

Curious Kids Childcare Inc.



Curious Kids Childcare Inc. Parent Handbook

Curious Kids Childcare Inc.

Parent Handbook

Philosophy Statement:

At the Curious Kids Childcare Inc. we believe that children come first. Our program is child centred and involves learning, through play based activities and exploration. We believe that each child is on their own unique developmental path which is a reflection of who they are and where they live.

Our goals:

To provide quality child care in a loving environment.

To meet the holistic needs of the children in our care within a learn through play, child centred philosophy.

To meet or exceed the British Columbia Child Care Licensing Regulations and The British Columbia Community Care and Assisted Living Act.

To collaborate with children and their families to create long lasting, trustful relationships.

Director:

My name is Sarah Su; I am a Certified Early Childhood Educator and the Director of Curious Kids Childcare Inc. Before opening Curious Kids I worked in group child care settings including preschool, daycare and out of school care. I enjoyed being a part of the lives of hundreds of preschoolers and their families; we laughed, played and learned a lot together. I opened the first Curious Kids Childcare Inc. in 2011 as a means of living my dreams and following my passion for early childhood care and education through quality, intimate, engaging, and fun child care for children and the families in my neighbourhood. I wanted to use all of my big centre experience and blend it with all of the benefits of smaller group care to create an environment that was stimulating and supportive, engaging and relevant. As I branch out and open other centres, I endeavor to maintain those ideals through collaborative relationships with staff, children and their families. I also hope to support the recognition of Early Childhood Educators in our city and across the Province as valuable contributors to our society now and into the future. I hope to see Provincial and Federal policies which support not only affordable and accessible child care for families but reasonable and respectful recognition and remuneration for Early Childhood Educators.

At Curious Kids Childcare Inc. we believe in a learn-through-play philosophy for the care and education of young children. We intend to support the five developmental domains; social, physical, intellectual, creative and emotional, through a child centred approach with a variety of age appropriate and exciting activities. These activities will promote healthy growth along each child's developmental path. We will explore the world around us in an exciting and meaningful way!

Fostering independence is also a large part of how we care for children on a daily basis. We believe that even the youngest child can be a capable learner with appropriate guidance and understanding.

We expect that as parents and caregivers, we will communicate with one another in order to promote your child's healthy growth and development. This ongoing conversation will ensure that your child is receiving appropriate and consistent expectations in all of the developmental domains both at home and at daycare. We want to build a long term relationship of trust with parents and for children to feel welcome, loved and supported every day.

Guidance Policy

At Curious Kids Childcare Inc., our guidance policy begins with our philosophy for guiding children's behaviour and emotional health. We believe in helping children learn self-discipline, self-confidence, self-esteem and the practice of prosocial behaviours through modelling, adult assisted social problem solving, the exploration of feelings and empathy and respect for others, self and the environment.

Our goals for guiding children's behaviour are:

- To allow children to explore and express emotions in a safe environment
- To show respect for the feelings, ideas, perspective and developmental abilities of others.
- To solve conflicts in a positive, democratic and equal manner.
- To guide children to acts of self-discipline, self-esteem and confidence.
- To value each other unconditionally.

To meet these goals, we will:

Provide an environment that welcomes and values each child with personal space, reflections of various family structures, cultures and belief systems.

Provide opportunities that foster self-discipline skills and build self-confidence through mastery of independence and communication skills.

Commit uninterrupted time for interactions with children.

Model appropriate behaviour and communication.

Provide support as needed to meet the individual needs of children.

Observe and reflect as a tool for truly understanding and appreciating each child's developmental abilities.

Recognize that each child's behaviour is a form of communication and is influenced by many factors.

Communicate with caregivers and parents on a regular basis to gather information and build ideas for the support of the child.

To build a safe and positive environment, we will:

Provide daily routines with clear, consistent limits.

Reinforce appropriate behaviour with encouraging phrases.

Engage in child centred curriculum and discussions surrounding the kind and respectful treatment of others, animals and the environment.

