and I’ll help.” Rather than, “That’s hard for you, I’ll do it.”

Guidance Strategies: Intervention

Inevitably, there will be occurrences of inappropriate behavior. It is at these time adults need to intervene. New Kids on the Block Daycare will follow the following intervention strategies, or combination of the strategies, to ensure that guidance is supportive rather than punitive:

Gain a Child’s Attention in a Respectful Way - Apart from situations where physical danger is imminent, we will approach a child individually, state their name, get down to the child’s eye level, and use a calm, controlled voice. In situations where children may be losing self-control, the closeness of an adult can often calm them.

Remind – To clarify and reinforce limits, simple reminders are helpful to young children. For example, “The bikes stay on the bike paths.”

Acknowledge Feelings Before Setting Limits - In order that children perceive adult guidance as supportive, it is important for them to know that your feelings are recognized and understood. When limits are preceded by an acknowledgment of feelings, children will be less likely to respond in a negative way. For example, “You look really angry. I cannot let you hurt Scott.”

Redirect or Divert When Appropriate - When adult redirect children’s activity, they assume responsibility for solving a problem children have been unable to resolve through other guidance strategies. As much as possible, children will be redirected towards activities that are in line with their needs. For example, “I can see you really need to be outside. Let’s get our coats.”

Model Problem-Solving Skills – When children face discouraging or frustrating situations, it is natural for them to lose control. As we anticipate this, we will offer verbal and/or physical assistance which models problem solving.

Offer Appropriate Choices – When clarifying expectations or reinforcing limits, caregivers can offer a simple choice. The choices are posed in a non-threatening and non-punitive way. For example, “You can sit quietly at the circle, or you can choose a quiet activity like a puzzle. You decide.”

Use Natural and Logical Consequences – A statement of natural consequences simply clarifies the inevitable or unavoidable outcome of a behavior. For example, “When you forget to put your picture on the shelf, it’s difficult to find it when it’s time to go home.” A statement of logical consequences clarifies an adult-arranged outcome of behavior. For example, “Yes, I can see that the paint has spilled. Here is the sponge for wiping it up.”

Provide Opportunities for Children to Make Amends – Rather than demand a superficial apology, we will offer genuine opportunities for children to restore relationships after an incident of hurt or harm.

The Traffic Light System

The traffic light system is an emotional regulation tool to help kids deal with their emotions before we focus on addressing the behavior and help them problem-solve the situation. The main goal of the traffic light system is to help kids get through those emotional moments by creating a safe space for calming their bodies. Children are allowed to enter the space on their own (only one child in a space at any given time), and exit that space when they are ready (ie. calm and ready to follow direction, like checking on their friend).

Although children can identify basic emotions, managing them properly is a skill that takes time and practice. We use a traffic light because most children understand perfectly how a traffic light works. Red means stop, yellow means wait/slow down and green means go. Equating traffic light to emotions allows us to help children recognize their emotions, find space and time to deal with those emotions and how to carry out and solve the problem:

Red - Stop, I am angry, I no longer have control of my emotions and body

Yellow – Slow down, think, something doesn’t feel good/right in my body and I need space

Green – Act, I am now ready to listen

As part of our behavioral guidance system, we use the traffic light system to:

- Reinforce appropriate behavior
- Acknowledge feelings before setting limits
- Allow time for children to respond by giving them a calming space
- Provide opportunities for children to make amends

There is no allocated space for children when they are feeling in the red zone. When a child is in the red zone, it usually means they are not being safe and they may have lost control of their body and emotions (ie. loud screaming, throwing, yelling). Our first priority when children are in the red zone is safety for everyone. If a child is in the red zone, our educators will ensure their safety and the safety of other children by giving space and time. Other children will be asked to move away to other activities and an educator will stay close by to ensure their safety. We NEVER move children’s body, especially if they are in the red zone. Some children may need an educator to help them calm down through breathing, talking or hugging; others may need to cry or scream it out while we wait.

Once we see that they are starting to calm down, educators may offer the yellow zone to help them calm down completely and when they choose to come out of that space, we are there to talk and teach them.

