



Tender Sprits Childcare

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PARENT HANDBOOK OF POLICIES AND PROCEDURES

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Philosophy

At Tender Spirits Childcare (TSCC) we strongly believe that **it is through play that children learn best**. We feel it is our role to provide quality, interesting and stimulating materials and equipment to facilitate meaningful play. We provide materials that meet a range of developmental levels. These materials may be toys, loose parts, recycled bits and bobs, real-life objects, arts/crafts materials, and varying other items that may supplement further inquiries and learning for the children.

We believe that it's not only the environment and materials that are meaningful to children's learning **but also the nurturing people and relationships cultivated and fostered therein**. Our environment is constantly strengthened through close connections, acknowledgments, and observations that lead to a transformative classroom that is continually adapting, changing, and growing with each child. We believe that children are unique learners that grow, develop, and learn in their way and at their rate; and that the environment should reflect that.

It is our goal to offer the quality childcare experience every family and child deserves. We believe that this is best accomplished when **families, children, educators, and other professionals can collaborate and share in the joys, triumphs and/or hardships that may face them**.

Curriculum / Pedagogy

What is Pedagogy?

Pedagogy, pronounced "peh-duh-gow-jee," is a term that refers to **the method of how teachers teach, in theory and in practice**. Pedagogy is formed by an educator's teaching beliefs, the observations of children, the interplay between individuals in the classroom and the different ways to learn. At TSCC we use the knowledge we collect through these teaching beliefs to provide opportunities to co-construct knowledge and facilitate learning – we do not formulate curriculum; the children are the curriculum. Are you even more confused? Don't worry, as you read on everything will become clearer, and if not, I'm happy to explain in person.

Emergent Play-Based Learning

We believe in an **emergent play-based learning process** where we follow the lead of the children and provide an inquiry-based setting that engages children to reach their full potential. It is through these explorations that children can construct their knowledge and understanding of the world, develop a zest for learning, and become passionate creative, imaginative, and resilient people.

A lot of our "curriculum" occurs in the moment, taking advantage of simple everyday opportunities to extend children's play and learning. We often will focus on a specific interest or several interests of the children at a time; extending the learning as they share, and I interpret their true intrigues, wonderings and curiosities behind their interests and play. These interpretations help me to offer powerful and purposeful materials and provocations to extend the learning process. I also extend children's learning through scaffolding play; sometimes role modelling, posing careful questions to encourage children to test theories or justify reasoning, assist in developing plans and documenting learning journeys.

We might focus on some of the children's interests for a week or so, while other interests may be explored for months as they spark new curiosities and lead to more wonderment and excitement. Sometimes interests in a particular subject come and go like waves and may fade for a few weeks or months then return. No matter what interests the children have, one thing remains true, children's play and learning are not dictated to them. They are not given worksheets or expected to learn about certain things during certain months (themed curriculum). Instead, at TSCC **children's unique learning capabilities are honoured. Children are seen as natural researchers and encouraged to hypothesize, make predictions, experiment, and represent their discoveries in play. Play is the work of the children and play can provide an immeasurable learning experience.**

We also believe in supporting a strong foundation for social-emotional development in the early years. To do this great care and attention is given to such things as caring interactions, self-help skills, manners, friendship skills, sharing, emotional literacy and healthy expression of feelings.

Provocations & Activities

Developmentally appropriate provocations and activities may be planned and are based on observations of children's interests, wonderings, and curiosities. These planned provocations or activities will be offered in divergent ways, are not forced upon children, are open-ended as much as possible and are full of learning potential.

Some key areas for developmentally appropriate early learning are:

- **Play:** We believe that PLAY remains a cornerstone for teaching children and giving them greater social, emotional, and academic success.
- **Sensory:** Toddlers are sensory learners who love to touch, smell, and taste to understand the world around them. Expose them to as many senses as you can in a safe and nurturing way.
- **Social and Emotional Skills:** As toddlers begin to learn about and explore relationships and feelings, we need to help guide them down a path that will help mold them into the type of person we want them to be. Teaching skills like sharing, patience, helping (clean up toys), empathy (teaching feelings), gentleness and kindness are all part of the characteristics we like to nurture and teach. Helping children to learn, practice and develop these skills by playing with them, meeting new people, and helping them to affirm or redirect their actions and feelings as needed.
- **Gross Motor Skills:** Helping children become more confident with physical skills by allowing them to explore their environment safely. Allow children to climb stairs/ playground equipment, dance, balance on things, kick balls or jump off things when you are nearby. Of course, we want to protect children (by choosing developmentally appropriate practices and allowing for safe natural consequences) but we don't want to turn into an overprotective teacher/parent who's hindering a child's full potential.
- **Fine Motor Skills:** Fine motor skill is the use of small muscles, in movements—usually involving the synchronization of hands and fingers—with the eyes. As kids get better at using their hands, their hand-eye coordination improves. They also learn skills they need to succeed in schools, such as drawing and writing. Some great activities to help develop and practice fine motor skills are playdough, using utensils, art (painting, cutting, gluing etc.), sensory play (dumping and filling), using manipulatives (playdough, beading, lacing, using tweezers/ tongs), coloring, drawing & scribbling, using scissors, etc.
- **Creative Activities:** Arts & Crafts not only offer children fine motor skills but also allow for creative expression. At TSCC we will explore arts and crafts through creating items in many ways; simply by fun exploration and process, creativity, following simple instruction or sometimes through assistance or teamwork. Children's art is a child's "work", they work hard at creating and this effort should be valued; therefore, we encourage parents to find a special place at home to display their child's art. Remember that it is the process NOT the product that is important for creative development!
- **Language and Literacy Skills:** Unstructured play as well as structured play, such as circle time (story, songs, poems, rhymes, finger plays, felt board fun, music etc.), offers many opportunities for language and literacy learning. During these times we also make a point to teach sounds for example "b" = bag, ball, bug, bat etc. We believe it is crucial to talk, read and sing frequently with toddlers/children to help them develop vocabulary, pronunciation, and conversational skills. We read to your child EVERY day and talk about the world around them as much as possible. We introduce new words and concepts as much as possible by talking lots with your child. We clearly label items (repetitively verbally) – cup, juice, doll, water, pants, etc. We point to things or pictures in books and give your child time to name them then expand on them. "Puppy that's right!", "He is so big and furry! I love his brown hair!" We do our best to provide appropriate environment print as well.
- **Listening and Speaking Skills:** 1) We will ask open-ended questions that invite children to expand upon their answers. 2) We will present new words to children to expand their vocabulary. 3) We will respond to questions and let children take the conversational lead. 4) We will respond to children's questions and let them build their language skills. 5) We will engage children in conversation throughout the day when reading aloud to the children; encourage them to predict what will happen in the story, to comment on the story,

and to make connections between the story and their personal experiences. 6) We will play games that focus children's attention on the importance of listening carefully.

- **Preschool Thinking Skills:** Matching shapes & objects, big and little, smaller, and larger, more or less, what goes together, what does not belong, opposites, high or low, front or behind, above, or below, up and down, inside or outside, under or over, top/ bottom/ middle, fast or slow, hot or cold, on or off, empty or full, beside / next to, right and left.
- **Self-help Skills:** Buttoning, snapping, zipping, and tying are all great ways to have fun playing while still learning a fun self-help skill for later in life. Allowing children to play dress up and put on and pull off his/her clothes, coat and jacket are also very fun and important skills to learn. This especially comes in handy once you start potty training.
- **Science:** We will all explore simple science experiments that help children learn various things through "hands-on learning".

Some additional key areas for academic kindergarten readiness are:

- **Letters:** A-Z (upper and lower case)
- **Numbers:** 1-10 (& some time with #'s 10-20), pre-math skills: more and less, counting objects in one-to-one correspondence.
- **Shapes:** line, curve, cross, circle, square, rectangle, triangle, oval, heart, diamond.
- **Colours:** red, orange, yellow, green, blue, purple, white, grey, black, brown, pink, and mixing colors (red + yellow=orange, blue + yellow=green, red + blue=violet).
- **Name Recognition:** We will help children to learn, recognize and begin to print their names.

Best Practices for All Early Childhood Educators

At TSCC we use the **Early Learning Framework (BCELF)** as a guide to support our everyday practices as ECE's. We believe in not only their image of the child as "full of potential", "unique" and different in "their strengths and capabilities" but also in the shared views that children are "rooted in and take nourishment from a rich, supportive ground, comprised of relationships..." and that "most of the children's learning takes place through play. Play is so important that its significance in children's lives is recognized by the United Nations as a specific right..."

The BCELF has nine distinct principles:

1. "Children are born with the innate desire to learn."
2. "Families are the primary caregivers of children and have the more important role in promoting their children's well-being, learning and development in the context of supportive communities"
3. "Play is vital to children's healthy development and learning."
4. "Consistent, responsive and nurturing relationships are essential to the well-being and early learning of children."
5. "All aspects of children's development and learning – physical, social, emotional, cultural, linguistic, and intellectual – are interrelated and interdependent."
6. "Language plays a central role in connecting thought and learning."
7. "Children are active participants in their families and communities."
8. "The individual, cultural, and linguistic identities of children and families are respected and integrated into learning settings, programs and activities."
9. "The physical environment shapes children's learning and well-being."

And the BCELF has four areas of learning:

1. Well-being and Belonging
2. Exploration and Creativity
3. Languages and Literacies
4. Social Responsibility and Diversity

At TSCC we will not only use the BCELF to help guide our practices but will also adhere to and honour the following measures of good practice:

1. respect diversity in all aspects of the child's environment.

2. encourage family involvement and open communication.
3. conduct ourselves in a respectful and professional manner.
4. follow all the contracts and rules and policies as set out in the TSCC Parent Handbook
5. meet the requirements of all licensing guidelines and policies.
6. maintain a membership with the local CCRR (Child Care Resource and Referral)
7. maintain a membership with ECEBC (Early Childhood Educators of BC) & follow their code of ethics.
8. maintain a membership with the CCF (Canadian Child Care Federation)
9. maintain my First Aid/CPR training & Criminal Records Checks (renewed every 5 years)
10. maintain excellent records, child registration & contracts, attendance, payments, receipts etc.

Daily Schedule

Each day is filled with inquiry, learning and play – play – play! The typical day begins with self choice in our playroom with provocations and centres, followed by snack, outdoor play, lunch, nap, more self choice explorations, outdoor time and finally dismissal. **We do not follow a set schedule however we do have a general flow to how a day typically develops.** We feel it is important to have flexibility and allow for changes depending on the children's interests and how deep their inquiries/play unfolds, the needs of the infants/toddlers in care, children's wishes, special activity days, field trips, etc. Don't worry though. Plenty of learning is happening – even early academic learning! Long periods of unstructured, uninterrupted play give children more time to develop self-esteem, confidence, become problem solvers, gain social-emotional skills, learn key early learning concepts, and lay the foundations for formal academic learning needed later in life.

Dress Code

We will spend a lot of time outdoors and we explore a lot through messy play (paint, playdough, sensory materials etc.). Do not send children in clothing that you do not want to get wet, muddy, dirty, or stained. It is the parent's responsibility to ensure their child has the appropriate clothing for childcare. Please follow the guidelines below.

- **Clothing should be practical and comfortable.** Comfortable clothes that fit properly will ensure that your child isn't distracted by what they are wearing and can focus on playing and learning. Clothes for childcare should also be easy to clean and free from hazards such as dangling strings or beads. In addition, onesies and snap-up overalls are not recommended. Onesies and snap-up overalls do not allow for quick visual checks of diapers and often may require a nose check to the bum area when determining whom the foul smell is emanating from.
- **Ensure clothing is easy to get on and off.** In childcare, diaper changes and potty breaks are frequent and sometimes urgent. Make sure that your child's outfit for the day will help avoid frustration for your child and allow for the caregiver to perform speedy nappy changes.
- **Footwear should be safe and seasonal.** Footwear such as flip-flops or backless sandals are generally not appropriate for childcare. When running and playing these shoes could increase the risk of injury. Rubber boots and snow boots are required in the fall/winter months.
- **Clothing should be weather-appropriate.** We have an outdoor play area that can get quite muddy; we also frequent the park and do Puddle Jumping! Please ensure that your child comes to childcare with appropriate clothing for the weather, shoes, boots, coat etc. Muddy buddies or at least extra changes of clothes are recommended in the Fall/Winter. Don't forget summer-related things such as sunscreen, mosquito repellent, sun hats etc.
- **Label your child's clothing.** Childcare is a busy place, and items of clothing are often misplaced, forgotten, or accidentally put on a different child. Label your child's clothing with their name, particularly items that will be removed such as mittens. Mitten clips are also great to have.
- **Send along an extra set of clothing.** Outdoor activities, arts and crafts, and food can cause clothing to become soiled during your child's day of play. Make sure to send along at least 2 extra sets of clothing – including socks and underwear – to keep at childcare in case things get messy. TSCC does not supply clothing for children. If the child has NO spare clothing, the parent will be called to bring some.
- **Special occasions.** If there is a special occasion that calls for special clothing, (a visit or party right after childcare or a trip to the photographer) please send the special clothing with your child and the educator will help them clean up and get dressed before you pick them up at the end of the day.

Inclusion Policy

We provide a strictly anti-bias environment. TSCC is open to any child and family regardless of their abilities, culture, race, family structure etc. We do our best to represent all types of people within TSCC but would also appreciate any input from you. **If you have information on cultural holidays or customs, you'd like to see celebrated - please share! If you can provide information and insight into your family structure that I could use - please share! If you can better help me understand certain abilities or disabilities that are perhaps a part of yourself or someone you know - please share!** We would love to learn more and help the children learn more too!

Please feel free to openly discuss anything from happy moments to problems or concerns you may have at any time. An open and honest relationship is the key to a happy childcare experience for everyone involved. We are a team, working together with only one goal - doing what is in the best interest of your child/children and that of the entire group of children in the Tender Spirits Childcare Family.

As an inclusive program, there may be times when children need a little additional help and/or support. We may be able to offer this, or we may call in a child development specialist to help guide us in providing the best support to help the child/children thrive. As such **child development professionals may visit our program to observe an individual child or the entire group.** A care plan or individual education plan might be developed as a result and will remain confidential with the parent(s) of the child/children involved. When a child development professional visits here to observe the entire group, no parental observation consent will be required; however, if they are here to observe an individual child, we would discuss this in advance with the parents and obtain a signed consent before the visit.

Staff & Qualifications

Monica, Your Primary Child Care Provider @ TSCC

Monica has chosen to be an early childhood educator because she enjoys watching children learn and grow, loves laughing with them and adores their passion for living each day to the fullest! She believes it is wonderful to see how well children respond to positive, supportive, loving environments and wants to be able to give children the childhood they all deserve. Childcare continues to be a rewarding experience for Monica, even after 14+ years. Her enthusiasm comes from knowing that by teaching young children she is making a positive and enduring impact on the people they will become.

Monica's Qualifications

Monica is a certified **Early Childhood Educator (ECE)** in the province of BC and holds a **License to operate a Family Childcare Facility** with the Fraser Health Authority. Monica is also completing her Special Needs Educator (SNE) and Infant/ Toddler Educator (ITE) certificates and is expected to have her full diploma by the fall of 2023.

Being a certified Early Childhood Educator means that the educator has completed an ECE program recognized in BC, has completed a min of 500 hours of work experience under the supervision of a certified ECE in BC and has received certificates/credentials to prove it. In addition to this, Monica strives to raise the standards of childcare through dedication to early childhood learning, staying current with and following best practices for ECE's, utilizing the Early Childhood Educators of BC's code of ethics, respecting workplace professionalism, commitment to frequent and regular professional development and attentiveness to adhering to the childcare regulations and legislations.