When conflicts arise:

Between a child and another child; we will approach the conflict from a social problem solving perspective. We will situate our physical selves close to the conflict. If one child has physically hurt another we will focus our attention to the victim, modeling appropriate care giving behaviour such as; asking if the child is alright, offering a tissue, band-aid or ice pack, communicating regret that the situation has occurred. Ideally this will involve the other child. Next, we will investigate the situation by asking for each child's perspective of the events. From here, we will ask children for creative solutions to the conflict which both children find acceptable. If a creative solution cannot be met within a reasonable time period, we will offer suggestions. We will repeat the acceptable solution and reaffirm agreement from both children. We will then reinforce these problem solving behaviours with encouraging phrases such as, "We found a solution to our problem!"

For infant and toddlers:

Our first consideration is to provide an environment that is free from potential conflicts such as ensuring that there are multiples of popular toys. When infants and toddlers exhibit behaviour which is challenging, staff will reevaluate activities, schedules and furniture arrangement to meet the interests and activities of infants and toddlers.

When infants and toddlers are in conflict with each other:

Staff will protect the right of the child to complete their turn, however long that may take. Infants and toddlers are just beginning to understand the concept of sharing and the reasons why they must share. Attempts will be made to redirect a child who desires an item held by another child. If redirection is unsuccessful, staff will engage in another activity with the child but will watch closely to ensure that he or she gets a turn with the originally desired item. Staff will model emotional language to encourage the acquisition of language, social and emotional skills.

When infants and toddlers exhibit physical aggression:

Hitting, pushing and biting are common behaviours as infants and toddlers develop social, language and particularly impulse control skills along with empathy. Staff will use the phrase, "I can't let you hurt our friend... but I can help you ask... for a turn."

Between a child and an adult:

We will use “I- statements” to describe ownership of the problem in terms which are respectful and appropriate for the child. We will restate expectations and limits to the child. We may “teach” natural and logical consequences which exist as a result of the child’s behaviour and/or choices. We will encourage children to contribute suggestions of their own. In the event that the health or safety of the child or group is in jeopardy, we will offer appropriate choices to the child and if necessary, we will redirect the child to other activities.

Between Parents (families) and Caregivers (employees):

If verbal aggression, foul language, or threats are used by parents or employees. we will report the situation to B.C. Community Care Licensing.

As the Centre’s owner I listen to the concerns of parents and employees. I will take time to consider the needs of both the child (family) and the Centre. I will review Centre policies and consider changes with an open mind. I will use research, peer advice and communication with families to find a solution to every concern.

We will never use punitive means to discipline a child. Every act will take into consideration the emotional health and development of the child and the group.

Our basic expectations are:

- Use walking feet inside the Centre and when walking with the group.
- Use a talking voice to communicate with each other.
- Have a calm body.
- Have gentle hands with each other and the child care toys.
- Be kind and polite to others
- Try your best and have fun!

Please note: Every member of Curious Kids Childcare Inc. should feel safe and comfortable. If a child disrupts the centre with verbal or physical aggression- if he or she hurts self, property or others- we will attempt to accommodate their needs with one on one support and with assistance of parents and other professionals. If the child’s needs cannot be supported and he or she continues to exhibit verbal or physically aggressive behaviour, we may ask parents/guardians to withdraw the child from the program.

If your child is dealing with something that might affect his/her behaviour, please mention it to the educator. Changes at home (such as a new baby, a move, an illness, a parent that needs to be away for an extended period of time, etc) can affect the way your child interacts with others. Knowledge and understanding of each other can build a healthy, harmonious and mutually considerate relationship between all members of Curious Kids Childcare Inc.

Health and Wellness Policy

The health and wellness of the children is of great importance to the staff at Curious Kids Childcare Inc. We encourage parents to send lunches and snacks with exciting and nutritious food options which follow the Canada Food Guide. We will encourage your child to eat at least one vegetable or fruit with every meal and snack. Please leave high sugar and sodium snack foods and treats, including juice boxes, at home. There will be many opportunities for treats and shared snacks during the year. Please label food bags and containers and ask staff to place in the refrigerator.