At our center, we have space allocated to the yellow zone. The yellow zone is a space that children can go to if they are feeling frustrated, sad, angry, unsure and they just want some space. The space can also be created if the child is wanting to stay where they are. Where the space is located is not as important as them recognizing that they need or want to use that space. It is also a space that teachers offer to the child to go if their body is needing that space to calm down or if they need time to make amends with their friend. For example, "I see that your body is in yellow, you're feeling very sad, would you like to go to the yellow zone to calm down?". The child may not want to go to yellow and may want something else (ie. a hug, breathing etc). These options are always available as well, the goal is to help them calm down and the yellow zone is another tool for them to use. In that space, there are special tactile toys to engage the child to help them calm down and also so that it creates a positive space and experience for the child. The children are allowed to come out of the space at any time when they are ready.

Aggressive Behaviour

Our number one priority is the welfare, safety and security of all children and staff within our program. Any aggressive, violent or intentional behavior that endangers the child, other children, staff, equipment or building cannot be tolerated. In these extreme cases New Kids on the Block Daycare has the right to:

- Send a child home immediately
- Impose a suspension
- Limit the child's hours of attendance
- Terminate services immediately without notice. All effects will be returned and remaining fees and deposit will be returned.

Child Abuse

The Child, Family and Community Service Act (CFCSA) requires that anyone who has reason to believe that a child or youth has been or is likely to be abused or neglected, and that the parent is unwilling or unable to protect the child or youth, must report the suspected abuse or neglect to a child welfare worker. New Kids on the Block Daycare staff have a role to be aware of and alert to signs and symptoms of possible child abuse or neglect – and to respond appropriately. The legal duty to report overrides any duty to protect the privacy of clients, patients, students or staff.

If abuse is suspected, if a child discloses abuse or a third party discloses abuse, it will be reported. It is not the responsibility of New Kids on the Block to investigate or question the circumstances of the suspected abuse. We will not inform the parent or anyone of the abuse disclosure. The Ministry has the responsibility to investigate the report and to inform all those involved of their investigation. The protection of the children is our top priority.

Outings

About 1-2 times per week, we leave site and go for walks around the neighborhood and the many parks situated within walking distance. During these days, we ask parents to arrive by 9am.

By attending our daycare, you are permitting your child to take part in planned or spontaneous activities such as field trips, walks or on the bus, without prior approval. The educator will exercise appropriate levels of supervision and ensure adequate safety conditions will be met on all field trips. In the event the educator and children are absent from the center, our location will be posted on the

entrance door. Parents are welcome to join us on field trips. If your child is not booked in to attend that day, we welcome parents and the child to join us on the trip. If parents do not want their child participating in the field trip, please keep them home for the day.

Missing Child Policy

At New Kids on the Block, entrances to and from the center are always supervised during drop off and pick up. We have door sensors that chime when opened and our playground area is secured by fencing and gates that children are not able to open. Staff are strategically positioned on premise and on outings to make sure they have a full view of the children. In addition, head counts are completed on a regular basis and during natural change over times (e.g. during drop off and pick up, transitioning to other activities, change of shift/staff etc). On field trips, children use the buddy system and are assigned to specific staff members. Our staff follow strict protocols when entering and exiting the bus, including head counts and strategically positioning themselves to ensure they have a full view of the children at all times.

We do not anticipate any missing child incidences, but as a precaution, New Kids on the Block will use the following procedures:

1. Staff ask the children to stand with their designated person and carry out a headcount to ensure no other child has gone astray.
2. An immediate search of the vicinity begins once the other children are secured with a responsible adult.
3. The Licensee/Manager or Delegate is informed and they then make their way to the site to aid the search, to be the point of contact for police, and to support staff. In an indoor venue, staff contact the venue's security who will handle the search and contact the police if the child is not found.
4. After 10 mins, staff will contact the police and report the child as missing.
5. The person in charge of the program contacts the child's parent to inform them of what is happening, what has been done and to update them on the progress.
6. The Licensee/Manager or Delegate contacts Licensing.
7. When the child is found, we will contact all the parties involved and hold a debrief as soon as possible.

As a follow-up, we will assess the problem and make changes as necessary to avoid similar incidences.

Personal Belonging Policy

At New Kids on the Block Daycare, we have a variety of toys to play with. We take opportunities to encourage children to share toys and for this reason, we advise parents to not bring toys from home. However, we understand that there are toys that provide comfort and security in some situations. If your child has a special toy which helps them transition into our program or if it helps them sleep, we will keep the toy in their bag or cubby until nap time. We will not be responsible for broken or lost toys. We do not allow toy weapons of any type at our facilities.

Active Play Policy

Active play is physical activity which includes moderate to vigorous bursts of high energy, raises children's heart rate and may make them 'huff and puff' such as running or jumping. For an infant or toddler, active play may include reaching out for a toy, rolling over, balancing in a sitting position and crawling/walking.