Holding a license as a childcare facility means that after the facility's health authority has investigated the applicant's background, visited/ inspected the facility, and has collected written references regarding character and abilities, the health authority has issued a license to operate. In the case of TSCC, the **Fraser Health Authority, City of Surrey Building Department & the City Fire Department** have all given TSCC approval to care

for children in the family home. In addition, TSCC (like all licensed facilities) must adhere to all the strict guidelines for excellence in childcare and remain in compliance with the **Community Care & Assisted Living Act and Regulations**. This legislation is responsible for regulating childcare facilities as well as aspects of health and safety for children, such as criminal records checks and First Aid /CPR certification every four to five years. As a Licensed Child Care Facility, we must also be willing to allow licensing officers and the fire department full access to the home for routine unscheduled inspections that occur annually at a minimum.

In addition to holding an ECE certificate to practice and a license to operate a childcare facility, Monica is also a member of many early childhood professional groups. Such as but not limited to ECE BC, the CCRR, The Canadian Childcare Federation and the **CCRR/ Surrey's Options** (a Child Care Resource and Referral program for parents and childcare providers who are interested in raising the standards of childcare through education, awareness, and networking). Monica has taken many professional development classes there, as well as other places in the community. Monica believes that professional development is an opportunity to learn new skills, enhance existing skills or learn information that builds competence, self-confidence, and personal empowerment or develop a support network. She believes a career of working with children is a career filled with a never-ending thirst and need for knowledge; both personally and as theories and practices change develop and grow with modern times.

Monica's ECE Journey

In 2007 Monica completed her **"GOOD BEGINNINGS: Professional Development for Child Care Providers"** certificate from Kwantlen University College. This course guided her in all areas of childcare; from development, health and nutrition, behaviour, and guidance, licensing regulations, guiding and caring to helping me create the policies and procedures necessary to operate and develop my childcare business.

Although Monica continued to expand her learning and knowledge in the field of early childhood education through the years by participating in several professional development workshops, courses and or conferences she always felt a desire to **complete her ECE Certificate**. For many personal reasons, this opportunity did not present itself until 2018.

In September 2018, Monica decided that it was time to return to school and obtain her Early Childhood Educators (ECEs) Certificate. She began going to school at Delta Continuing Education in the evenings after running her daycare full-time and completed her basic ECE schooling in the summer of 2020. **She received her Early Childhood Certificate in March of 2021**, but that was not the end of Monica's journey as an ECE. She then went on to continue her night studies and **completed her Special Needs Educator (SNE) and Infant Toddler Educator (ITE) schooling in the summer of 2021**. Monica must complete her final practicums for ITE and SNE in the summer of 2023, then she will receive her SNE & ITE Certificates and hold her **diploma in Early Childhood Education**.

Additional Staff at TSCC

Monica is the sole Early Childhood Educator (ECE) at TSCC. However, there may be other ECE's or ECE assistants that work alongside her or substitute for her from time to time. There is a massive shortage of ECE's in BC therefore finding and hiring an additional staff member/substitute can be extremely difficult. All staff will be interviewed to ensure fitness as an Early Childhood Educator, to confirm philosophies align with TSCC and to certify qualifications. In addition, a clear criminal record specific to working in an early childhood setting and three professional recommendation letters will be required.

Parent & Provider Communication

Contact Information

Tender Spirits Childcare – Monica Andersen

Phone: (604) 599-1176 – please use land line as a secondary number to the daycare cell.

Cell Phone: (604) 910-1383 – please use as a primary contact number – text messages are great too!

E-mail : monica.and.daycare@gmail.com

Facebook Page: <https://www.facebook.com/TenderSpiritsChildcare/>

Website: <https://tenderspiritschildcare.weebly.com/>

Phone and Texts:

Calls received during childcare will be answered if possible; if calls are not answered during childcare, it is because we are focused on the children. Perhaps, elbow deep in paint or glue, reading a book, performing circle time, playing on the carpet, giving cuddles to someone who needs that little extra snuggles, changing a diaper or any of the many other joys of being an early childhood educator. Please be patient and we'll be happy to return your call as soon as possible. Sometimes we can return calls during free play, but often phone calls may not be returned until nap time, usually between 12:30-1:30 pm or in the evening after childcare.

Please try to limit phone calls after childcare hours unless urgent or pre-arranged. Texts can be sent at any time day or night; however, they may not be responded to immediately. Texts will be prioritized and will most likely be replied to during childcare hours. Please do not text after hours with a question about illness protocols and expect a reply to you the same night. If you text after hours, you will most likely not receive a reply from us until the next morning (during childcare hours).

If you need to reach us urgently regarding your child in care, please let us know on a voice mail or in a text message and we will return your call or text immediately.

When picking up at the end of the day, we are also happy to talk with you in person. If you would like to talk with us privately or to schedule a parent-educator conference to discuss your child's progress, please feel free to approach us, call, send an e-mail or text to arrange a time.

If you or your child is having difficulty, don't understand or don't agree with anything please approach us and discuss it so that we may resolve the issue as soon as possible. This will make a happier environment for all parties involved. We strive to provide a quality childcare experience in a comfortable, familiar, home-like setting where each family and child is valued and recognized as a unique individual. Your opinions and views do matter to us. We are a team, working together with only one goal, doing what is in the best interest of your child/children.

Parent Emails/Texts

We are committed to being very open and honest with all our parents. Occasionally, information is sent home to parents via email/text about their child or the childcare, and if at any time, a parent should have any concerns or any suggestions, please don't hesitate to contact us.

Daily Progress Reports

Sending your little one to childcare can be difficult sometimes, especially when it's new childcare or you are sending your child to childcare for the first time. You can't help but wonder about their day. How was their transition, any crying? How much of their lunch did they eat? Did he or she drink all the bottles you packed? Did he/she have a full and restful nap? Etc. We want all our parents to know that we understand you may be concerned and that we want to relieve you of those concerns and worries. We are always only a text message or phone call away and at the end of the day, we are happy to take the time to discuss your child's day with you. Alternatively, **upon request, we have daily progress reports that can be filled out for you.**

Storypark

Storypark is an online tool and application you can install on your phone. This is a paid subscription by TSCC and is available at no cost to families for them to utilize. Parents need to download the Storypark app for Families not Educators. Storypark makes it easy for our early childhood program to stay connected with families, ensuring important information is right at their fingertips. It enhances quality practice by empowering educators with effective communication and pedagogical documentation software proven to make a difference.

Growth and Development Progress Reports

Twice a year we try to fill out a Progress Reports that highlight your child's growth and development in several key areas; social & emotional, physical, cognitive, language and academic learning. **We strongly believe that every child is special and unique. That they all grow and develop at their own rate and in their own exceptional way!** We also believe that children learn best when they are not pressured to learn and achieve goals before they are ready. We believe that play is a child's work, and it is through play that children learn best. It is for that reason we offer the children a safe, engaging, environment with a play-based learning curriculum. Children have lots of time to grow up but only one chance at having a great childhood.

The purpose of the Progress Reports is not to categorize any child as being ahead of, or behind schedule for his/her age. The purpose is to keep you informed of your child's progress and if necessary, alert you to any red flag areas of atypical development. Children are introduced to many skills here and grow and develop rapidly.

Parent-Provider Conferences

Parent-provider conferences can be **arranged at the request of parents or the educator.** During the conference, we will discuss the progress of your child, look at development checklists, discuss developmental goals for the coming months and address any questions or concerns that parents may have regarding their child or the childcare services. We will arrange a mutually agreeable time to meet for these conferences. We are also available as needed for discussions, questions, or urgent concerns. We believe that communication is the key to a great parent-provider relationship!

Licensing Inspection Reports

Licensed Child Care Facilities are inspected regularly to ensure compliance with the Community Care and Assisted Living Act to determine if minimum standards are being followed concerning staff qualifications, criminal record checks, supervision, staff-to-child ratios, programming (for physical, intellectual, language, emotional & social development), furnishings & equipment, childcare records, and other requirements. In addition, follow-ups are done in response to complaints, allegations of abuse, and reportable incidents. Licensing Officers pay particular attention to ensure that children are cared for in a healthy and safe environment. **A copy of TSCC's most current licensing inspection report is shared with parents after each inspection and is available online to view at anytime through Fraser Health's website.**

Childcare Hours & Closures Policy

Hours of Operation

Childcare is open 7:00 am to 5:00 pm, Monday to Friday, with traditional hours being 7:30-4:30 (9hrs). Hours of care will be contracted from child to child. The hours your child can be present at TSCC will be determined by your contract. **Earlier or later hours of care (before 7:30am and after 4:30pm) may be contracted at TSCC's discretion and will incur an additional fee.** Please do NOT arrive before or pick up later than your contracted hours of care unless previously arranged and agreed upon with TSCC. Failure to do so will incur additional fees and in some cases constitute reason for termination of the childcare contract.

Monthly Tuition

You are paying a set/flat monthly childcare rate for your child's position here at Tender Spirits Childcare; there will be no credits given to you for the above listed paid holidays, substitute paid holidays, or paid vacation AND no credits will be given for any days your child doesn't attend childcare due to sickness or any other personal matters. Notification of at least two weeks will be given before any closed days, except for emergencies or illness. Please have a backup childcare for these occasions. TSCC is not responsible for finding or paying for alternate care for your child.

Paid STAT Closures

All STAT holidays are paid closures. TSCC will be closed, and NO childcare will be provided on the following STAT days:

New Year's Day	Victoria Day	National Day for Truth & Reconciliation	Christmas Day
Family Day	Canada Day	Thanksgiving Day	Boxing Day
Good Friday	BC Day	Remembrance Day	
Easter Monday	Labour Day		

Paid Vacation (Earned Banked Time Off)

TSCC closes for **4 weeks of annual paid vacation time**. Vacation closure dates are usually 1-week in the month of July 2-weeks in the month of August and 1-week during Christmas (generally closed the week of Christmas). Additional time may be taken the first week in January to extend the Christmas/New Year's break; however, any days above the 4-week annual vacation are not billed to the parents. All planned closure/vacation days are given to the parents in advance, usually every January or February.

All vacation time is earned and banked time off. There is usually 260 billable childcare days in a year, sometimes more. Parents are billed based on 20 billable days per month for a total of 240 per year. The 20 days not billed for are allocated towards the educators paid vacation time. Therefor the educator has worked for this vacation time and parents should realize that payment during vacation closures has been earned. Upon termination of care, vacation time payout will be prorated based on months in care since the anniversary of enrolment and remaining weeks of vacation due to the provider at the time of termination. This will be calculated as follows: months in care x monthly tuition fee x % of vacation time owed (4% for 2 weeks, 6% for 3 weeks, and 8% for 4 weeks).

*When terminating a child care contract between September and June one months' written notice is sufficient to receive a full credit for the childcare deposit however, **when terminating care in July or August the parent forfeits the childcare deposit in lieu of the educators paid summer vacation time.** *

Weekend STAT or Vacation Day

If a STAT should fall on a weekend, a day in lieu or paid substitute closure date will be determined. This is always the Monday following the STAT. When counting vacation closure days, only typical operational business days are calculated, STATs do not count towards vacation days.

NON-Paid Closures

Tender Spirits Childcare may close for personal reasons such as but not limited to emergencies, illness, and doctors' appointments (for the provider herself & or for her children). These days are not billable to the parents. Notification of at least two weeks will be given before any closed days, except for emergencies or illness. Please have a backup childcare provider for these occasions. TSCC is not responsible for finding or paying for alternate care for your child.

If TSCC closes for a **planned personal day** and a credit needs to be applied to the parents' account, it **will be refunded on the invoice for that month**. If TSCC closes for **unexpected illness or personal reasons** and credit needs to be applied to the parents' account, it will be refunded on **the following months' childcare tuition invoice**. In addition, any adjustments needed with regards to government benefits (Affordable Child Care Benefits & Parent Fee Reductions) will be made.

Childcare Contracts

Childcare Contracts

All childcare services will be contracted for set times and days. The contract is a legal document obligating TSCC to provide a service for you and obligating you to pay me for that service. There are other requirements in the contract. TSCC urges you to thoroughly read the contract and realize that it is legal, and you will be held liable for each item of the contract. By signing it, you are accepting it in all its terms.

Change in Contracted Care

Parents that require a change in the childcare contract (such as hours of care) will need to discuss it with TSCC (specifically Monica) to confirm that a change can be accommodated. If both parties agree to the change a new contract will need to be signed.

Confidentiality

The information parent's supply to TSCC will be kept confidential and their privacy will be respected. Before any of the information is released to outside persons, the parents may need to sign a release form. The only exception to this is concerning Childcare Licensing, Operating Funding, Child Care Subsidy, and in the event of a reportable incident or medical emergency to 911, the Ministry of Children and Family or the Police.

Changes to Policies, Rules, Consents, Contracts and Handbook

TSCC reserves the right to terminate or make changes to the contract, handbook or policies, rules, and consents at any time as deemed fit. Changes will be reported to all parents immediately and when possible 2 weeks' notice will be given for them to take effect. In cases where changes are made due to safety, health or at the request of childcare licensing, the changes would take effect immediately. If needed, TSCC will update parent contracts to comply with any changes, and parents will need to sign the new contracts to continue care. The handbook and contract are reviewed and updated as needed and at least annually in the summer.

Changes to Clients Personal Information

Please give written notice (fill out a new registration form or section of the form) for any changes to personal information that may occur for you or your child (examples: name, address, contacts, allergies, or child's immunization status). If the update involves the immunization status of your child, please bring in a photocopy, or text a snapshot, of the current health passport page with the immunization history for your child. It is the parent's responsibility to keep TSCC informed of any changes to personal information and for TSCC to update the child's file.

Childcare Tuition & Fees Policy

Monthly Tuition Fees

Tuition fees are based on traditional contracted days and hours between 7:30-4:30 (9hrs). **Earlier or later hours of care (before 7:30am and after 4:30pm) may be contracted at TSCC's discretion and will incur an additional fee.** Fees are billed monthly based on the contracted set/flat monthly childcare rate plus late fees, less any non-paid closure days and government funding (ACCB, FRI) and NOT by attendance. TSCC will not provide credits or adjust tuition fees for paid STAT closures, paid vacation time or any days your child doesn't attend childcare due to sickness or any other personal matters. TSCC will credit parents for any days that TSCC closes due to personal reasons or illnesses. Notification of at least two weeks will be given before any closures, except for emergencies or illness. Please have a backup childcare for these occasions. TSCC is not responsible for finding or paying for alternate care for your child.

Tuition & Government Programs

TSCC participates in several government programs that support parents and the childcare facility: **Child Care Operating Funding Program**, the **Parent Fee Reductions Program**, and the **Affordable Child Care Benefits Program** (formally Subsidy). Through these programs, TSCC receives a small amount of funding to help with the costs of providing a quality childcare program and monies to assist eligible BC families with the cost of childcare. More information about these programs can be found below.