For Infants and toddlers; please provide staff with information on your child's eating/drinking routine before the first day of care so that they can plan to continue a similar schedule within the child care routine. Please advise us of the kind of assistance your infant or toddler needs with feeding him or herself. Staff will promote independence in feeding when developmentally appropriate and with guidance from parents. If your child needs assistance with spoon feeding and/or can safely consume finger foods, please label each so that staff understand how to serve your infant or toddler safely. Since staff will be making food choices for infants and toddlers from the food provided by families, please send a variety of foods for staff to offer so that even the most selective toddler receives adequate nutrition for the day.

Bottle fed infants and toddlers: please place bottles of formula, milk or breastmilk into the fridge, labeled with your child's name. Please include a schedule for bottles on or before the first day of care. Staff will encourage independence with bottle feeding when developmentally appropriate and with guidance from parents. Bottles will never be propped. Staff will assist with bottle feeding infants and toddlers when necessary.

Please advise us if your child has a food allergy. We cannot provide an allergy free environment but will do our utmost to ensure an allergy aware Centre. We will notify all parents of food allergies. We discourage children from sharing food in order to reduce the risk of anaphylaxis incidents while at child care. All staff are trained on the use of EpiPens.

We will use/teach hand washing techniques, children will have at least sixty minutes of physical activity opportunities throughout the day, we will have rest times scheduled in our daily routine and encourage children to sleep or rest. The facility and toys will be cleaned regularly to minimize the spread of illness. Every caregiver will have current first aid training.

If a child should become ill while at the child care Centre, you will be called to pick up your child. We will use the criteria listed below to determine if your child is not well enough to continue with the child care day. Please use the same criteria to determine if your child should stay home from child care.

1. Can your child participate in the full program? We go outside rain or shine even if it's just a walk! Is your child especially irritable from a virus or lack of sleep? Do they want to be picked up or cuddled more than usual? Your child should be at home.
2. Has your child had an elevated temperature, vomiting or diarrhea in the last 24 hours? Your child should be at home.

3. Is your child capable of covering their coughs and sneezes? Do they have a constant runny nose? Does it need wiped more than twice in half an hour? Does your child tend to smear mucus on their hands and face? Is there an excess of other bodily fluids; loose stool or blood (multiple nose bleeds)? Your child should stay home.

If any of these symptoms exist, you should keep your child at home. If caregivers contract a cold or flu or other ailments and cannot find a substitute caregiver, the daycare will be closed anyway. We recommend getting the flu shot, there is a mist available for young children,

Ultimately, the care of a child who is ill is the parent's responsibility. If you cannot be reached in a timely fashion we will contact your child's emergency contact, if we cannot reach the emergency contact or if you do not have an emergency contact, we will contact the Ministry of Children and Families. If a child is injured while in the care of the child care Centre we will document the injury and notify parents. If a child is injured and requires immediate medical attention we will send your child alone in an ambulance, notify you, and document the situation as a Reportable Incident to Island Health, Community Care Facilities Branch.

If the caregiver should become ill or have an emergency, we will make every effort to find an alternative caregiver. If no other caregiver is available, we will contact you to pick up your child. If you cannot be reached, we will contact your emergency contact or the Ministry of Children and Families if no one can be reached. There is no refund of fees for interrupted days due to child or caregiver illness or emergency.

Parents must inform Curious Kids Childcare Inc. within 24 hours if your child was diagnosed with a serious illness or a communicable disease or if your child was exposed to someone with a serious illness or communicable disease. By doing this we are able to inform the other families who may be especially vulnerable.

Parents are required to provide us with information about their child's immunizations or written documentation stating that your child is not immunized.

If a child in the care of Curious Kids Childcare Inc. requires medication either prescribed by a medical practitioner or provided by the parent, we must have a "Permission to Administer Medication" form completed by the parent. Prescription medications must have the original prescription label adhered to the bottle, and must be clearly marked with the child's name, date of prescription, doctor's name, name of medications and dosage.

Inclement weather; in the event of extreme weather conditions or natural disaster which would prevent staff or families from travelling to and from Curious Kids Childcare Inc. locations, we will follow the Inclement Weather Protocol of the Greater Victoria School District. If SD61 is closed, than Curious Kids Childcare Inc. is closed. We will attempt to give as much notice as possible however, often the decision is made in the early morning.