It is recommended that active play and physical movement should be incorporated in the child care environment throughout daily routines and activities. Group Child Care Licensed child care programs must ensure a minimum of 60 minutes per day of outdoor

active play. Indoor activity is acceptable when weather is poor or outdoor space is limited. Active play may be accumulated through 15 minute portions of time throughout the day or continuously and consisting of un-facilitated (free-play) and facilitated games and activities.

The purpose of this policy is to ensure the children in our care is supported and encouraged to engage in active play, develop fundamental movement skills. Our center encourages all children to participate in a variety of daily physical activity opportunities that are appropriate for their age, that are fun and that offer variety. In order to promote physical activity and provide children with numerous opportunities for physical activity throughout the day, New Kids on the Block is committed to the concept of active play each and every day. Our program incorporates active play throughout the day during circle time, and inside and outside facilitated and un-facilitated play:

Daily Active Play

- Provide a designated safe outdoor area for infants, toddlers and preschoolers for daily outdoor play
- Provide a variety of play material (both indoors and outdoors) that promote physical activity
- Increase indoor active play time so the total amount of active play time remains the same if weather limits outdoor time

Role of Staff for Physical Activity

- Staff will encourage children to be physically active indoors and outdoors at appropriate time. This includes modelling active play activities
- Staff will limit prolonged sitting activities (i.e. stroller, board games etc.)
- Staff will never withhold the opportunity for physical activity
- Staff will never use physical activity or exercise as punishment

Screen Time Policy

Screen time is any time that is spent in front of a TV, computer, video game, tablet or phone. The latest Canadian data indicates that children who watch more than one hour of screen time per day have double the incidence of being overweight or obese when compared to children who watch less than one hour per day.

All licensed child care programs must limit screen time to 30 minutes or less a day. Programs where children are in attendance for 3 hours or less should not include screen time activities into the daily routine. Screen time is not offered to children under the two years of age.

At New Kids on the Block Daycare, we do not have screen time incorporated in our regular program.

Photo taking

During the year, staff members are often seen snapping photos of the children. We provide parents with the opportunity to have images of their children shared by displaying them around the room or using them for art/crafts and other projects. We may share

photos via email or update with families who are attending or center. We never post pictures online in a public forum or any kind. Each year, we update pictures of the children for their emergency cards as per Licensing Regulations.

Absences & Health

Absences

If you know your child will be absent due to illness or injury, please inform the center immediately as to the reason. If we do not hear from parents before 9:30am, we will call to check in. If your child has a communicable disease, staff and families can then take precautions. No credit or refunds will be given for any absenteeism.

Health / Illness Policy

It is inevitable that children in group care will occasionally get sick. They play very intimately, sharing toys and joys. Additional factors include: children at younger ages have lower immunity to illnesses, and children in group care have an increased exposure to illnesses because of the expanded numbers of people with whom they are in daily contact.

Our daycare policy regarding health is based on the following criteria:

- Preventative public health practices;
- The comfort and safety of the child who is sick;
- The staff's ability to accommodate or look after a sick child
- The protection of the other children, staff, students, parents from communicable diseases and conditions

A child needs to be well enough to take part in all aspects of the regular program (including outdoor play), in order to be at the center.

If your child should become ill at our center, we will make him/her as comfortable as possible. We will notify you immediately and you must agree to make arrangements for pick up within the hour. If your child is seriously ill and we cannot reach you, we will call the emergency contact listed on the registration form. We may call the child's doctor depending on the seriousness of the illness.

Please ensure that your correct contact information is in our files and current.

There are three issues you must consider before bringing a child to the center:

1. Your responsibility towards your child's health and comfort
2. Your responsibility towards the other children and staff, who will be exposed to illness through contact with your child
3. The center's ability to accommodate or look after a sick child.

Your child may return to the center when they are able to participate in the day's activity and only when symptoms have been absent for **24 hours** or they are no longer contagious:

- *COVID-19* – a combination of symptoms could mean COVID-19. Parents should check for [symptoms](#) and complete [BC Covid-19 Self-Assessment Tool](#) to determine if a COVID-test is needed. If a covid test is not needed, children may return when

fever is gone without the aid of medication, and their symptoms have subsided, and they are able to participate in the day. If covid test is positive, children must not attend daycare for a minimum of 5 days and may return when they meet the criterias above.