Child Care Operating Funding & Fee Reduction Initiative

As a participant in **Child Care Operating Funding (CCOF)**, TSCC is also eligible to choose to participate in the parent **Fee Reduction Initiative (FRI)** program. The FRI program supports families with childcare expenses and

provides a set amount of money towards tuition based on the contracted childcare space and age of the child enrolled. The funding is paid directly to the childcare facility and is reflected on the monthly invoices to parents. The rates are based on contracted childcare NOT attendance; however, it does NOT include Closure Days. FRI contracts renew annually yearly with contract terms running from April first to March thirty-first. Historically, FRI has been notorious for lengthy delays in approvals for new contract terms. Parents need to be aware of this as it can affect the parent's out-of-pocket tuition fees during the first month or few months of FRI contract renewals. This is not something that TSCC can control and all complaints regarding this can be made directly to Child Care Operating Funding / Fee Reduction Initiative phone line @ 1888-338-6622 option 2 to make a complaint and/or the Minister of State for Child Care.

The parent is ultimately financially responsible for all childcare tuition fees they are contracted for on their child's childcare contract. Any amount not paid by Operating Funding's Fee Reduction Initiative, Subsidy and or the Affordable Child Care Benefit is payable by the parent. All tuition fees must be paid in full on the first of each month as set out in this handbook and your childcare contract.

Affordable Child Care Benefits

Parents may be eligible for additional government support with childcare expenses. **Formally called childcare Subsidy, the new "Affordable Child Care Benefit" helps families that earn up to \$111,000** and those that have considerable deductions for family size or children who have special needs. Please visit the Gov't of BC website to estimate funding and to apply for this benefit. When eligible for this benefit, TSCC will be mailed a notice from the Ministry outlining the parents' eligibility. TSCC will submit claims at the end of the month for that month's care, and the qualifying amount will be deducted from the parent's invoice for the following months' care. This amount may be different each month depending on the number of days of childcare that the child was in attendance for and the number of days the parent is eligible to claim for each month. **Please note that this benefit is attendance based and the Ministry will only pay for a total of 10 absent days per calendar year.** Of those absent days, the Ministry will only pay for a day the child is sick or on vacation with the parent. **If the child is absent, and the Ministry does not pay for childcare on that/those absent day(s), the parent is responsible for paying the full childcare fees, for those days.** The Parent is ultimately financially responsible to pay for their child's contracted days of care each month, regardless of their child's attendance and any Affordable Child Care Benefit assistance.

Non-Refundable Deposit Policy

When enrolling, a non-refundable deposit or non-refundable holding fee equivalent to a half of a month's tuition fees is required. These fees hold your child's spot at TSCC. They are due at the time of registration, along with all other completed forms and possibly the first month's tuition fees depending on the first day of care. **The deposit is non-refundable but will be credited to your account and used towards your final balance when sufficient notice to terminate care is given to TSCC. The holding fee is non-refundable but turns into a deposit 30 days after your child's first day of care. Please see the section in the handbook titled "Termination of Care" & "Holding Fee" to find out more.**

All spaces will be considered available until the deposit fees, first month's tuition and all completed forms (contract & registration) are received. If for any reason the child fails to start when expected, OR if sufficient written notice to terminate care is NOT given and received by TSCC, the deposit fees will be forfeited, and the space will be filled by another child. If your contract is terminated by TSCC, due to non-compliance with the handbook or contract, your enrolment fee will also be forfeited and will not be refunded to you.

Early Arrival / Late Pickup Fees

A late pickup fee (for picking up after your contracted hours) or an early arrival fee (for dropping off before your contracted hours) will be **charged at \$1.00 per minute if not previously agreed upon and arranged.** However, we feel that part of offering complete childcare is to work with today's busy parents. If on occasion a parent is unavoidably detained, and the parent gives us a courtesy call or text, a grace period may be offered by TSCC.

Late Fees for Childcare Tuition

If your child's tuition fees are late, a late fee will be applied to your account (\$10.00 per day). If full payment is not made within 3 days, your child will not be accepted into care until the full payment, including all late fees, has been paid. If a period of 1 week passes without payment received, your contract will be terminated, your deposit forfeited, the position filled, and the collection process for fees begun. You will also be responsible for any costs related to the collection of the childcare fees.

Payment Schedule

TSCC will issue all parents their invoice for childcare via a PDF attachment through an email. This is typically sent out a week before the due date. Tuition at TSCC is paid on a pre-pay basis which means "you must pay before your children can play". Payments of childcare tuition are due by 5:00 PM on the first of each month, for that month of childcare services. If the first of the month falls on a weekend, payment is due by 5:00 PM on the Friday before the first of the month.

Receipts

Receipts will be given as requested by parents after payments have been made. In most cases, the E-transfer acceptance from the bank is sufficient for parents. At the end of the year, every parent is issued an annual "Income Tax Receipt" for childcare fees. The year-end "Income Tax Receipts" are usually issued by the end of February.

Forms of Payment Accepted

Interac Email Money Transfer (E-Transfer)– TSCC's preferred method of payment.

(monica.and.daycare@gmail.com)

Cash– Easy and receipts are always given when requested by parents.

Cheques – no longer accepted.

Credit Cards – Not accepted.

Absenteeism/Non-Attendance

Absenteeism / Non-Attendance

TSCC would appreciate advance notice if your child will not be attending for any reason. A courtesy text the night before care should be given whenever possible. If advance notice is not possible then a phone call or text in the **morning BEFOR your child is due to arrive is expected and appreciated**. If TSCC is not notified of an absence, and your child doesn't arrive for care, TSCC will call or text you. If we are unable to reach you, we will leave a message. Please return our call as soon as possible **so that we are not left worrying about the well-being of you and your child**. Again, TSCC will not provide credits or adjust tuition fees for any days your child doesn't attend childcare. In addition, please do not expect that we adjust the day's activities on the chance that you "might" show up (i.e., if we are going to the park that day when you arrive, we may not be at childcare!).

Enrollment, Waitlists & Reserving Spaces

Services

TSCC cares for children between the ages of 1 year and 5 years. Spaces are limited in number and age groups as constricted by Child Care Licensing. TSCC retains the right to deny admission if all the spaces for a particular child's age group are filled or if TSCC does not feel that there is a good fit between TSCC and the parents or child's needs, and or if your enrollment documents are not fully completed and returned within a reasonable time frame (generally 1-week) along with a deposit to secure the space.

Tour and Pre-Enrollment Consultation Process

All parents and children are required to visit TSCC before enrollment. This initial consultation process helps to achieve a good fit between provider, parent, child, and other children enrolled. **Initial parent/child consultations are conducted after childcare hours or on weekends** to ensure the safety of the children and secure dedicated time for our guests. After that, parents are welcome to come back and observe the childcare in progress.

Childcare spaces are contracted and are only secured with a contract, full registration papers and a deposit.

All paperwork (contract and registration forms) must be filled out, signed, and returned to the provider before any child's first day of care. In addition, the parent must ensure all the child's supplies (including the emergency kit) are stocked at the childcare facility before the child's first day of care.

Waitlist Policy

A waitlist is kept for parents seeking enrolment at TSCC. The waitlist does NOT secure a child a spot in the childcare, therefore there is NO FEE to have your child placed on the waiting list. When a space becomes available, the families on the waitlist, with childcare needs that also meet the space availability will be contacted and invited to call TSCC to set up a tour and pre-enrollment consultation or orientation for the childcare space.

The following information is required to be added to the waitlist: Parents first and last names, child's name, child's Date of Birth (or expected due date), contact phone number or email addresses, the desired start date for childcare, the desired drop off and pick up times, and any special needs, health, or allergy concerns for the child.

Reserving an Anticipated Space/ Holding Fee

To reserve a space that is anticipated to become available a non-refundable holding fee equivalent to a half of a month's tuition fees is required along with a contract of intent and all enrollment paperwork. This contract and non-refundable holding fee secure the space for a child when it becomes available. **The holding fee is non-refundable but turns into a deposit 30 days after your child's first day of care.**

If the parent chooses to cancel the reserved space or no longer wishes to continue reserving the space, the parent must notify Tender Spirits Childcare immediately. The non-refundable holding fee will be forfeited, and the parent will NOT receive a refund of any monies paid to TSCC.

If the first month's tuition is not paid on time OR the space is not utilized at the expected start date of care, and the parent hasn't made other arrangements with TSCC, the parent forfeits not only the non-refundable holding fee but also the space for their child.

Reserving an Available Space

To reserve an available space a non-refundable deposit equivalent to a half of a month's tuition fees is required along with a contract and all enrollment paperwork. This contract and a non-refundable deposit secure a childcare space within the program for that family's child.

Tuition billing for any available space starts immediately, or on the first day of the subsequent month of the space's availability, regardless of if the parent needs childcare to start at a later date. (This means that if you secure a space in January for a space that is available in February and you want to start care in April, you need to start paying for the space as of February.)

Probationary / 2 Week Trial Period Policy

There will be a trial period of 2 weeks from the date of the first day of care. Either party may terminate services during this time without reason. After the 2-week trial period, please see the section in the handbook titled "Termination of Care".

- In cases where the parents terminate care and the space has NOT been held for a month or longer, **any tuition paid for the month will be reimbursed less any fees for services rendered, however, the non-refundable deposit will remain non-refundable and is forfeited.**
- In cases where the parents terminate care and the space HAD been held for a month or longer **refunds for tuition paid will NOT be issued, and the non-refundable deposit will remain non-refundable and is forfeited.**
- In cases where TSCC terminates care for breach of contract or handbook and policies, termination of care will be effective immediately, **refunds for tuition paid will NOT be issued, and the non-refundable deposit will remain non-refundable and is forfeited.**
- In cases where TSCC feels the child is not a good fit for our program (because they require support beyond what we can provide) **any tuition paid for the month will be reimbursed less any fees for services rendered, and the non-refundable deposit will be refunded.**

Summer Leave

Spaces must be paid for to be considered secured for a child. TSCC can not save or reserve spaces without being paid for it. Financially this is simply not possible. If parents wish reserve a space over the summer months (July & August) full tuition fees must be paid. Attendance or non-attendance is at the discretion of the parent however courtesy notice of days children will not be present is necessary.

If the parent chooses to terminate care for the summer and re-enroll in September, please be aware that the deposit will be forfeited in lieu of the providers paid vacation and the space may no longer be available come September. The space is not secured or held for any child when tuition fees are not paid. All Termination of Care Policies will apply.

Supplies Required by Parents

Parents will need to provide the following things to be left at TSCC. All supplies must be labelled with the child's name.

- **Clothing.** This includes at least 2 full changes of clothes to be kept at childcare.
- **Nap time comfort item if needed.** A special toy, blanket, stuffy, or soother/pacifier with a clip can be brought in.
- **A hairbrush, if applicable.**
- **Any over-the-counter medication** that you may wish to be used; sunscreen, diaper cream, baby lotion, and ointments such as Vaseline. These items must have the child's name written on them.
- **1 water bottle, sippy cup or baby bottle** that will go to daycare and back home daily.
- **Formula or milk if applicable in bottles daily.** Parents are required to supply milk if your child is not weaned off having milk daily. Water is always available to the children.
- **Diapers, Pull-ups & Wet Wipes** etc. if not potty trained.
 - Diapers or Pull-ups, 1 full sleeve. They will be stored and used for your child only and TSCC will notify you when the supply is low.
 - 1 package of baby wipes, at least 80 - 100 count. Please bring a hard plastic refillable box the first time and then soft plastic refill pouches as needed.
- **An Emergency/Comfort Kit** as outlined in "Parents Role in Preparedness."

Enrollment Checklist

Items that are required before the child starts care:

- Completed Contract, Registration Forms and Deposit (+/- first month's tuition or holding fee)

- A head shot photo of your child to be used for the emergency cards, the enrolment folder, name tags in the coat room, and our “friends wall”.
- A family photo for our “family wall”
- Completed Emergency Card
- Photocopy of your child’s care card
- Photocopy of your child’s immunization records.
- Supplies as outlined under “Supplies Required by Parents.”

Termination of Care

Termination of Care – by Parent

If a family wishes to terminate their childcare contract, **a minimum of one month’s written notice is required by the first day of the last month of care.** When terminating care and the final days of care fall between September and June one month’s written notice is sufficient to receive a full credit for the childcare deposit. However, **when termination is given in June or July to terminate care for July or August the parent forfeits the childcare deposit, (in lieu of paying the educator’s paid vacation time) and the deposit will NOT be refunded or credited to the parents’ account.**

Please ask TSCC for the “Notice of Withdrawal” form or download it from the childcare website. The notice must be written, signed, and given to TSCC on or before the first of the month to count for that month’s notice; otherwise, the notice is either insufficient or effective for the following month.

Provided that sufficient written notice is received as described above, TSCC will apply the non-refundable deposit toward the last month’s tuition fees/ final balance. The remaining balance is due upon receipt of the “Notice to Withdrawal”.

If sufficient written notice is NOT received as described above, the tuition fees for that month and the following month will be payable in full whether the child attends childcare or not. Tuition fees will not be “pro-rated” (i.e., you will NOT be charged on a daily or weekly rate) and your deposit will be forfeited/ NOT applied to your final balance unless notice is adjusted and in line with sufficient written notice.

No credits or refunds will be issued for any time TSCC is closed for paid vacation during the preceding or final month of care / the “one month’s notice period”.

If it becomes necessary for TSCC to resort to legal action to collect fees, the parent(s) will be responsible for any legal fees incurred by Monica and/or Tender Spirits Childcare.

Termination of Care – by TSCC

In the event TSCC should ever find it necessary to end a childcare contract, **TSCC will do its best give the family one month’s written notice**, except for reasons such as, but not limited to: family or medical emergencies, behavioural concerns regarding child or parent (i.e., destructive uncontrollable or violent behaviours, habitual tardiness in the pick-up of a child, the lateness of payment or non-payment, non-compliance with the handbook or contract etc.) These situations will be grounds for immediate termination.

Childcare Drop off & Pickup.

Sign In & Sign Out Policy

Each day the parent is required to sign their child (ren) in or out, noting the time arrived or being picked up. The sign-in/out sheet and pen are located by the entry door. These attendance sheets are a requirement for licensing

and government funding. They provide TSCC and parents a written record of the child's attendance, hours, and who brought/picked up the child.

Hand Washing Upon Arrival

Every person entering TSCC is required to wash their hands either before entering (at our outdoor handwashing station) or immediately upon entering (at the bathroom sink). Handwashing is one of the most important things we can do to minimize the spread of germs, viruses, and bacteria.

The following five steps to hand washing will be used every time.

1. **Wet your hands** with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather your hands** by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub your hands for at least 20 seconds.** Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. **Rinse your hands well** under clean, running water.
5. **Dry your hands** using a clean towel or air dry them.

Arriving / Dropping Off at TSCC

Many of our learning experiences take place in the first half of the day, so it **is important to be at childcare by 8:30 am at the latest.** Parents must walk their children to the door, assist them with hand washing, and sign them into care. Please do not stay in your car and send your child to the door on their own.

All shoes must be removed at the doorway. This is proper etiquette upon arrival and helps keep the floors clean from dirt, debris and infectants (this is especially important for the infants and toddlers in care, but also a good hygiene practice).

Please do not allow your child to arrive with food, drink, or candy in hand. All food and drink items must be eaten at the kitchen table during our designated meal and snack times. Junk food and any candy are discouraged and only given on special occasions when all the children can participate, with parental approval.

It is normal for your child to cry on arrival, especially for the first few weeks. **Please make your goodbye brief and tell your child exactly when you will be returning. Brief goodbyes lead to reduced anxiety in children. Never leave without telling your child goodbye.** Sneaking off, often creates fear, more anxiety and separation issues for your child. Remember crying usually stops within seconds or minutes of your departure. You are welcome to text me to see how your child is doing if you are concerned. Also, watch and wave to your child at the goodbye window.