Please monitor social media, radio and television for announcements on closures. Staff will also email all families in the event of a closure.

Active Play Policy and Screen Time

All staff are certified early childhood educators or assistants and as such have knowledge and experience in facilitating active play opportunities for infants, toddlers, preschoolers and school age children. Our program includes sixty minutes of unstructured play time outdoors in the play yard (Forbes Street location) and at Rudd Park (Harriet Road Location) or on field trips to other local parks where children are encouraged to walk, run, jump, climb, lift, pull, balance and dig. Our program also includes daily walks in and around the neighborhood to encourage healthy lifestyles and road safety. Structured active play times include circle games such as “Ring around the Rosie”, “Sleeping Bunnies”, etc. and other group movement games both indoors and outdoors. **For infants and toddlers;** staff will encourage and support children in gaining physical independence skills such as moving from sitting to standing and walking, balancing, walking while holding or pushing. Staff will including structured activities for infants and toddlers such as “Patty Cake”, “Head and Shoulders, Knees and Toes” and “Simon Says”.

Screen time is not a daily occurrence at Curious Kids Childcare. The use of the computer is limited to learning opportunities to look up an answer or idea and for special movie days during inclement weather and holidays. Screen time is not offered to infants and toddlers under the age of two. Older toddlers and preschool age children (Forbes Street location only) are not required to participate in screen time; it is just one of many options for children to explore and experience during open free play times.

Smoking Policy

At Curious Kids Childcare Inc. smoking, including e-cigs and cannabis, is prohibited in and around the facility and inside any vehicle while children are present.

Transportation Policy

On trips to off site outdoor play spaces; infants will be seated and secured in strollers, staff will encourage walking by holding onto a specially designed strap attached to a stroller or a specially purchased “walking rope” for toddlers upon the advice and guidance of parents and in consideration of the distance of the outdoor location. Where preschool age children are present (Forbes Street location), those children will walk with a partner to and from off site locations, in front of the stroller so that educators can offer verbal guidance as necessary.

Motor vehicle transportation may be used when the number of children is low enough to offer off site field trips in staff vehicles (parents/families may be included in the planning of seasonal field trips and may drive their own children to and from the offsite location, allowing staff to transport children who do not have an available parent).

To ensure everyone's safety in a motor vehicle we will be implementing the following policies and procedures;

Our vehicles have adequate insurance for the child care and will be well maintained.

Staff will provide an up to date ICBC Drivers Abstract.

While in the vehicle we will always have a cell phone, emergency records for each child and a first aid kit, which will be checked regularly for supplies.

Children will **ALWAYS** use age appropriate car/booster seats and seat belts and ensure that they are installed properly.

We may also use public transportation in which case we will ask for parent/grandparent volunteers to assist us. Preschool children will be seated towards the front of the bus, infants and toddlers will be seated securely in a stroller, or transported in a carrier worn by staff, or seated beside a staff or volunteer who can contain them in a seat while the bus is moving. We will notify the bus driver of our intended stop and ask for extra time in exiting the bus.

Emergency Preparedness Plan

Fire and earthquake drills will be practiced every month and will be recorded on the fire/evacuation drill practice form.

- If we cannot stay at or near the facility our alternate meeting place is at Oaklands Elementary School for Forbes Street Multi Age and Rudd Park for Harriet Road Infant and Toddler.* **Harriet Road is a designated Emergency Centre for the District of Saanich***
- A first aid kit, an attendance record, a pen or pencil, and an emergency information card for each child will be kept near the exit door for quick and easy access.
- Emergency supplies, including water and food will be kept in an accessible place. The supplies will be checked and rotated on a regular schedule.
- Staff know how to use fire extinguishers, shut off gas lines, hydro and water.