- *Cold* – A common cold with listlessness, runny nose and eyes, coughing and sore throat. Once the child’s temperature, well-being and energy have returned to normal, the child may no longer be contagious, and may be able to return to the child care even though coughing and runny nose may persist. If the symptoms (runny nose and eyes, coughing) are caused by a known allergy (e.g. hay fever, asthma) the child is not contagious and does not have to be excluded;
- *Coughing* – Persistent coughing or wheezing, especially if choking and/or vomiting accompanies the cough. Child may return when coughing subsides;
- *Sore Throat* – Trouble swallowing – may return when able to eat normally
- *Fever* (100 degrees F/38.3 degrees C or more) - may return when fever has remained at 37 degrees C (98.6F) for 24 hours without the aid of medication;
- *Vomiting* – child can return after 24 hours after the last bout of sickness;
- *Diarrhea* - (may or may not be combined with nausea, vomiting or stomach cramps). These symptoms may indicate a bacterial or viral gastrointestinal infection which is very easily passed from one child to another via fecal-oral route. The child should be kept home until all symptoms have stopped for 24 hours and they have had one solid bowel movement;
- *Infected skin or eyes, or an undiagnosed rash* - A doctor must examine undiagnosed skin irritations, and provide written medical clearance prior to a child’s return to program. Conjunctivitis (pink eye) is very contagious and must be treated and the eyes clear before the child may return;
- *Ear ache and infections* - Because VIHA states that untreated ear infections can lead to hearing loss and are potentially infectious, we require children to see a Doctor for direction and that children stay home for a minimum of 24 hours with or without antibiotic medication. This allows for the child to be monitored and assessed. Children may return when symptoms such as fever and ear tugging have subsided;
- *Pain* - any complaints of unexplained or undiagnosed pain;
- Children with known or suspected communicable diseases. A doctor’s note may be required before the child can return.

OUR CENTRES DO NOT HAVE EXTRA STAFF TO CARE FOR SICK CHILDREN. Parents may choose to give their children over the counter medications at home in order to alleviate their symptoms, however; children need to be symptom free without the aid of over the counter medications in order to be well enough to be at preschool/childcare and to avoid spreading illness to others.

If antibiotics are required, the child can return after 24 hours after receiving the first dose of medication as long as other symptoms have subsided and the child is able to participate in the days’ activities. This ensures the medication has time to work and that there are no adverse side effects to the medication.

Please notify the manager/owner immediately if your child has contracted an infectious illness as we keep track, contact/report to VIHA if needed and increase our washing and sanitization at the center.

Immunizations:

Children receiving their immunizations must be absent from daycare for the day to ensure no adverse effects and that the child is well enough to attend daycare. We recommend parents complete immunization on Fridays and weekends whenever possible. Please provide an updated immunization record as soon as possible.

Right of Refusal

If a child arrives at our center who appears ill, or has returned too soon from an illness, staff have the right to refuse admission. While we understand that this may cause an inconvenience, our center diligently follows our illness policy for the safety of all our children and staff at the center.

Medication

Medication will only be given if a "Permission to Administer Medications" form has been completed and signed by the parent/guardian. Information on the form includes the name of the medication, DIN#, date and time the medication is to be given, and the amount of the medication to be given.

Prescription Drugs: must be brought in the original container, is clearly labelled with the child's name, name of the medication, dosage, date of purchase and instructions for storage and administration.

Non-prescription Drugs: must be brought in the original container with a note from a doctor which includes the amount to be given and the duration of the treatment.

Medication that may need to be kept at our center for a longer period of time for health reasons, such as an Epipen or Puffer, requires a care plan.

All medications are stored where they are inaccessible to the children.

Care Plans

Section 58 of the *Child Care Licensing Regulation* requires a licensee to have current care plans for each child that attends the facility who requires extra support. *Child Care Licensing Regulation* defines a child requiring extra support as a child who, for physical, intellectual, emotional, communicative or behavioural reasons, requires support or services that are additional to, or distinct from, those provided to other children. This includes (but is not limited to):

- When long term medications are needed due to an illness or injury
- Where an allergy is present
- Diagnosis of a physical, emotional or intellectual impairment requiring extra support
- Behavioural issues
- Undiagnosed disruptive behaviour

The center's ability to care for a child who needs extra support depends on the resources available, including staffing, current staff complement and nature of the support required. Having a care plan does not guarantee support at our center. Where extra support is not available and the center is not able to support the child, termination of care may be required. For example, a care plan may indicate that a child needs one-on-one support to ensure their safety. If our daycare is not able to provide one-on-one support, care may need to be terminated and alternative arrangements will need to be made by the parent.