Our typical nap time is from 12 pm - 2 pm. Children may not be dropped off or picked up between 12 pm - 2 pm unless it's unavoidable. Picking up or dropping off during this time is very disruptive. Children arriving or leaving during nap time may wake children sleeping and a child who has arrived may either immediately need to go down for a nap or be required to be quiet while the other's sleep. If there is an emergency or if it is unavoidable to come between 12 pm – 2 pm please, make arrangements with TSCC and pickup/ drop off quickly and quietly when you arrive. If you can text TSCC or knock quietly when you arrive, TSCC can get your child's things to you then wake your child for you and bring them to you at the front door. This is usually the least disruptive way for you to pick up your child and not wake the other children in my care.

Picking Up / Leaving Childcare at Day End

Your child must exit TSCC with the parent or an authorized alternative pick-up person. If the parent or authorized alternative pick-up person disregards this rule and allows the child to exit ahead of them, they are assuming the responsibility of the child and the child is no longer considered to be in TSCC's care. TSCC assumes responsibility

for children only while they are in TSCC's care. Once the child leaves the supervision or property of TSCC the adult signing the child out is responsible for the child.

In the unlikely event that a child is not picked up by either the parent or an authorized alternate, and they cannot be reached after 2 hours of the arranged pick up time (or after being called in an emergency), TSCC will legally be forced to consider the child abandoned and call the MCFD. Once this is done the child will most likely be put in the care of MCFD.

Parent Parking and Vehicle Policy

Please feel free to use TSCC's driveway to park in at pick-up and drop-off times. For the safety of all the children please do not leave your car running and unattended at any time. Never leave a child in the vehicle unattended. Please do not allow your child to play near the vehicles or run onto the streets at any time. Children must be buckled into appropriate car seats or boosters for their age. TSCC is legally responsible to report persons to the police if the child is not buckled up safely.

Alternate or Emergency Pick up Persons/ Safe Child Release Policy

In accordance with childcare regulations, children in TSCC care will only be released to the parents, legal guardians or authorized persons listed on the child's "Alternate or Emergency Release Persons Form" and/or the "Emergency Card". Under no circumstances will a child be released to anyone other than the parents, legal guardians, or authorized persons, without **WRITTEN permission. Telephone and Text permission will not do!** Parents are responsible for keeping this information updated. Persons may be added or subtracted to the "Alternate or Emergency Release Persons Form" at any time in writing. If there is a custody order or other such court order that prohibits any parent/person from contacting/picking up the child a copy of this order **MUST** be kept at the childcare for "enforceability".

When a person from the "Alternate or Emergency Release Persons Form" is picking up a child, they will be required to **show some form of photo identification and provide the "code word"** before TSCC will release the child. Once TSCC has established recognition/relationship with this person, ID and the code word will no longer be required. A child will NOT be released to anyone whom TSCC deems incapable of providing safe care. *It is TSCC's legal responsibility, to the extent that is possible, not to release a child to any person who is unable to adequately care for a child. This includes a person under the influence of alcohol or drugs. *If TSCC believes that a child will be at risk, TSCC will briefly and politely explain why and call an alternate authorized person to pick up the child (possibly the adult too). If any person picking up is insistent and takes the child, against TSCC's wishes, 911 (the police) and the Ministry of Children and Family Development (MCFD) will be called.

Child Safety & Security Policy

Security

Child security must be taken extremely seriously. TSCC does this by protecting the children and childcare in the following ways.

1. Single point of entry; parents are expected to immediately close the front door upon entry and exit. It should be realized that security is also the responsibility of parents.
2. Secure door entry: this door is always locked. Children are not allowed to open the door for anyone.
3. Alarm System: there is a chime on all windows and doors and emergency touch buttons.
4. An extra exit point from the building to be used in the event of a fire or malicious security breach.
5. Children are released per our safe child release policy; a policy that includes signed consent, photo ID and a password code to be given before releasing a child to anyone other than their parent.

Open Door Policy

Parents are invited and welcome to visit anytime that their children are present (except for visiting during Rest /Nap Time). If after the parent visits, the child is emotionally upset by the parents' departure the parent will be asked to take the child home. We want to minimize the number of stressful separations from the parent each day and instead nurture positive experiences and connections at childcare. If a parent arrives during rest/nap time, please be prepared to take your child with you as disrupting and waking sleeping children is not allowed. Please see "Arriving / Dropping off at Childcare" to find out more regarding this delicate time. In addition to visiting, parents are welcome to call or text TSCC at any time to see how their child is doing or to discuss childcare. If I do not answer or text back, please be patient and TSCC will call or text you back as soon as we can.

Emergency Injury or Illness

In the event a child is ill or in need of medical attention, the parents will be contacted to pick up the child, if they cannot be reached and/or the child requires immediate help, he/she will be released to the ambulance personal. ****Ambulance fees are the parent's responsibility**** If an ambulance is not available, and it is feasible to do so, TSCC may choose to transport the child.

Field Trips

For children to attend special field trips a signed consent form must be returned to TSCC before the event. Parents may be required to cover entrance fees for special activities and are responsible to make payment before the event. Field trips are not only fun for the children but also help to stimulate interest in a subject and expand a child's knowledge; however, they are usually only possible with parent support and participation. Parents are always welcome to participate in our field trips and are encouraged to do so.

Lost Child Policy

The emotional and physical wellbeing of children is TSCC's utmost concern. TSCC cannot shelter children from the world, but we can try our best to provide a safe and secure yet creative and stimulating environment for their development. When on excursions TSCC will always strive to both nurture the children as well as maintain high levels of safety through supervision and awareness of the location and its surroundings.

The safety and security of children are paramount to TSCC. In the unlikely scenario of a child being lost, TSCC will immediately initiate the following procedure to locate the lost child.

1. Perform a clear and concise search.
2. Ascertain the necessity for calling 911 and do so if indicated.
3. Document timelines and the clothing that the child was last seen in.
4. Attend to the wellbeing of other children in care.
5. Notify parents of the lost child
6. Notify the parents of the other children in care if indicated and send them home.
7. Notify Fraser Health Child Care Licensing (because it's a reportable incident)

House Etiquette

House Conduct

To ensure a cooperative, safe, and caring environment, the following standards of behaviour are to be followed and respected by everyone that enters TSCC.

- **We keep everyone safe.** We are gentle and kind, we treat everyone with respect and speak kindly to others and about ourselves.
- **We are respectful of the environment.** We use materials, supplies, and equipment respectfully so as not to intentionally breaking anything.

- ***We stay together as a group.*** We play in the playroom together; we have lunch together and we stay together at the playground and on field trips. We wait for an adults' direction before leaving the house or yard (no one is allowed outside without adult supervision, even when parents are here).
- ***We eat at home or the lunch table.*** All food and drink must be eaten at the lunch table, except for special day events and parties. Parents are asked NOT to send their child to TSCC with food in hand. No-spill sippy cups and no-spill straw cups with WATER in them are allowed in the playroom.

Shoes

TSCC requires everyone to remove their shoes at the doorway, then carry them to the closet. Young children pick up this habit quickly, infants and toddlers will be helped as needed. Please do not allow children to track mud, dirt, debris, and possible bacteria/viruses in with their footwear on.

Personal Belongings & Toys from Home

For safety reasons, please do not allow your child to bring any toys from home with your child. If your child needs a special toy or item for sleeping, it will be allowed, but it will remain in a place away from all the children until Rest Time. TSCC is NOT responsible for lost, stolen, or broken toys from home. Should the child deliberately destroy toys or other property of TSCC through misuse or wilfulness, the parent will be required to replace it.

Guidance /Discipline Policy

Appropriate & Inappropriate Behaviour

Appropriate behaviour is defined by a child's age and unique development. At TSCC children are nurtured with affirmations and encouragement that support self-regulation, self-respect, self-confidence, and sensitivity. Rewards to recognize, acknowledge and support the children's use of "good behaviour" leads to extrinsic motivation rather than intrinsic motivation and separates children from self-regulation. These rewards may include shallow verbal praise ("good job"), stickers, special activities, and prizes.

Directions are followed the first time they are given, depending on the age of the child. Younger children will need encouragement and repeated reminders to help them follow instructions.

Inappropriate behaviour is when a child is developmentally capable of appropriate behaviour and intervention is required. Some people call intervention discipline; I prefer guidance. Discipline suggests something adults "do to" the children to stop them from behaving in undesirable ways whereas **guidance suggests "something adults do with or for" children to guide and teach appropriate behaviour.** Acting in a positive way to guide children's behaviour will assist children in developing sensitivity, respect, self-control, self-confidence, self-discipline and ultimately, self-regulation.

Guidance will be according to age and developmental understanding level. Younger children, babies, and toddlers will be redirected to another activity. Older children will be given preventative guidance, such as an explanation of limits and expectations in terms they can understand. Intervention such as limiting toys/equipment or using natural/logical consequences may also be used with older children depending on the severity of the offence or the number of recurrences of the offence. "Guiding Children's Behaviour", an online government resource will be utilized as it is considered best practice. (https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/guiding_childrens_behaviour_april_2017.pdf)

The following is a list of guidelines that TSCC will also follow. These guidelines have been developed using TSCC's personal beliefs and as per Child Care Licensing and Provincial Guidelines.

Preventative Guidance

The same clear simple house rules will be set for every adult and child. This will allow adults to model the appropriate behaviours and for children to have limits. House rules will be applied and explained to each child per their age and understanding level. Minor incidents will be ignored.

1. Age-appropriate choices will be offered to help reduce inappropriate behaviours.
2. Emphasis will be placed on telling children what to do rather than what not to do and on the action rather than on the child. This positive technique of guiding a child's behaviours will help the child to learn problem-solving skills, confidence, and respect.
3. Time will be allowed for children to respond to these expectations.
4. Children will be encouraged both verbally with affirmations and affectionately with gestures.
5. Children will be respected and assured to use me as a resource.
6. Children will be supervised to prevent problems.
7. Children will be given natural and logical consequences for their actions.

Intervention Guidance

If a child becomes a persistent behaviour problem, I will address it with you, and we will try to resolve it together. If I feel that the child's behaviour is a result of the childcare not being a good fit for the child, I will discuss this with you and terminate care. Terminating care is not easy for either party but may be necessary for the health and well-being of the child or the childcare group. The behavioural intervention will be used in the following ways.

- Unacceptable behaviour will be reminded to the child respectfully with proximity and a gentle touch. They will also be given a sense of understanding, compassion, courtesy, and patience.
- A child's feelings will always be acknowledged, limits will be set, problem-solving demonstrated and choices offered.
- Distraction, diversion, time away, redirection, and limits to the use of equipment are all techniques that may be used to try to correct behaviours. Opportunities for children to correct themselves may also be provided.
- No child will be subjected to any form of physical, verbal, or emotional abuse/punishment while in my care--even with parental permission. This includes but is not limited to: BEING HIT, SPANKED, SHOVED, SHAKED, And BELITTLED. FRIGHTENED, HUMILIATED, VERBALLY ABUSED, THREATENED, SPOKEN TO IN A DEROGATORY MANNER, OR OTHERWISE INTIMIDATED.
- No child will ever be punished by being physically restrained or confined while in my care-- even with parental permission.
- No child will ever be deprived of a meal or any part of a meal while in my care--even with parental permission.
- No child will ever be deprived of rest or necessary toilet while in my care--even with parental permission.
- No child will ever be punished for toilet accidents while in my care--even with parental permission.

Biting Policy

Biting in the toddler years is developmentally appropriate behaviour and not unexpected when toddlers are in childcare. It is always upsetting when children are bitten, and we recognize how upsetting it is for the parents as well. However, we all must realize that biting is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between thirteen and twenty-four months of age.

Toddlers bite for a variety of reasons, most not related to behaviour problems, therefore, **the focus is not on punishment for biting, but on effective techniques that address the reason for the biting**. A child might be teething or overly tired and frustrated. He or she might be experimenting or trying to get a teacher's attention or the attention of his/her peers. Toddlers have poor verbal skills and are impulsive without a lot of self-control. Again, this is developmentally appropriate for their brain development. Sometimes biting occurs for no apparent reason but TSCC will do their best to try to discern the child's process that led to biting. TSCC teaches children and models emotional literacy. All children will always be encouraged to "use their words" if they become angry or frustrated. Sometimes young children need help with the language needed to express themselves. TSCC recognizes this works alongside children in these circumstances.

The following steps will be taken if a biting incident occurs:

1. The biting will be interrupted with a firm "No...we don't bite people!"
2. The bitten child will be comforted right away.
3. The biter will be removed from the situation and redirected to another activity.
4. The wound of the bitten child will be cleansed with soap and water and ice applied if needed.
5. The teacher will work with the child who bit to learn self-regulation skills, social-emotional skills, and language skills.
6. The parents of both children will be notified (confidentially) of the biting incident (bite notice) and a written record will be kept.

TSCC wishes we could guarantee that biting will never happen, but we know there is no such guarantee. We will deal age-appropriately with biting so that it will end as quickly as possible. We will support children whether they bite or are bitten. We want the best for all the children in our care. If a parent would like more information on biting or has any questions or concerns, please let us know.

Touch Policy

Touch plays a crucial role in early childhood development. Physically in sensory development, and mentally in brain development; affecting all aspects of growth. Because healthy touch is vitally important to children's growth, feelings of belonging, safety, and trust, TSCC does not institute a "no-touch" policy. Instead, healthy appropriate, warm, responsive touches will be used to convey regard, concern, a sense of safety and caring for the children. No child will ever be forced to or chased after for affection. Children will be the main person that establishes contact through touch; either by initiating or asking for the healthy touch (such as a hug, finger rhymes such as "this little piggy", lap rhymes or tickles). At times children will be asked if they may be touched; for example: "May I change your diaper?" "Would you like a hug? You look sad" "May I fix your hair?" Parents are also encouraged to talk to TSCC if they have restrictions on healthy touch or concerns about how their children may be touched.

Healthy Touch

- Hand holding (example: when walking to the school/ park)
- Back rubbing (example: soothing a child to sleep)
- Hair stroke (example: a gentle touch to fix hair or show you are present)
- Snuggling (example: when reading a book)
- Hugging (example: goodbye hug, hug to make a child feel better after an injury)
- Sitting on one's lap (example: lap time songs or stories)
- Kisses on the cheek (lip kisses are for family only)

Child Abuse / Neglect Policy

Suspected or Disclosed Abuse

TSCC is **required by law** to report any suspected or disclosed abuse and/or neglect to the Ministry of Children and Family Development and Community Care Facilities Licensing. Failure to report abuse can result in prosecution under the Family and Child Services Act. **TSCC's responsibility is to report, not determine if the abuse has occurred.** If abuse/neglect happens outside of this facility the report will be made to MCFD. If abuse/neglect happens inside this facility a report will be made to CCFL. TSCC WILL NOT contact the parent unless specifically directed to do so by the Ministry of Children and Family Development (MCFD) or the Police.

Forms of abuse/neglect include any type of physical, emotional, sexual abuse and/or neglect by parents, staff, volunteers, and household members. Examples of these include but are not limited to: being hit, spanked, shoved, shaken, belittled, frightened, humiliated, threatened, spoken to in a derogatory manner, confined, physically restrained or separated without adult supervision, deprived of meals, snacks, rest or use of a toilet. Further information may be obtained through the Public Health Office, Community Care Centre and/or support and information centers.