In the event of a Fire:

- At the signal of the smoke detector all children and caregivers will stop what they are doing and leave the building by way of the closest, safest exit.
- They will take both the First Aid Kit (children's' emergency info/consent cards included) and Attendance Sheet with us.
- They will group at the meeting spot (trees at front of house- Forbes St. and Rudd Park- Harriet Rd.) and a head count will be done.
- 911 will then be called and any medical treatment necessary will be administered

In the event of an Earthquake:

- If **OUTSIDE**: children will be instructed to get to the most open area (away from trees, buildings, walls, power lines)

- If INSIDE: children will be instructed to crouch, heads down, with their hands covering their heads, under furniture if possible.
- Children will be instructed to remain in these positions until the shaking stops. -When the shaking stops we will re-group and any medical treatment necessary will be administered.
- We will remain in the building if possible until parents/guardians arrive to pick-up their children. If we are unable to stay at our location we will go to our alternate meeting place (Oaklands Elementary School or Rudd Park).
- The facility will have enough supplies on hand and in the earthquake kit to comfortably sustain us for 72 hours.

In the event of an unwanted person on premises:

- Forbes St.: the gate will remain closed, the front door should be locked, window coverings open so that staff can view those entering the premises. Staff will lock the door and have the children sit below the window in the nap room if unwanted persons are on premises. Staff will call 911.
- Harriet Rd.: the main entrance will remain locked daily, as well as the door to upstairs. Parents and visitors will ring the doorbell for entry. If unwanted persons are on premises staff will sit with children in the nap area. Staff will call 911.

In the event of a missing child:

- Forbes St.: staff will call the Director and secondary adult to assist with supervision of the children and the search for the missing child. The Director will notify Child Care Licensing. Staff will search the interior of the facility including cupboards and storage areas, then the exterior including the blocked side of the main house, behind the shed, in the shed, under the deck and behind the child care facility. If the child cannot be located the Director will call the police and parents of the child. Staff will widen their search to the neighbourhood with the assistance of police. Staff will provide a recent photo of the child to assist others in searching for the missing child. Licensing will be updated regularly and informed when the child is found.
- Harriet Rd.: staff will call the director who will notify Child Care Licensing. One staff will be designated to search the interior including all cupboards, closets, and upstairs. A second staff will search the exterior including Rudd Park. If the child cannot be located the Director will call the police and parents of the child. Staff will widen their search to the neighbourhood with the assistance of police. Staff will provide a recent photo of the child to assist others in searching for the missing child. Licensing will be updated regularly and informed when the child is found.

In the event of an evacuation:

- Forbes St.: if an unplanned evacuation becomes necessary staff will turn off electricity and water if requested by authorities and safe to do so. Collect the emergency backpack, cell phone and the children and proceed to the tree in the front yard or Oaklands Elementary School. Complete an Evacuation Status Report Form and leave with authorities. Once safe, notify parents of alternate location and licensing.

- Harriet Rd.: if an unplanned evacuation becomes necessary staff will turn off electricity and water if requested by authorities and safe to do so. Collect the emergency backpack, cell phone and the children and proceed to Rudd Park. Complete an Evacuation Status Report Form and leave with authorities. Once safe, notify parents of alternate location and licensing.

A binder containing Curious Kids Childcare Inc.'s Disaster Plan is located in each centre. Staff will review the Disaster Plan annually and will review specific emergency plans on a monthly basis with and without children present.

Pet Policy

While neither location of Curious Kids Childcare Inc. has resident pets, we encourage staff and families to bring their pets for a visit. Animals are a wonderful tool for encouraging responsibility and empathy in children of all ages and contribute to a feeling of calm and safety for children with special needs. Pet parents will be responsible for their pets while visiting the Centre however, staff understand and agree that their primary responsibility is to care for the children present. This is especially true when on a field trip to a local park; staff must ensure the health and safety of the children in care before the health and safety of their pet. Children will not be left unsupervised with a pet. All pet feces will be removed from the outdoor play space immediately.

Child Abuse Reporting Policy

“Everyone who has a reason to believe that a child has been or is likely to be physically abused, sexually abused, emotionally abused, and/or neglected is legally responsible (under the Child, Family, and Community service act) to report the matter to a child protection worker. In British Columbia, a child is anyone under the age of 19” (Quoted from the B.C. Handbook for Action on Child Abuse and Neglect.

If we suspect abuse has occurred at Curious Kids Childcare Inc. we will report it to our Licensing Officer in the form of a reportable incident.

If we suspect abuse that has occurred outside of Curious Kids Childcare Inc., we will report it to the Ministry of Children and Family Development and the local police.