Care plans are reviewed on an annual basis at a minimum. However, where circumstances change, the care plan will be revisited. During your child's care at our center, where it has been determined that extra support is required, parents are required to meet with the Owner/Operator to discuss next steps.

Toilet Training

When you feel your child is ready for toilet training, we ask that you begin teaching at home during a weekend or vacation. Our center will begin assisting once toilet training has been successful for one week prior at home.

We will follow through and encourage your child while in care. Toilet training will be done in a relaxed manner with the cooperation of the family. Your child **must** show signs of readiness (Please read the Toilet Training Readiness Checklist below). Positive reinforcements and consistency must be continued at home. Toilet training is kept positive and we know that they will have accidents and we will not shame them for not being able to hold their bladder/bowels for long periods.

Please keep in mind that the activity level here at the centre can distract your child from responding to an urge to use the toilet, more so than at your home. Therefore we will use pull-ups until your child can and will announce that he/she must use the bathroom and can control his/her bladder and bowels for a few minutes beyond that announcement to make it to the toilet. It is required that parents provide pull-ups and a few extra change of clothing. Once your child is successful for two (2) week, we will graduate to underwear.

For nap times, we will use pull-ups until your child is able to successful stay dry for four (4) weeks.

Required Supplies

Three (3) changes of clothing including socks (an extra pair of shoes if available) and a bag of pull-ups. You will be notified when the supply is running low. Soiled clothing will be returned in a plastic bag in your child's cubby.

Toilet Learning Schedule at Daycare

For the first week, your child will be encouraged to use the toilet at consistent times of the day.

- Upon arrival at the centre
- Before and after snack
- Before and after lunch
- Before and after nap
- Before and after going outside
- Just before going home

Toilet Training Readiness Checklist

Verbal Stages of Readiness

Basic verbal skills. The child is able to speak in three to four word sentences:

- | | |
|---------|---|
| Stage 1 | The child tells you he/she has a wet diaper, recognized when he/she is wet. |
| Stage 2 | The child tells you he/she is wetting, recognizes the sensation of being wet. |
| Stage 3 | The child tells you he/she will wet, can control himself and uses the toilet. |

Physical and Psychological sign of readiness

1. Stays dry for a long period of time (the child is able to “hold” his/her urine and bowel movement).
2. Can recognize when diaper is wet or soiled.
3. Has bowel movement at regular times (child chooses when to move its bowels)
4. Adult can recognize when child is moving his/her bowels (child is deliberately moving bowels)
5. Can undress and pull up his/her own pants
6. Initiates interest in using the toilet and asks to wear underwear.
7. Wants to be independent which is very important for the learning process.
8. Child is emotionally ready and is open to learning (is child generally cooperative?)
9. Child has an awareness and knowledge of the world beyond himself. (This sign may seem unrelated to toilet training, but it is a behaviour that has been seen in children ready to use the toilet)
10. Can follow three and four step instructions (this is critical for learning to urinate or move bowels, wipe himself and wash hands)
11. Can use consistent words or gestures to communicate.
12. Is able to physically get to the toilet and sit on it without help.
13. Must show a willingness to want to sit on the toilet and understand its function.

Diapers & Wipes

The parent/caregiver is responsible for providing the center with enough diapers and wipes for their child. If a situation arises where we must “borrow” diapers or wipes, we will let you know to bring in more, including diapers and wipes that have been borrowed. We do allow cloth diapers. Caregivers must provide enough diapers for the day and ensure a wet bag to place the dirty diapers in each day.

Allergies

From time to time children that attend our program manage life threatening allergies. As we are inclusive of all children we will, if necessary, restrict items from entering the Centre. For example, if a child is allergic to peanuts, we will ask all staff and children attending the childcare centre to bring lunches free of peanut butter, peanuts, peanut oils or nuts and nut oils.

If your child is anaphylactic, you will be asked to complete a care plan. Care Plans describe procedures to be followed in the event of an incident.

Children who develop non-life threatening allergies may exhibit symptoms that resemble illness. We follow our illness policy diligently and parents should seek medical care and documentation to ensure their child receives the proper care while at our center and to prevent children from being send home because allergies instead of illness. A care plan may be necessary to ensure our center can distinguish between allergy and illness.