If TSCC suspects child abuse or a child confides to a teacher that he/she is being abused TSCC will do the following:

1. Be sensitive, listen and show concern to the child.
2. NOT question the child; TSCC will only offer support and reassurance.
3. Document the conversation that was had with the child.
4. TSCC will be prepared with the relative information (child's file, journal notes etc.) before the report.
5. Call and report the incident immediately.
6. Document the call and all the information given regarding the report.
7. TSCC will NOT contact or discuss the abuse with the perpetrator/ family.

When making a report TSCC will release the Parents and Child's information to the Ministry of Children and Family Development and/or Community Care Facilities Licensing.

To help aid in the prevention of child abuse TSCC will practice the following safety skills, in hopes to give the children the tools needed to deal with such situations.

1. your body is your own.
2. yell loudly if you need help.
3. tell someone what happened –don't keep BAD secrets.
4. I am always here for you, and I will always listen.
5. Runaway from danger
6. Body parts and their terminology

Additional preventative measures that will be taken:

1. A criminal record search and reference check will be completed for every person that is present at operative times; this includes substitutes, volunteers, and visitors.
2. Policies will be reviewed regularly.
3. Volunteers and visitors will not be responsible for diaper changes or toilet assistance.
4. The childcare environment will be arranged in such a manner to reduce the number of unsupervised spaces yet still allow for children's privacy.
5. An open-door policy is in effect for parents– this allows parents to observe their child at any time.
6. Communication is strongly encouraged: TSCC will notify parents of any changes in the childcare family setting and TSCC hopes that parents will do the same.
7. A child will not be questioned by TSCC regarding abuse, but the information offered by the child will be noted, dated, and reported immediately.

Reportable Incidents Policy

TSCC is required by Child Care Licensing and the Community Care and Assisted Living Act regulations to report specified incidents that affect persons in care. There are 20 types of such incidents. These incidents are called **“reportable incidents” and are listed under “Schedule H” in the Child Care Licensing Regulation.** Some examples of reportable incidents are aggressive or unusual behaviour, attempted suicide, death, disease outbreak, emergency restraint, emotional abuse, serious fall, unexplained bruising, or wounds, suspected physical or emotional abuse, financial abuse, medication error, missing or wandering person, motor vehicle injury, and neglect, an injury requiring emergency care, poisoning, sexual abuse, and unexpected illness requiring emergency care.

Reporting provides information on what occurred and how similar incidents may be prevented from happening again (e.g., new policies, recalled toys, removal of broken items from childcare etc.) and in the promotion of a high standard of care, safety, and health.

Reports will be made to a) The Parent, b) Medical Health Officer and c) Licensing. **All reports must be made WITHIN 24 HOURS.** The following information should be included on the Child Care Incident Report, to ensure that it provides the details needed for proper assessment.

1. As much descriptive detail as possible (who, what, when, where, how, why).
2. The sequence of events that led to the incident and identify any factors that may have contributed.
3. The strategies that were implemented to lessen the circumstances.
4. The immediate response steps that were taken as well as the safety measures; corrective and preventative actions that were put into place as a result.
5. A note that persons that were notified, when and who they were.
6. The status of the person who was adversely affected; and, if any changes were made to their plan of care.

TSCC is also required to keep a record of any minor accidents, illnesses, injuries, or unexpected events involving the person in care. **Minor accidents are reported to the parents** when there is a head injury, open wound, or bite from another child.

Injury & Medical Emergencies Policies

Medical Emergencies

Although supervision is constantly given, TSCC cannot be always by every child’s side to prevent falls, tripping, bumps, blows from other children, etc. If a child is injured in a non-life-threatening way, TSCC will assess the child and provide first aid if indicated. If the injury is more serious, the parent will be notified so the child can be transported to the hospital or doctor’s office. (I.e., needs stitches, broken arm, or dislocation, etc.) All costs associated with injuries to the child will be the responsibility of the parent.

In the case of a medical emergency, TSCC will attempt to contact the parent immediately. If TSCC is unable to reach you, TSCC will start calling the people designated as emergency contacts. If immediate intervention is required, TSCC will take appropriate action including calling 911 and having the child transported to the Hospital via Ambulance. The parent’s/family’s insurance is responsible for the cost of medical help or treatment due to emergencies, accidents, or illness while in childcare and while in the parent’s/family’s care. In the event of an injury or illness that requires medical attention, TSCC is required to report it to Child Care Licensing as a “Reportable Incident”.

Liabilities

Children will never be left unsupervised, nor will they be abused or neglected at TSCC. However, accidents do happen. In case of emergency, TSCC will administer the necessary First Aid, if possible, an ambulance & the parent/guardian will be called, or the child will be transported to the nearest hospital. If an ambulance must be called to transport the child, the cost of the ambulance will be the parent or guardian's responsibility. The parent or guardian is responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. The owner of Tender Spirits Childcare and her family will not be held liable for any sickness/injury of either parent/guardian or child while on these premises.

Communicable Disease & Prevention Policy

Wellness and Illness Policy

TSCC has policies in place to help reduce the risk of communicable disease spread within our childcare setting.

TSCC requires that children stay home when any symptoms of unwellness are present, or they are not well enough to fully participate in our program. Additionally, if a sibling is unwell, we ask that they refrain from coming to childcare too as they may also soon exhibit symptoms or be a carrier of those same germs.

Please call/text and let us know if your child/children will be absent. Notice the night before care should be given whenever possible. If advance notice is not possible then a phone call or text in the **morning BEFORE your child is due to arrive is expected and appreciated**. If TSCC is not notified of an absence, and your child doesn't arrive for care, TSCC will call or text you. If we are unable to reach you, we will leave a message. Please return our call as soon as possible **so that we are not left worrying about the well-being of you and your child**.

ILLESSNESS AND EXCLUSION TIMES

- **Air Born Allergy:** A historical presence of itchy watery eyes, clear runny nose that may or may not accompany sneezing (hay fever, cotton wood, cat dander etc.). *Child may attend care if a care plan is on file.* We recommend parents may administer 12 to 24-hour allergy medication at home before attendance.
- **Common & Acute Cold:** Contagious. Symptoms can include some or all of the following: sneezing, stuffy nose, runny nose, sore throat, coughing, watery eyes, fever. *Child may return when discharge has subsided, and nasal discharge is minimal IF they can keep up with independent nose wiping and handwashing (with reminders). If fever, vomiting, diarrhea, or coughing are present then follow those symptoms criteria.*
- **Cough:** Three or more times per hour, and especially if choking and/or vomiting accompanies the cough. *Child may return when coughing has subsided without the use of cough suppressants or over the counter medications.* A persistent hacking cough, wheezing, severe or frequent cough or loss of voice require examination and treatment by a medical professional. Bronchitis, pneumonia, and whooping cough can be serious and are only diagnosed and treated by doctors. Whooping cough requires child to stay home for 3 weeks from the onset of cough or until cough stops or 5 days after starting antibiotics (whichever occurs first).
- **Sore Throat:** A virus that causes most sore throats and sometimes an unexplained loss of appetite in young children. *Child may return when throat is better and no longer sore, and when appetite has returned.*
- **Strep Throat:** Strep throat is an infection in the throat and tonsils caused by group A Streptococcus bacterium. It is spread through contact with droplets from an infected person when they talk, cough, or sneeze. *Child may return 24 hours after antibiotics have begun if child is well otherwise. If antibiotics are not given, then strep remains contagious for up to three weeks - child must remain at home for this time.*
- **Fever:** 38.3 degrees Celsius (100.4F) or over. *Child may return when temperature has remained at a normal range for 48 hours without the aid of medication.*

- Guidelines for normal temperature range:
 - Mouth 35.5°C to 37.5°C (95.9°F to 99.5°F)
 - Armpit 34.7°C to 37.3°C (94.5°F to 99.1°F)
 - Ear 35.8°C to 38°C (96.4°F to 100.4°F)
- **Vomiting:** This is an infection of the gut usually caused by bacteria or a virus. *Child may return 48 hours after the last bout of vomiting and any other symptoms.*
- **Intestinal Upset:** This includes any stomach upset, lack of appetite, diarrhea, cramps, loose stool, vomiting or nausea. *Child may return 48 hours after the last bout of symptoms and must have one solid bowel movement.*
- **Antibiotic Use:** Can return 24 hours after the antibiotic is first taken as long as all other symptom criteria is met. Antibiotics may be continued at child care with a completed consent form – available upon request.
- **Infected Skin or Eyes:** 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 must be clear before the child may return.*
- **Ear Aches and Infections:** Untreated ear infections can lead to hearing loss and are potentially infectious. We require children to see a doctor for direction. *Children may return after 24 hours (with or without antibiotic medication) AND when symptoms such as fever and ear tugging have subsided, and they are comfortable to fully participate in our program.*
- **Open Wound:** Minor wound with no redness or weeping - may return when ready, keep wound covered. Red, weeping, oozing or fluid filled wounds must be seen by a doctor for treatment. *Children's return time will depend on severity of wound – talk to TSCC.*
- **Rash:** *Child may return if no lesions or other symptoms are present and if feeling well. If accompanied by fever, vomiting or other symptoms follow the criteria as set out for those symptoms.*
- **Chickenpox (varicella):** A highly contagious disease that causes an itchy rash with small, fluid-filled blisters. *Child may return after all lesions have dried or crusted (usually 6 days after onset of rash) and no new lesions have showed for at least 24 hours.*
- **Lice:** Small bugs found in the hair. *Child may return once they have been treated with an effective lice treatment and all lice and nits have been combed or picked out of hair.* Follow up shampooing must be administered to complete treatment. Staff will check hair before entry upon return after treatment. If lice or nits are found, the child will be sent home for further treatment.
- **Impetigo (cold sore):** Lesions or pustules on the skin that burst and form thick yellow crusts, often around mouth, nose, diaper area, arms, and lower part of legs. *Child may return 24 hours after antibiotic treatment begins and until the lesions are no longer pustules and have crusted over.*
- **Pinworms:** Anal itching; disturbed sleep, irritability; and sometimes secondary infection of the scratched skin. Worms may be seen at or near the anus. Eggs can survive up to 3 weeks in environment. *Child may return 24 hours after oral treatment has begun AND itching is no longer present.* The oral medications must be taken in two doses, 2 weeks apart as per the CDC. Although herbal remedies to treat pinworms exist, they aren't a recommended first-line treatment. If utilizing herbal remedies, returning to child care is delayed until for 2 weeks and until fecal testing is negative.
- **Ringworm:** Flat, spreading ring-shaped area, moist or crusted. Reddish around edges with white scales in centre. Can be on the scalp or body. Seek medical treatment. *Child may return 48 hours after they have begun treatment with a prescription oral antifungal medication - all lesions must be covered while in care and fresh, clean clothing must be worn daily.*
- **Communicable Diseases:** *Communicable diseases such as chicken pox and measles must be reported to staff as soon as they are diagnosed. The duration of the child's treatment and exclusion from child care will depend*

on the Health Authorities Communicable Disease recommendations – which staff will be able to provide. The communicable diseases that must be reported to Child Care Licensing can be found in Schedule A and B of the [Health Act Communicable Disease Regulation](#). Additionally, according to [Child Care Licensing Regulations 55 \(2\) schedule H](#) any disease outbreak must also be reported.

Illness for Staff & the Educators Family

Being an Early Childhood Educator is a physically and emotionally demanding job. Working with children also increases our exposure to germs daily. Therefore, we will practice good hygiene and healthy habits to reduce the risk of unnecessary infection. Despite these precautions, there may be times when the educator or her children become ill, and the child care facility cannot remain open. To protect your children and for the educator to have a speedy recovery she will need to take time to rest/care for her children. **When indicated TSCC will promptly notify parents of any illness and if closures will occur as a result or not.** Please know that in each case TSCC carefully assesses the risks to your children, considers all families need for childcare services, considers the ability to provide quality care (during times when the educator is sick) and tries its best to offer services with the least interruption as possible.

International Travel

If traveling to an area under alert by the CDC for communicable disease, then 48 hours or more exclusion after your return will be enforced. **Please self disclose travel location and have a plan of action approved and in place with TSCC prior to travel.**

Medications

Medication (prescription or over the counter) will only be administered with **written permission** by the parent. **Exception to a this is in cases of an emergency- directions by emergency medical services, 911 or poison control will be followed.** The educators reserve the right to decline to administer any medication they are not comfortable with for any reason. Administration of any medication will be logged on a Medication Administration Consent Form & Record.

All prescription or over-the-counter medication must be given directly to the staff at TSCC upon arrival and must be stored in a lockbox. All medication must also be specific to the child who is to receive the medication and in its **original container** with the appropriate information as follows:

1. Prescription medication must have the original pharmacist label that includes the pharmacist's phone number, the child's full name, name of the health care provider prescribing the medication, name and expiration date of the medication, the date it was prescribed or updated, dosage, route, frequency, and any special instructions for its administration and/or storage.
2. Over the counter (OTC) medication must be in the original container with the manufacturer's original label with dosage, route and frequency, and expiration date all clearly visible. In addition, the parent/guardian must also write the child's full name on the container. Any OTC without instructions for administration (on the label) specific to the age of the child receiving the medication must have a completed medication administration instruction sheet from the health care provider prescribing it before being given in the childcare.

It is highly recommended that the parent/guardian administer all medication (both prescription and OTC) at home whenever possible. For prescriptions, you can ask the Doctor for a medication that can be given every 12 or 24 hours by you at home. TSCC prefers not to administer any medication, as a safety precaution. If a 12- or 24-hour medication cannot be prescribed, or Tylenol / Advil is needed (for pain control NOT to control fever) arrangements for TSCC to administer them can be made. Please ask your pharmacist to provide the medication in two containers, one for home and one for use in childcare. If Tylenol or Advil are needed, you may send the original bottle as noted above.

Preventative Health

The health and well-being of all the children at TSCC is an important concern. To promote a healthy environment, TSCC practices and implements the principles and policies below.

Visitors

Non-essential visitors will be limited to those that support activities and or benefit the children's learning and well-being. When visitors are present, they are required to confirm health and that they have had no possible exposures to communicable diseases. TSCC will keep a list of the date, names and contact information for all visitors (other than parents) who enter the setting.

Vaccinations

While it is not a requirement for children who attend childcare to be vaccinated, TSCC is mandated by childcare regulations to document all immunizations and make note of children that are not vaccinated. **The diseases that vaccinations are created for are communicable and are easily transmitted among children.** It is important to protect children against these diseases. I highly encourage parents to speak with their family doctor about immunizations for their children and to be sure to keep the immunizations and records (both at home and childcare) up to date.

Hygiene

Healthy hygiene practices are maintained and practiced regularly. This includes proper hand wash techniques by all children and adults, food safety precautions for storage and handling, regular cleaning and sanitizing of the facility, and universal precautions for diapering and handling bodily fluids.

Hand Washing

Handwashing is one of the most important things we can do to minimize the spread of germs, viruses, and bacteria. In addition to hand washing upon arrival and departure, we will practice handwashing before and after sensory play, outdoor play, meals, diaper changes, nose wipes etc.

The following five steps to handwashing will be used every time.

6. **Wet your hands** with clean, running water (warm or cold), turn off the tap, and apply soap.
7. **Lather your hands** by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
8. **Scrub your hands for at least 20 seconds.** Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
9. **Rinse your hands well** under clean, running water.
10. **Dry your hands** using a clean towel or air dry them.