Safe Release of Children Policy

For the safety of all children in our care, parents and those adults listed on the registration form as permitted to pick up are the only people with whom we will release children. If parents would like someone else to pick up their child, this person's name must be stated in writing (email/text) to Curious Kids Childcare Inc. staff prior to pick up of the child.

This person must be 19 years or older and be able to show photo id when picking up the child.

If the person picking up a child in our care appears to be incapable (intoxicated, medicated, etc.) of providing safe care for the child we will not be able to release the child. We will offer to call the other adults and/or emergency contacts to pick up the child. If this person attempts to remove the child from care or chooses to drive a vehicle while impaired, we will contact the Ministry of Children and Families and/or the Police.

If a person is not permitted access to a child we must have the name of the person in writing in your parent registration package. If this person attempts to remove the child from our care we will contact the Ministry of Children and Families and the Police. You must provide Curious Kids Childcare Inc. with a copy of all current Child Custody and No Contact Orders. Without legal documentation we cannot prevent a custodial parent from access to their children.

If you do not return to pick up your child or if you or your emergency contacts cannot be reached in a reasonable amount of time the child in our care is considered abandoned and we will contact the Ministry of Children and Families and the Police.

Roles and Responsibilities

It is important that you, as a parent, and Curious Kids Childcare Inc., understand our roles and responsibilities.

Curious Kids Childcare Inc. responsibilities to children and families will include:

- Offering an environment that fosters healthy growth and development.
- Provide constant supervision.
- Provide receipts for all child care fees paid. Provide a refund for all prepaid services upon termination of contract.
- Ensuring policies and agreements are followed consistently with all families.
- Provide appropriate notice to families about closures and statutory holidays.
- Develop a collaborative partnership with families and work together on common goals for the child.
- Communicate with families about their child's daily experiences in a positive and respectful manner.
- Maintain necessary confidential records concerning the children in our care.
- Obtain liability insurance for the business, and any vehicle that may be used to transport children.
- Operate in compliance with B.C. Child Care Licensing Regulations.
- Continue to attend professional development opportunities and maintain required training, such as First Aid and certificates of practice.

Parent's responsibilities will include:

- Communicate questions or concerns to staff or management in a timely fashion.
- Inform staff of any change in address, phone, employment, medical or emergency information.
- Inform staff of any change in family situations, custody, access of parents.
- Inform Staff of any change in care hours or days needed, or drop-off and pick-up times.
- Supply any special food, clothing, sunscreen, or infant equipment and supplies that we agree upon.
- Inform staff of any illness or contagious disease that might affect the other children in care or vulnerable members of families of the children who attend the centre.
- Respect our centre, property, and privacy.
- Ensure you pick up your child at the agreed upon time.
- Provide staff with the name of an emergency back-up person.
- Provide staff with authorization to get emergency medical care for your child.
- Provide weather appropriate clothing and adequate extra clothing for your child.
- Be familiar with and understand Curious Kids Childcare Inc. policies and handbook.
- Keep your account in good standing by paying your child care fees on the first day of each month.

I have read, understood and agree to all policies as set out in the Curious Kids Childcare Inc. Parent Handbook. I acknowledge receipt of Curious Kids Childcare Inc. Handbook, and Contract.

Name: _____

Signed: _____

Date: _____

Please Bring On the First Day of Care:

A change of clothes: shirt, pants, socks.

One pair of muddy buddies (two-piece rain gear is preferred).

(Please note: we will go out doors in all weather. Please dress appropriately for the weather everyday. Provide lined rain gear or snow gear in temperatures below 0 C. Hats, mittens, wide brim hats, sunscreen, sun shirts as appropriate.)

One, crib sized bottom sheet and a small blanket for sleeping mats/cots (provided by childcare).

Signed Parent Contract and Handbook.

Children who are not toilet trained:

Diapers, and wipes. To be replaced monthly.

A family picture and a comfort item (blanket, stuffy etc.)

A water bottle or sippy cup to remain at the child care, clearly labelled with your child's first and last name.

Water containers and bedding will be washed weekly unless heavily soiled and will be washed as soon as possible.