Food & Drink Policy

Families and caregivers in childcare play an important role in creating a positive eating environment. Our food and drink policy has been implemented in an effort to promote health eating and nutritional habits and ensure that each child has nutritious food and drink in accordance with Canada's Food Guide:

Canada's Food Guide is an excellent guide to food selection to ensure that the food and drink you supply is sufficient in quantity and quality to meet a child's developmental needs. Parents are asked to consider the following when planning their children's menu:

- Provide foods from at least two food groups for each snack (e.g. one medium sized fruit and $\frac{3}{4}$ cup yogurt)
- Provide foods from three or four food groups at each meal (e.g. grilled cheese sandwich on whole wheat toast and an apple)
- Try to choose healthy choices most of the time, limiting foods high in calories, fat, sugars, or salt (e.g. cakes, pastries, chocolate, candy, cookies etc.)
- Do not send pop or juice. Pop has little more than coloring and flavored water, sweetened with either sugar or aspartame. Vegetable or fruit "drinks" or "beverages" may contain only a small amount of real vegetable or fruit juice. Milk is okay to send.
- Send foods that are of low choking potential. No Gum.
- No chocolate bars
- Ensure fruits and other food items are of sufficient quantity and quality for the child's development needs

Children prefer small but frequent amounts of food throughout the day. Offer a variety of nutritious food chosen from the four food groups. Many children like simply prepared, mild tasting foods they can easily identify and manage, such as cut-up vegetables and dip, cheese and crackers, fresh fruit, muffins, etc. We serve the snack and lunches you send in on a regular schedule during the day and safe drinking water is available at all times.

Please bring a water bottle on a daily basis. We are a juice/soda free center. We also have a microwave and are able to heat up lunches. We may from time to time, do cooking or baking activities with the children. This may include making cookies, bread or soup, or sensory with food. We will inform parents of these activities in consideration of allergies or other preferences.

Please note that our policy also includes:

- No child is fed by means of a propped bottle.
- No child is forced to consume food.
- No child is left unsupervised while eating.
- Food is not used as a reward or punishment.
- Safe drinking water is available for all children.

Please inform staff of any allergies or religious observations in writing.

Meal Time

Supporting age appropriate learning experiences during food preparation during meal and snack times are vital for positive development. Staff sit with the children while they eat and encourage conversation about the concepts of color, quantity and temperature of food, eating behaviors and events of the day. Staff encourage children's acquisition of new skills by allowing them to try new things (e.g. pouring their own water, using fork etc.) Staff will assist children to learn skills such as hand washing and sitting down while eating.

Birthdays and Celebrations

Birthdays are a special part of most children's lives. At our daycare, we celebrate with the children and the child receives a small gift as well. Families are welcome to provide a special treat for the room to share. We ask that if a treat is provided, that the caregiver please let us know what they are thinking of bringing so that we can take into consideration any allergies and any special arrangements that need to be made.

Holiday celebrations are an excellent way to celebrate diversity and learn about other cultures and religions. Some holidays are appropriately celebrated with a special snack. Others may be celebrated through special activities, such as food drives, charitable collections or visits from special guests. If you family celebrates a holiday that you would like the center to celebrate, please connect with the Manager to discuss appropriate ways in which to celebrate at the center.

Personal Information & Privacy Protocols

Privacy of your personal information is an important factor in providing you with quality child care. We understand the importance of protecting your personal information and are committed to collecting, using and disclosing this information in a responsible manner. All staff members who come in contact with your personal information are aware of its sensitive nature and are trained in the appropriate uses and protection of this information.

New Kids on the Block Daycare will ensure that:

- Only necessary information is collected about you and your child
- We only share information about you with your consent
- Storage, retention and destruction of your personal information complies with existing legislation and privacy protection protocols
- Our privacy protocols comply with privacy legislation, the Provincial Child Care Regulations and the law

We will collect, use and disclose personal information about you and your child for the following purposes:

- To deliver safe and effective child care
- To assess your health needs
- To enable us to contact you
- To establish and maintain communication with you
- To communicate with other child care agencies including regulatory agencies

- To allow us to effectively follow up any concerns or questions
- To comply with legal and regulatory requirements including the Provincial Child Care Regulations
- To invoice for services
- To collect unpaid accounts
- To comply generally with the law

Policy & Procedural Changes

From time to time, New Kids on the Block Daycare may be required to make policy and procedural changes due to changes in government initiatives, regulations, laws, funding or other regulatory bodies (ie. Licensing). New Kids on the Block Daycare reserves the right to make any changes necessary. We will do our best to give one month's notice of these changes unless these changes are required immediately.

Contact Us



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