Hot Water Faucets

Children will be supervised and assisted with hand washing. We have a thermal regulator for the bathroom sink faucet. Tap water from this faucet will not be heated above 49° Celsius and is often only at a cool warm temperature. Thermostatic valves to ensure this will be tested frequently by the educators and annually with a thermometer by Child Care Licensing.

No Smoking Policy

NO smoking of cigarettes, tobacco, marijuana, cigars, e-cigarettes or vape pens is allowed on TSCC's premises/property. There will be no smoking permitted in the home, the driveway, or the yard spaces. This is for the safety of all the children. Medical evidence indicates that exposure to second-hand smoke can be hazardous to health. Cigarette smoking is a leading cause of preventable death and disability in Canada. To enable TSCC to fulfill its

responsibility to provide a safe and healthy environment for the children, this policy must be implemented and enforced to reduce involuntary exposure to harmful substances produced by smoking tobacco. We thank you for your cooperation.

Cleaning and Sanitizing the Facility

TSCC is not always spotless, but it is clean and sanitized frequently. TSCC's main concern is the care of the children. We clean during nap time, if all are asleep, during non-business hours, and occasionally with children's help (picking up toys throughout the day and before meals and before naps). Children are never directly exposed to cleaning chemicals or allowed to utilize them, except for hand and dish soap used during handwashing or in water sensory play.

Disinfection & or Sanitizing Toys/Equipment

Toys and play-based learning are a fundamental part of childcare; they deliver an imperative sense of touch, sight, taste, smell, and hearing to young children. Toys, however, can also be an excellent vehicle for the spread of germs and disease. TSCC does its best to ensure the health and safety of the children by following procedures to reduce the risk of disease transmission among children when playing with toys:

- Before and after sensory play, outdoor play and eating children are encouraged or assisted to wash their hands.
- Homemade playdough that is used will be discarded weekly or sooner if contaminated.
- Sensory play bins will be cleaned and disinfected after they are dumped and before replenishing.
- Water play bins will be cleaned and disinfected after each session (i.e., immediately after play).
- Toys that are mouthed or contaminated by body secretions shall be removed from the area and are cleaned and disinfected.
- Toys and storage boxes will be emptied, cleaned, and disinfected along with the toys routinely on a rotational basis and as necessary.
- Toys will be cleaned with water, disinfected with a bleach-water solution, and then rinsed.
- Toys will be inspected for damage (cracked or broken parts) daily as these may compromise cleaning and safety. Toys that are found to be too damaged, cracked or broken will be discarded.
- Outdoor Play Equipment requires cleaning once annually and when visibly soiled or as necessary. A pressure washer, soap and/or a bleach water solution will be used as needed.
- High-touch surfaces such as tabletops, doorknobs, light switches, etc. will be disinfected at least daily with Lysol or a bleach-water solution.
- The lunch table and kitchen counters will be disinfected before each meal with a bleach-water solution as directed by childcare licensing.

Bleach Cleaning Solution

1:100 bleach solution for **disinfecting general surfaces** is made by: Adding 1 part of household bleach (5.25% hypochlorite) to 100 parts water (or **10 ml of bleach to 990 ml of water**). This will give an approximately 500ppm hypochlorite solution.

1:50 bleach solution for **disinfecting contaminated surfaces** is made by: Adding 1 part of household bleach (5.25% hypochlorite) to 50 parts water (or **20 ml of bleach to 980 ml of water**). This will give an approximately 1000ppm hypochlorite solution.

Personal Protective Equipment (PPE)

PPE (such as face masks, shields, and gloves) will be utilized as needed to prevent the spread of communicable disease, when someone falls ill during childcare, AND when given direction by a health professional or our provincial health officer.

Pets

Boo and Rascal (two cats) share the provider's home/TSCC's facility. Boo is very cuddly and snuggly to everyone, while Rascal is a bit shy and cautious, but he is also very lovable. They are both child-friendly indoor-only cats. The children will have access to the cats as the cats are free to roam the house. The cats love attention from children and come down to the playroom but will often go back upstairs where they tend to spend most of their day laying in a sunny window or sleeping in their cat beds.

Children love pets and pets love children, but teaching children appropriate behaviours around pets is important too. The children are taught that the cats are quite loving kitties, which might find children's busy hands scary or dangerous. They are taught to pet gently and approach softly. No hitting, pulling tails or pestering is acceptable.

TSCC does not allow the cats to sleep in or on any of the children's nap time bedding. The cat's water bowls, food dishes and litter box are only accessible upstairs in the family living space and not accessible on the childcare level of the home.

Emergency / Disaster Preparedness

In the unlikely event of an emergency/disaster, the children will be instructed as to what they should do, and the following procedures will be conducted. The educator will guide the children to safety and endeavour to follow our emergency plan. We will also practice most of these procedures in drills throughout the year. Fire Drills will take place monthly, and Emergency Preparedness Drills will take place yearly. We hope that following the same measures in a drill will help orient children as to what they should do in a genuine emergency. We will help keep the children calm and help them to follow through with these skills in both practice drills and a genuine emergency.

Fire Drills and Evacuation Plan

Regular fire drills will be performed on a different date and time each month. These drills will be recorded, showing the date, time, and number of children present. In the event of a genuine fire (as well as a fire drill) the following procedures will be followed.

- Upon fire alarm or observation of a fire, the children will be collected calmly and evacuated from the home.
- The children will be evacuated using the posted evacuation route. Exit "A" (the front door) will be used as a primary way out.
- Activation of the hardwired wall-mounted fire alarm will be made, if possible, upon exit, if the alarm has not sounded yet.
- We will all gather across the street, in our neighbour's yard, beside the huge boulder and attendance will be taken.
- **The educator will call 911 and provide the civic address and details of the fire after exiting if the fire alarm has not been triggered.**
- We will not re-enter the building unless directed it is safe to do so by the Fire Department.
- If the fire damage is extensive or sufficiently serious parents will be called and children will be sent home immediately. If the parents are not available, the child's emergency contacts will be called.
- After each fire drill, there will be a discussion of fire safety with the children.

Disaster Drills & Preparedness Plan for Earthquakes, Floods, etc.

- In the event of an earthquake, children will "duck and cover", face away from windows, and count to 60 or 10-6 times.
- Once the emergency has passed, the children will be evacuated/ lead to safety and attendance will be taken.

- If relocation is required a notice of destination will be posted at the childcare site and information given to our out-of-area emergency persons if possible. Our emergency relocation sites are Panorama Park Elementary and JT Brown Elementary School.
- Our out-of-area emergency contact persons(s) are the primary contact for parents in the event of an emergency and parents are responsible to contact this person for information on their child. Chances are I will not be able to contact parents directly.
- Our out-of-area emergency contacts are: (Monica's Aunt) Darlene Voigt 1-250-368-8783 and (Monica's Cousin) Shane Voigt 1-250-364-1911. It's a good idea to always keep this info in your wallet and with you.
- Parents are also responsible to provide out-of-area emergency contact information to the childcare provider. This information will be used secondary to the childcare facilities out of province emergency contact person.

Parent Rolls in Preparedness

Every parent is required to supply a comfort kit for their child. The comfort kit will include food and water for 72 hours as well as some other emergency supplies. Parents are welcome to build it from scratch or purchase a school kit (such as) and add to it.

TSCC has an emergency and first aid kit as well; however, it doesn't contain food and water for all the children. It is the parent's responsibility to supply certain items in a comfort kit. **We require all parents to pack the comfort kit in a toddler backpack that their child can carry.**

In addition, parents should:

Keep their child's emergency contact information updated and review it yearly at minimum.

Teach and talk about fire and earthquake safety at home.

Keep the out-of-area contact person's number in your purse or wallet. Call that person for information about the children in the event of a disaster.

Be prepared to pick your child up immediately/as soon as possible in the event of an emergency/ disaster.

Comfort Kit Information

Thinking about things such as natural disasters or crisis can be frightening but it helps everyone feel more secure knowing that we are well prepared and equipped to care for and protect your child if you are unable to get to him or her right away. As always, our priority is your child's safety and emotional well-being.

As part of Fraser Health's Child Care Licensing requirements, each child must have 72 hours of emergency supplies. TSCC's policy is that each family must provide their child with a comfort kit to be stored at TSCC and used with our daycare's disaster supplies. The purpose of a comfort kit is to keep your child comfortable and reassured in the event of an unexpected occurrence such as an earthquake, storm, power outage, crisis, or other emergency. Items with an asterisk** are suggested as necessary by emergency management organizers, all other items are optional. We recommend that you include as many optional items as possible.

Basic Comfort Kits (72 hr. supply of food/water, an emergency blanket, a light stick, and a Mylar bag) are available for purchase through F.A.S.T. Parent can purchase them online or pick them up in Delta. The one that I recommend for use in the daycare is the student comfort kit. The cost of this kit is about \$25 before tax.

Please put all comfort kit items in a large 1-gallon freezer Ziploc with your child's name on it or a toddler size backpack if your child is old enough to carry it on his/her own. WE need to be prepared if a natural disaster or crisis that requires us to relocate so, **please DO NOT make the comfort kit too heavy for your child to carry or too heavy for me to carry** (keep in mind I will also need to carry my supplies and the supplies of children developmental capable). Remember that I will be caring for several children and will have several kits to manage. **Kits should be small, compact, and as light as possible!**

- ** 72 hr. supply of food & water → in the F.A.S.T. kit
- ** One foil emergency blanket → in the F.A.S.T. kit but also can be found at the dollar store seasonally
- **One chemical snap light (light stick) → in the F.A.S.T. kit OR small flashlight (w/batteries packed separately)
- **One black plastic leaf/lawn trash bag

Additional MUST HAVE items to add to the F.A.S.T. kit.

- ** Family photo and letter of comfort from parents
- ** Emergency Contact card with an out-of-area contact number
- ** Hand wipes/sanitizer
- ** One small sandwich size Ziploc with approx. twenty wet wipes
- **Three diapers/pull ups
- ** Two small pocket size packages of tissues

Additional OPTIONAL items to add to the F.A.S.T. kit.

- One small comfort toy or possession
- One individual size cheese and crackers
- One individual size cereal product/granola bar (NO CHOCOLATE)
- Three fruit snacks (raisins, applesauce, fruit leather etc.)
- One package of gum, a roll of lifesavers or 2-3 suckers
- One emergency whistle with a breakaway neck rope

Inclement Weather & Other Emergencies

Inclement weather events and other emergencies can cause serious, unexpected, and often dangerous situations. Such situations can be caused by weather, plumbing backups/flooding, electricity outages, or other events and may require the unexpected closure of TSCC. Of course, we only want to remain closed if necessary and for the briefest time possible, but our primary goal is to keep everyone safe. If we need to close, parents will be advised as soon as possible. If children are in attendance parents are required to pickup their children right away. **Refunds will be issued accordingly for the closure.**

Some situations can include:

- Impending bad conditions such as a wildfire/ smoke advisory.
- Over a foot of snow falling in a short period/ snowfall warning.
- Electricity/power outage in the fall or winter.
- Heating or cooling is not available.
- Flooding affects roads or other transportation.
- Plumbing backups or burst pipe.
- There is an emergency asking people to stay home.

Power Outage Policy

There are flashlights located in the childcare for emergency and power outage situations. In the event of a power outage that lasts more than 1 hour, where the weather is bad and the house is getting too cold for the children, or we cannot see safely without lights, parents will be called to pick up their children.

Snowfall Warning

If severe weather occurs during operational hours, all parents will be contacted and TSCC will be closed. If the severe weather warning occurs before operational hours an announcement of closure will be made ASAP and posted to our Facebook page. **TSCC will close and follow all snow/weather closures for Surrey BC Schools.**

Usually, SD36 makes snow closure announcements at 7 am on various radio stations. TSCC generally will make an announcement shortly thereafter.

Heat Wave

A heat warning, as defined by Environment Canada, means daytime and nighttime temperatures or humidex values are expected to be higher than the average high temperature for 2 or more days in a row. TSCC will take the following precautions during a heatwave.

- Arrange air conditioning and fans to help keep TSCC cool.
- Keep everyone hydrated with the frequent reminder to drink water.
- Limit time spend in direct sun and seek out shade and/or hang tarps/shade sails to provide shade.
- Avoid being outside during the hottest part of the day (typically between 11 a.m. and 2 p.m.).
- Have everyone dress for the heat and activity level:
 - Wear light, loose clothing to let air circulate and heat escape.
- Ensure everyone wears a hat and applies sunscreen with SPF 15 or higher before going outside. Parents are to apply sunscreen each morning before arrival at daycare.
- Watch for signs of heat exhaustion (headache, dizziness, nausea, cramping, extreme/no sweating etc.)
- Be prepared for power outages, and have an emergency plan in place (closure if the building gets too hot)

Smoke Advisory

If an air quality advisory is issued rapidly changing wildfire smoke or pollutants may make it not advisable to be outside for long periods. TSCC will in such cases decrease the amount of time we spend outdoors accordingly. This will reduce our exposure to pollutants and provide some added safety for vulnerable individuals. Active play will take place indoors through divergent planned activities.

Play Policies & Supervision

Supervision

TSCC follows active supervision guidelines as set out by Child Care Licensing Regulations and the Fraser Health Supervision Alerts (Fraser Health, 2018), to help avoid any risks to children's safety and to prevent any injuries or undue harm to the children in my care.

Child Staff Ratios Ages, Numbers & Exemptions

TSCC will ensure that children attending TSCC are enrolled in a space that allows us to provide adequate supervision and care to meet the needs of the entire group. TSCC will follow ratios permissible under our license to operate and as set out in Child Care Licensing Regulations Schedule E. If an exemption (approval through Fraser Healthy Child Care Licensing) is endorsed, all parents with children enrolled will be notified of the exemption.

Indoor Play

The play environment and furniture are set up to always allow for clear unobstructed and consistent views of the children. The equipment and furniture will be inspected frequently to check for any wear, tear, or hazards. The children are taught to stay together as a group. We all remain in the playroom together at playtimes. Children are not permitted to wander throughout the house. This allows TSCC to always have a clear line of sight and sound of all the children. In addition, it provides TSCC with the proximity needed to act quickly and intervene as needed to protect the children's health and safety.

Outdoor Play

Outside learning environments will be regularly inspected to ensure they are safe. Outdoor play supervision is consistent with indoor play, however; it would take place in the back yard or at the local park/playground. While

children are expected to be together as a group in the outdoor space, they are given the freedom to explore and interact in the environment in different ways. Whether its risky play, water play, or mud kitchen play, active supervision and proximity are maintained with the children.

Risky Play

Risky play allows children to explore and interact with the environment and equipment in a way that honours the children's capabilities while also allowing them to push boundaries to achieve new competencies. The teacher is always present to oversee the activities in a "relatively safe space" but is not necessarily there to direct the children. Children will be encouraged to explore, test, and push themselves to new levels of learning about the environment and their bodies through hands-on experiences. Educators may also from time-to-time scaffold learning and provoke thinking to nurture a safe aptitude and proficiency for risks. These risk-management skills in turn help minimize risks. Educators believe in promoting children's self-awareness of capabilities and comfortability so that they can become efficient, methodical, well-regulated decision-makers in nature. Risky play also helps develop a child's self-confidence, resilience, and executive function abilities.

Ways we balance the risk with benefits are:

1. Provide supervision without hovering or over directing.
2. Don't transfer our fears onto the child...yet if we feel something is too dangerous, to be honest about it.
3. Practice the 17-second rule to observe capabilities, give time to problem solve or become comfortable.
4. Get out of the way and let the children guide the play and exploration.
5. Give time, freedom, and space for exploration.
6. Provider loose parts and materials that will enhance play and learning.

Water Table Play

The safety and supervision of children in and around water is a huge priority to TSCC. Children will always be supervised during water play experiences. TSCC will ensure water containers and water tables are filled to a safe level and a small amount of soap will be added to the water for hygiene reasons. Children will be guided to wash their hands before and after water play activities, again for hygiene reasons. These activities will always be supervised, and the vessels will be emptied after each use. Children will be discouraged and stopped from drinking from water activity vessels.

Summer Water Play

TSCC has a sprinkler, slip and slide, a wading pool, water canals, tarps, and a waterfall wall for summer water play. TSCC requires signed permission on your child's enrollment form before your child is allowed to play in the water. A towel and water play clothing or swim clothes will be requested for these days.

Teaching children appropriate play behaviour with divergent equipment and how to assess risk and make safe choices is one of our goals at TSCC. If a child is not making safe choices and TSCC believes that a child is at risk of injury, the child will be redirected to play elsewhere, or the activity will be shut down for the health and safety of the entire group.

Water play features will always be filled with clean freshwater (and possibly soap) and emptied immediately after use. An adult will always be actively supervising water play and frequently within arm's reach of the children. Pools may at times be filled ahead of water play to warm in the sun, however, at those times the children will not have access to the pool until supervised outdoor play begins. When children are playing in free-standing water the educator will be within arm's reach of the children.

Puddle Play

During rainy days we often visit the local park and play in puddles. TSCC will make every effort to ensure that the children are only permitted to play in fresh rainwater and not old stagnant water. Some of the puddle play

activities we participate in are puddle jumping, rock dunking, leaf boat play, floating branches etc. Again, the children will always be supervised. Only children with rubber boots (muddy buddy is also recommended) will be allowed to engage in this type of rainy-day play.

Active Play & Screen Time Policy

What is ACTIVE PLAY? Active play is a physical activity that 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.

Why is ACTIVE PLAY Important? Active play helps to promote healthy growth and development and supports body control and movement. Active play can help build strong bones and muscles, improve balance, coordination and assists with the development of gross motor and fine motor skills. Active play also helps to promote children's confidence, improves concentration and thinking and learning skills and provides opportunities to develop social skills and make friends.

How much ACTIVE PLAY will happen at childcare? 60 minutes of active play will be incorporated into the childcare environment throughout the daily routines and activities. In addition to this, a minimum of 60 minutes per day of outdoor activities will be integrated into the day. A total minimum of 120 accumulative minutes of active play per day will be achieved here at childcare. The national guidelines recommend an additional 60 minutes of active play happen outside of childcare.

What will TSCC do to support ACTIVE PLAY in childcare?

Facilitating A Positive Active Play Space - TSCC will create a safe open, uncluttered **indoor space** inside the childcare classroom that allows for mindful active play and gross motor movements/ physical activities. When needed TSCC will lay down tumbling mats for the children. Children will be taught about safe active indoor play (no running, no hitting, no pushing, no pulling on clothes, no punching, no kicking etc.), keeping a "bubble" of personal space, listening to instructions carefully and being respectful of others. In addition, TSCC will create a safe, spacious **outdoor space** that allows for a large variety of gross motor movements such as running, hopping, jumping, balancing, throwing, catching, kicking balls, group games, obstacle courses etc. TSCC will also transport children by foot to a **variety of active play spaces** such as local parks, schools, and playgrounds.

Scheduling Active Play – Active play will be scheduled (with flexibility) into our daily program to ensure a minimum of 120 accumulative minutes of active play per day will be achieved. And to ensure we practice all three fundamental motor skills – balancing, movement, and coordination. Our scheduled active play will consist of both facilitated and child-led activities indoors and outdoors. **Facilitated indoor activities** will occur between transition times and during circle time. Some examples are the "Jump, Jump STOP" game, Dancing, Action Rhymes, Yoga, Animal Action Cards, etc. **Child-led indoor** activities will occur during free play and open-ended play, such as dress-up, kitchen play, building blocks etc. **Facilitated Outdoor** play will occur in the back yard, playground, school, or Local Park. We will use playground equipment to imagine and follow an obstacle course, Live 5210 Playbox's (if available) and/or childcare sports equipment to play group games such as soccer, basketball, catch, parachute, chase, dodgeball, etc. We will also play games that do not require equipment, such as "Mother May I", "What Time is it Mr. Wolf", "Shark in the Water", "Running Races", "Hopscotch", "Bubble Popping" etc. **Child-led outdoor** play will consist of offering a frequently changing variety of equipment (climbers, slides, balls, ride ons, jump ropes, bean bags, balloons, hula hoops, bean bags etc.) and allowing the children to create or explore play with them under supervision. Both Facilitated and Child-led active play activities will be switched up often so that a variety of skills may be practiced, and boredom will hopefully not be an issue.

Promoting a Happy Positive Attitude for Active Play – Active play will be encouraged in a happy welcoming manner. No child will be forced to participate in any activity, nor will we focus on "winning" or competition. Co-operative play with emphases on enjoyment, play and creativity will be encouraged. Praise will be given for

effort and increased skill & competence. Activities with varying degrees of difficulty will be planned so each child can experience feelings of defeat and achieved success. Good sportsmanship will be taught and followed. Play fair, have a good attitude, no teasing, and no trash talk, lose gracefully, win with class, and respect the rulings of your teacher.

What can parents do to support ACTIVE PLAY at home?

Follow “Live 5-2-1-0” – This healthy living guide gives us four simple guidelines to raise healthy kids. We will be following it as much as possible at childcare and it is our hope you will at home too.

5 - Enjoy five or more vegetables and fruits every day.

A diet rich in fruits and vegetables provides vitamins and minerals, important for supporting growth and development.

2 - Turn off your screens and get no more than two hours of screen time a day.

Sitting in front of a screen for too long is not good for you even if you are physically active. Screen time, including TV, computers, and hand-held devices, takes away important time for healthy active play. The recommendation is no screen time for children under the age of 2.

1 - Play actively – at least one hour every day.

Regular physical activity is essential for fitness and the prevention of overweight and chronic diseases such as heart disease and diabetes. Children 0-4 years old need 2 and a half hours of active play each day for optimal health benefits.

0 - Choose healthy options and drink zero sugar-sweetened drinks.

Intake of sugar-sweetened beverages among children is associated with obesity, lack of milk consumption and dental cavities.

Screen Time

Screen time is defined as TV, electronic games, tablets, etc. It is important to limit the amount of screen time children are exposed to. Children under 2 years old should not watch screens at all. As per Child Care Licensing, screen time will be limited to 30 minutes per day maximum when offered. I do not offer screen time daily. **Screen time is NOT a part of our regular program here** and is only offered occasionally. Such times may be for example when it's a special occasion like Christmas, or for a learning aid such as a yoga video, or a mini educational YouTube video showing a butterfly emerging from a cocoon etc. TSCC does not have a TV or electronic games in the childcare. TSCC does have a tablet and a computer that we can use to view short special occasion videos. The tablet and computer are not directly used by the children and are for adults only. TSCC feels children are exposed to enough electronics and screens outside of childcare and that young children should enjoy childhood and have plenty of time as they grow to learn how to use these devices.

Photographs & Video Policy

At TSCC lots of pictures and occasional videos are taken to share with the children and the parents and to document learning. They show us magical moments and how much the children are learning and having fun. Sometimes these photos/videos are also used in other childcare-related ways. For example, in arts or crafts, as gifts, in childcare photo albums etc. These pictures/videos are for childcare use only and will not be made available to the public without the parents' permission. With permission, the photos and videos will be shared with the public. For example, on the facility's Facebook/Instagram pages, in a google drive shared with parents, bulletin board, or in a group email to parents.

No inappropriate pictures or videos will ever be taken or displayed, and no outside agency will be allowed to photograph the children without parental consent. TSCC reserves the right to photograph the children for curriculum purposes without specific parental consent.

A “photograph and video authorization and release” will be completed by the parent of each child enrolled. If a parent doesn't give consent/permission to their child's photograph being displayed or shared, TSCC will make every effort to either omit the child from the photograph/video, take a picture/video where the child's back is to the camera, or on an angle in which the child's face is not seen, or even blur out, distort, or mark over the top of the child's face to protect their identity. If you do not want to have your child's photos posted on Facebook, please do not hesitate to let TSCC know.

TSCC does have a few childcare photo albums that we place these pictures into (that do not leave the childcare), we also post photos and documentation of learning on the walls, and we have Facebook and Instagram accounts for photo sharing. The childcare Facebook & Instagram accounts are business pages and parents are encouraged to like and follow the pages. Not only can parents find wonderful pictures of what is happening at childcare, but they can also find important information there. TSCC's monthly newsletters, snack plans and notices are also posted on the social media pages. With permission, the photos of children are posted and only the children's first names (and possibly last name initial) are given. The social media pages are not private, and parents are welcome to share photos with friends and relatives by tagging their name in the photo or clicking the share button. Not being private pages also allows parents to save pictures of their child directly from the social media page.

Outings, Field Trips & Transportation Policies

Excursions and Routine Outings

We always remain together as a group. This includes outdoor play in the yard and destination outings. Children are to be within eyesight and a reasonable distance to the educator when outside. Children are also counted and accounted for before leaving when arriving at and numerous times during play at all outside locations. This includes the backyard. At certain times, such as field trips, it may be necessary to require parent volunteers to ensure safety and supervision. At other times, such as time spent at the playground, it may be necessary for children to take turns exploring and being outside of the stroller. At all outdoor locations, a risk assessment and safety check of equipment, fences and the grounds will be taken before play.

Lost Child Policy

The emotional and physical well-being of children TSCC's chief concern and importance. We cannot shelter children from the world, but we can try our best to provide a safe and secure yet creative and stimulating environment for their development. When on excursions TSCC will always strive to both nurture the children as well as **maintain high levels of safety through supervision and awareness of the location and its surroundings.** TSCC will actively supervise children, ensure they stay together with the educator as a group, and perform frequent headcounts to ensure everyone is accounted for. The safety and security of children are paramount to us. In the unlikely scenario of a child being lost, TSCC will immediately initiate the following procedures to locate the lost child. The procedures will include:

1. Perform a clear and concise search.
2. Ascertain the necessity for calling 911 and do so if indicated.
3. Document timelines and the clothing that the child was last seen in.
4. Attend to the well-being of other children in care.
5. Notify parents of the lost child
6. Notify the parents of the other children in care if indicated and send them home.
7. Notify Fraser Health Child Care Licensing (because it's a reportable incident)

Daily Adventures

At TSCC, we do not provide transportation services to and from homes/ schools for childcare children. However, as part of our curriculum, we do go on neighbourhood walks and regularly visit the local playground, park, and school, and sometimes field trips off the premises. For regular (foot/stroller transportation) excursions like a walk around the neighbourhood or a visit to the school playground, parental permission is required in the enrollment package. **TSCC will not enroll any child that does not have this permission as it is something that we do daily and is a huge part of our day-to-day schedule.** The school and toddler playgrounds are only 1 block away and less than a 5 min walk. Getting outside each day into the fresh air is important and this provides us with the perfect opportunity to get out outdoors, be physically active and connect with nature.

To ensure safety, on day-to-day foot/ stroller outings, the children will either be seated in the stroller, holding the educator's hand while walking or holding the stroller walking rope while walking. This all depends on each child's age, development, and behaviour/abilities. We will walk together as a group and no child will be allowed to run ahead down the block or wander away from the group. When visiting a park or playground the children will be allowed to run and play in the same area and as a group, so that proper supervision can be achieved.

Outing Emergencies

In the event of an emergency, TSCC will attempt to contact parents immediately. If TSCC is unable to reach a parent, TSCC will start calling the people designated as your emergency contacts. The educator's cell phone, the children's emergency contact cards and a basic emergency kit are carried with the educator on all excursions. If immediate intervention is required, TSCC will take appropriate action including calling 911 and having the child transported to the hospital by ambulance. The parents or their insurance is/are responsible for the cost of an ambulance and medical help or treatments for their children due to emergencies, accidents or illness while in or out of the care of TSCC.

Field Trips

For children **to attend special field trips a signed "Field Trip Permission" form must be returned** to TSCC before the event. Children not permitted for the field trip will need to remain *out of childcare* that day. The parent will be responsible for finding and paying for alternate care that day. Parents may be required to cover any entrance fees for special activities and are responsible to make payment before the event. Field trips are not only fun for the children but also help to stimulate interest in a subject and expand a child's knowledge; however, they are **usually only possible with parent support and participation**. If you would like to participate in our childcare field trips, you are always welcome and encouraged to do so. If you have extended family that would like to join us on a field trip, I'd love to welcome them. The more the merrier!

Field Trip Transportation

To ensure safety, on Field Trips, a "Field Trip Permission" form will be required for any child to be included in the outing AND possibly a **"Vehicle Transportation Consent"** form. Sufficient volunteer supervision support/transportation will be required as well. For any field trips or outings that require vehicle transportation, parents will be asked if they would like to volunteer to drive their children, stay for the outing, and then return their children home with them, or back to childcare, whichever case may apply.

Children will be instructed in safe transportation conduct as well as field trip conduct for their age and stage of development.

If TSCC partners with parent volunteers for transportation, and it is still not sufficient for all the children, the field trip will be cancelled or alternative methods like public transit may be used. If volunteer drivers and personal vehicles are used the following rules will apply:

1. "Vehicle Transportation Consent" forms and "Field Trip Permission" forms must be completed.

2. Parents will supply and loan the drivers a proper car seat for their child for the day.
3. The car seat will have the child's full name and emergency contact number affixed to the seat (duct tape and a black sharpie marker works well for this)
4. All traffic health and safety precautions must be taken in compliance with the Department of Motor Vehicle's standards.
5. The drives must submit proof (photocopy) of license and vehicle registration papers to TSCC if they are driving any passengers other than their child(ren)
6. TSCC will carry a first aid kit, emergency permission cards and field trip permission/ vehicle transportation consent permission forms.
7. No child (ren) will ever be left unattended in a vehicle.

Bathroom & Diaper Change Policies

Diapering

It is the parent's responsibility to provide diapers, wipes, and diaper cream for their child. Each child has his or her own clearly labelled bin in the closet to hold their change of clothes, diapers, wipes, diaper cream, etc.

Diapers are checked frequently and changed every 2-3 hours or more often if required. Soiled diapers will be changed immediately upon detecting they are soiled. The diaper change table is in the bathroom next to the sink. Diapers, wipes, creams, gloves, and cleaning products are located above the changing table and within reach. While changing a diaper the child will NEVER be left alone on the changing table and physical contact will always be maintained with the child. Diaper cream will be applied as needed. The diaper changing mat will be cleaned and disinfected between each diaper change, and hand washing of the educator and child will be performed after each diaper change.

Supervision of the entire group of children will be maintained during diaper changes; various techniques may be used. This may involve having the group line up and sit in the hallway to sing songs while the educator changes the diaper, or having the children play a simple game (kickball, bean bag toss, Simon says etc.) in the hallway (with supervision through the bathroom mirror), or placing younger children in cribs to play temporarily, or having a parent supervise the children momentarily. These are some examples; however, the precise routine will be determined by the ages, interests, and developmental abilities of the children in care.

Health and hygiene practices will be maintained. The child's soiled diaper will be removed, bottom wiped, used diapers disposed of in a closed lid garbage can, soiled clothing changed as needed, the changing table disinfected, and the hands of the educator and child will be washed after the diaper change.

Cloth Diapering

Some eco-friendly and cost-conscious parents are turning to **cloth diapers** when it comes to deciding what will cover the baby's bottom. At TSCC we are happy to accommodate cloth diapers; however, the following guidelines must be honoured.

If cloth diapers are used, **soiled cloth diapers and/or soiled training pants will never be rinsed or laundered at TSCC.** The fecal content may be placed in the toilet (if the feces is formed enough to roll off), but the diaper shall not be rinsed, instead, it will be simply rolled up and placed in a dedicated container such as a tight-fitting lidded diaper pail or waterproof zippered wet bag, supplied and sanitized daily by the parent. All soiled cloth diapers can only be used once until properly laundered by the parent. Liners will not be used as a method to salvage solid diapers for reuse before laundering. A fresh clean cloth diaper and waterproof diaper cover must be used at every diaper change and clothes must be worn over diapers while the child is at childcare. Soiled clothing will be bagged in the same manner as the cloth diapers.

Supplies to be provided by the parent each day:

1. At least one container that can be sanitized such as a tight-fitting lidded diaper pail or waterproof zippered wet bag for soiled diapers.
2. At least one wet bag for soiled clothing
3. At least 6 cloth diapers and 6 waterproof diaper covers each day.
4. At least 3 changes of clothes

Diapering Hygiene

With either type of diaper, the basic steps in reducing the spread of illness are the same:

1. proper handwashing after diaper changing.
2. sanitizing of diaper changing surface; after each use
3. proper diaper disposal
4. minimizing the handling of diaper wastes
5. any diarrhea discovered when changing a diaper should be evaluated to determine if the child should be isolated from the other children and/or sent home.

Bathroom Use/ Toileting

Toilet-trained children will be reminded to use the bathroom at major transition times such as before going outside, right before and after naptime, and before leaving for outings. If a child has an accident, they will be guided to change their clothing and assistance to wipe any soils will be given. Dirty clothing will be placed into a labelled plastic bag and put outside the front door for the parents to take home to launder. **Soiled underwear/ clothing will never be rinsed or laundered at TSCC.** Fecal content may be placed in the toilet ONLY if the feces are formed enough to roll off easily.

The educator cleans and disinfects the bathroom at least four times per day (morning, noon, after nap time and at the end of the day) and more often when required.

Bathroom hygiene and etiquette are expected and practiced daily.

1. Sitting, aiming, and cleaning up spills
2. Wiping & flushing
3. Handwashing
4. Putting the lid down

Toilet Learning

TSCC will assist families in toilet training their children with the understanding that ***“it will be successful only if we work together and the child is ready and willing (emotionally, psychologically, and physically).”*** TSCC will use pull-ups supplied by the parent and the parent will dress their child in easy on/easy off clothing ONLY. **No pants with buttons or snaps, no tight pants, and no coveralls. The best loose clothing is baggy elastic waist shorts.** Once the child is fully trained and can completely undress and dress themselves with different types of clothing then other outfits may be worn. TSCC requires at least 5 complete changes of clothing during Toilet Learning. TSCC does not launder soiled items and will send them home in a plastic bag. Please replace any clothing sent home by the next morning. For more information on potty training **please read TSCC’s “Toilet Training Policy”.**

Nap / Rest Time & Sleeping Children

Rest/Nap Period

Every day between approximately 12 & 2 pm we have rest/nap time. **All children under the age of 5 years are REQUIRED to have a rest period.** No child is forced to sleep; however, non-nappers must remain quiet and rest their bodies on their nap mats for the first 20 min of the nap time.

The duration of the rest/nap time will vary depending on the different ages of children and their needs, but everyone is generally awake by 2 pm. Please try not to schedule pickups or visits during this time (12:00 – 2:00 pm daily) to lessen disturbance to the resting children. *More information can be found under TSCC's pick up and drop off policies* We also ask that phone calls during this time are kept to a minimum as it may disrupt the children sleeping.

Why Napping is Essential

Daily naps for children are essential for good days and good nights. Young children between 1 year and 5 years of age need from 10 to 14 hours of sleep per 24 hours. **Many parents believe their child will sleep better at night without a nap during the day; however, if a child is overly tired, they may become stressed and irritable, and their behaviour may worsen.** Often, children become overactive, making it difficult to fall asleep at bedtime. Or become moody and irritable during the day due to lower brain functioning and tiredness. Only at age 5 (typically kindergarten age) will the elimination of afternoon naps help a child go to bed earlier in the evening.

Napping daily is beneficial for your children. **Children who nap have longer attention spans and are less irritable than those who are not napping. Furthermore, children that don't get enough sleep are more likely to develop language and reading problems among other brain disorders like ADHD as they grow older.** Naps are very valuable and when they are given up, usually sometime after 4 years of age – they should be replaced with a structured quiet time. Children need this time to re-group, calm their moods and rest their bodies. If a child is having quiet time instead of napping, this time will be used for looking at books, working on puzzles and quiet individual play that is less active and focuses on fine motor skills.

Average Amount of Sleep Young Children Need

The average 1–4-year-old needs **10-12 hours' sleep at night and a 1–2-hour nap during the day. Please do not ask TSCC to keep your child awake here. If they are asking to sleep, we are not comfortable denying them it.** Chances are if they rest their bodies and fall asleep, then their body needs the rest. If you are having difficulty getting your child to sleep at night, chances are they are overtired or they are getting more than 10-12 hours of sleep at night and an adjustment to the sleeping schedule may be needed. If requested TSCC is happy to consult with parents to find out a good balance for everyone. Shorter naps may be a better option than no naps at all.

Rest/Nap Area

Depending on individual development, **children over 18 months old** will be put on nap mats in the main playroom for nap/rest time. Children will be spaced out as much as possible and will be guided to lay down so that they are positioned head-to-toe rather than head-to-head. Children that do not nap (due to age, development, or parents' requests) will still be required to lay quietly for the first 20 min so that their bodies get some rest and so that the other children have a chance to fall asleep. After the first 20 min, the educator will guide the awake children to the table to participate in some quiet activities. These activities may be done at the table or brought back to the nap mat for solo quiet play.

Depending on individual development, **children under 18 months old** will be put in a crib for nap time. Children will be positioned on their back to sleep; however, the children may move about and choose a position comfortable to them before they settle themselves to sleep. Bottles will not be allowed in the crib during nap time. Soothers with a soother clip can be given, and parents are to provide them as needed. TSCC is quiet during nap/rest time and educators can hear the children in the cribs when they are awake, so we do not believe a baby monitor is needed (however we have on one hand if needed). We also, peek in on the children periodically during nap time to ensure rest times and safety.

The educator spends nap time in the playroom supervising the children over 18 months on nap mats, however, she also maintains frequent check-ins with the children in cribs.

Bedding

Each child will be provided with a safe comfortable sleeping space with separate nap mats/cribs and bedding. **All nap bedding is provided and laundered weekly (and as needed) by TSCC. All bedding is stored separately** in each child's crib or labelled plastic bin. Bedding is NOT shared. Children may bring a special blanket or stuffed animal for nap time if they wish but it must be helpful and not used as a distraction from rest/nap. Please do not send electronics, iPads, iPhones etc. as they will not be allowed to enter the childcare.

Bedding Donations

TSCC accepts donations of crib sheets to utilize on the crib mattresses as well as on nap mats. Crib sheets are the one thing that TSCC tends to always need. If you have crib sheets that you are no longer in need of, TSCC is happy to accept them as a donation.

Meals, Snacks Birthdays & Food Allergies

Drinking-Water

Clean drinking water will always be available. Each child will have his/her own leak-proof labeled sippy cup or water bottle. They are to be provided and washed out daily by the parents. When at daycare the cups will be stored either in the individual lunch bags or in the communal container that is carried outside when we are outdoors. All water bottles will be refilled as needed. Our tap water passed Fraser Health's safety level testing for lead in drinking water. These tests were last conducted in February 2023.

Nursing & Milk Bottles

Quality child care includes supporting the success and continuation of breastfeeding. At TSCC are happy to work with families to develop an individual breast-feeding support plan. This may include welcome nursing mothers into our play space or providing them with a quiet place for their child to nurse.

If parents wish, they may also supply expressed breast milk or formula for their child. Expressed milk must be fresh, and in a bottle with a label indicating the time and date of being expressed. Formula can be premade in bottles with labels. Formula and breast milk will be stored in the fridge until use and is good for use at daycare for up to 24 hours or 1 hour after warming. Unused milk will be discarded. When preparing for use, the educator will wash her hands and place the bottle into a vessel of warm water (not hot) to heat up. Milk will be tested for temperature on the wrist before use. All unused milk is sent home at the end of each day, no milk is stored overnight.

Milk bottles will not be propped up or taken in the crib, and children will not be allowed to walk around while drinking from a bottle. Milk will be given while in a high chair (if child can hold their own bottle) or given while the child is on the providers lap.

Food or drink will not be forced upon any child, no food will be used or taken away as a form of punishment.

Meals & Snacks

Parents are asked to feed breakfast at home, before arrival. If this is not possible, please discuss it with the educator so that alternative arrangements can be made. **Please do not send children to the door with open foods in hand.** All foods must be eaten safely while sitting at the lunch table. TSCC does NOT allow children to eat while walking around or playing with toys.

Parents are required to supply all snacks, lunches, and water bottles. **TSCC asks that parents pack their child's lunch and snacks/lunches in an insulated lunch bag with a freezer ice pack to keep cold foods cold (lunches will not be stored in the daycare fridge).** Please also use a thermos to keep warm foods in (heat ups in the

daycare microwave are available in the fall/winter and for some of the spring months but foods must be packed in a microwavable container). In the summer, lunch bags may be hung outside in the back yard with us, and microwave heat-ups are not available. During the summer lunch bags will be hung in a designated area in the shade so **lunch bags with hanging straps/handles are essential**. We will most likely be spending most, if not all, of the day outside in the summer so you will need to pack your child's lunch/snacks appropriately. Try packing more shelf-stable foods, fruits, and vegetables rather than yogurts or cheese if possible.

TSCC asks that parents provide a healthy lunch containing something from each of the four food groups. **Ethnic foods are welcome! "Junk foods" are not.** "Junk foods" are foods that are typically processed high in sugar, salt, or fat. We consider these to be items such as cookies, chips, cakes, chocolate bars, candies etc. We also ask that care be taken to pack a lunch that is too high in sugar. Packing multiple sugary items can affect health as well as behaviours in children. Some items to watch out for and limit to only one per day are granola bars, yogurts, apple sauces, gummies, fruit leathers, bear paws, fruit beverages, pudding cups, raisins, and sweetened food pouches.

All foods must be packed as the parents wish them to be served. Parents should ensure that the food items packed are **cut into small pieces that will not present as a choking hazard** (cut apple/grapes, peeled orange, chopped pieces of chicken/hot dog etc.). Eating independently is an important skill and fine motor skill. It also helps develop muscle tone, coordination, self-esteem, and independence.

Children will be supervised at mealtimes and are to remain seated during eating to prevent choking and promote manners. Educators will sit and eat with the children so that they can be good role models and provide active supervision. Manners are taught and practiced during this time. Children are also encouraged to use this time to socialize and share their experiences. **We sit together for the entire mealtime. No one is excused until everyone is done eating.** No child will ever be forced to eat; however, children are taught to remain seated while others are eating and to wait for the entire group to be excused. Likewise, children that are still eating will not leave the table with food in hand. If a child arrives after a meal or snack has been served, he/she will be asked to wait until the next meal/snack time to eat.

Clothing that is only slightly soiled by food will be gently wiped clean; clothing that has been prominently soiled with food will be changed.

Food Allergies

Some children may have life-threatening allergies to peanut butter, nuts, foods containing nuts, eggs shellfish and fish. TSCC is a home childcare facility, where all these foods are used frequently in the family home. It is impossible to ensure that there is no cross-contamination, therefore **we do NOT offer an environment free of food allergies and we CANNOT safely offer services to children with life-threatening allergies.**

Birthday and Holiday Celebrations

We honour major holidays and all children's birthdays. If you would like to bring a special treat for the children, please arrange this with TSCC beforehand. **If you celebrate a holiday other than those recognized as provincial holidays and would like it to be celebrated at TSCC please discuss it with the educators and we will attempt to plan for a lesson/ celebration of it here with your help to make it as authentic as possible.**

Regarding birthdays specifically, **we believe that birthdays are special and important to young children.** To help the children celebrate their special days we plan celebrations around activities, games, and crafts. On children's birthday's they will get to:

1. be a special helper for the day.
2. wear a special birthday cake theme hat at circle time while we all sing "Happy Birthday."
3. decorate a "birthday crown" to wear for the day.
4. play special games with balloons, the parachute and/or bubbles.

5. get to share “special treats/ cupcakes” with their friends if their parents wish to supply it.

If parents wish for “special treats/ cupcakes” to be included in the celebration, they are welcome to provide them. Alternatively, a snack that is also a nutritious food can be a great healthier option for treats/cupcakes. TSCC likes to teach kids that healthy food can be “fun food” too! Some alternative ideas are:

1. Fruit – fruit salad OR fruit and cheese kabobs OR banana rolled in peanut butter, nuts, coconut OR fruit and yogurt/whip cream dip OR Birthday bananas (bananas with google eyes and paper hats) OR smoothies OR Chocolate dipped strawberries OR
2. Yogurt Parfait – layered fruit and yogurt with a sprinkle of granola or birthday cake sprinkles OR yogurt tubes froze like popsicles.
3. Overnight Birthday Oatmeal – oatmeal, milk, chia seeds, yogurt, fruit, and sprinkles on top just before serving.
4. Individual veggies stick cups and dip.

In addition to birthdays, we celebrate major holidays like Easter, Halloween, and Christmas. **We do NOT have a rule that candy is not allowed during these special events, however, it’s always a good idea to try and limit the amount of sugar and junk children eat.** When treats like candy are shared, we will tend to only allow 1 or 2 small candies to be eaten at childcare. The remainder of the treats will be sent home for the parents to serve at their discretion.

Dental Hygiene/Tooth Brushing Policy

TSCC believes that oral hygiene is an important habit to nurture at that this is best done at home. Regular tooth brushing is an excellent learning activity that helps promote a lifelong health skill, however, **due to communicable diseases such as COVID-19 in recent years, TSCC is no longer offering tooth brushing as part of our daily routine.** TSCC will however promote oral hygiene through books, discussions, guest visitors (dentist or tooth fairy) and other learning resources.

Handbook Acknowledgment

Please take some time to read and familiarize yourself with Tender Spirits Childcare’s Parent Handbook of Policies and Procedures. When you choose to enroll your child/children at Tender Spirits Childcare you are expected to respect the childcare facility, the educators and abide by all the terms and conditions as outlined in the “Parent Handbook of Policies and Procedures” for Tender Spirits Childcare AND you are agreeing with these policies and procedures.

By enrolling your child in, and signing a contract with Tender Spirits Childcare, you will have formed a legal partnership with Tender Spirits Childcare. A partnership works best when those involved understand one another and are aware of the others' expectations. It is important to recognize that we are working together with ONE MAIN GOAL – that is to provide a quality, safe, nurturing, and educational place for your child (ren) to be cared for, while you are away.

If you have any concerns about specific things, it is best to discuss them before enrollment. If your concerns occur after enrollment, please schedule a time to discuss them with us when children will not be present in the childcare; so that we may give you our undivided attention. We are happy to discuss your concerns with you after hours, either at the childcare facility or over the phone.