

Penticton Indian Band

Little Paws Children's Centre

Phone: 250-492-2324

Fax: 250-492-2326

162 Westhill Crescent

841 Westhill Dr.

Penticton BC V2A0E8



Parent Handbook

Empowering children and families through culture,
language and play

Welcome to Little Paws Children's Centre

The first five years of a child's life are filled with discoveries, developmental achievements, strides in independence and a multitude of challenges. Little Paws Children's Centre is dedicated to ensuring that your child's needs are met in a stimulating and developmentally appropriate environment. Our goal is to work with parents and families to support these needs and to provide the best experience possible throughout their time at the centre.

CENTRE PHILOSOPHY

Little Paws Children's Centre is committed to nurturing and guiding young children. The centre provides an environment that fosters trust, security and comfort. We strive to provide a balance of activities that help children progress in social, emotional, physical and cognitive development. We believe that parents are the most important people to children and are an important part of a child's education.

HOURS OF OPERATION AND HOLIDAYS

The centre is open from 8am – 5:30pm Monday to Friday. We will be closed on the following statutory and non-statutory holidays.

- **Two week Christmas closure**
- Family Day
- Good Friday
- Easter Monday
- Aboriginal Day
- Victoria Day
- Canada Day
- BC Day
- Labor Day
- Thanksgiving
- Remembrance Day
- **Two Professional Development Days per year**



ATTENDANCE POLICY

It is important that we know how many children we are going to care for each day for staffing, field trips and meal planning. Please call 250-492-2324 before 9am if your child will be away that day or arriving late.

ENROLLMENT POLICY

Once your child has been enrolled and begins to attend, their childcare space is secure until the child either no longer requires day care service or ages out of the program.

If the 3-5 year old day care program is full and a PIB band member is ageing out of the infant/toddler room and requires a full time space priority will go to the band member child. A one month written notice will be given to the non-member to inform them that their spot will no longer be available.

Enrollment priority will be given as follows:

1. PIB band members living on and off reserve
2. Community members
3. General public

PAYMENT OF FEES POLICY

ALL DAY CARE FEES ARE DUE ON THE FIRST WORKING DAY OF THE MONTH. Parents will receive an invoice stating the childcare service cost for the month and a breakdown of the fee schedule (parent portion and or subsidy allowance). Payments may be made by cash or check and deposited in the safe located in the day care kitchen in an envelope clearly indicating your name and the date of payment. Fees apply for everyday that your child is registered including absent days, vacations and statutory holidays. We staff the centre according to how many children are scheduled for care therefore you are paying for the space your child occupies whether they attend or not. **IF FULL PAYMENT IS NOT RECEIVED BY THE 15TH OF THE MONTH, THE DAY CARE WILL STOP PROVIDING DAY CARE SERVICES UNTIL THE OUTSTANDING ARREARS HAVE BEEN PAID.**

Full payment must be made before the child starts the daycare programs. If subsidy is not in place, payment by cash or check for the full amount will be requested and will be reimbursed to the parent once the subsidy payment has been received. It is the parent's responsibility to ensure that their daycare subsidy authorizations are renewed on time. A renewal notice will be given with the invoice one month prior to the subsidy authorization expiring. If the subsidy authorization is not in place due to delays, the Centre reserves the right to discontinue service until the authorization is in place. The spot will be held for one month. If after

one month, the authorization is still not in place the centre will give the daycare space to the next family on the wait list.

The daycare fees are as follows:

Birth to 18 months:

- \$850.00 per month
- \$45.00 per day
- \$25.00 half day (four hours)

19-36 Months:

- \$750.00 per month
- \$40.00 per day
- \$20.00 half day (four hours)

3-5 years:

- \$650.00 per month
- \$35.00 per day
- \$18.00 half day (four hours)

STAFF SUPERVISION AND QUALIFICATIONS

The childcare staff consists of Infant/Toddler Educators, Early Childhood Educators and Assistants licensed by the province of BC. All staff are required by law to submit a criminal record check. The staff are trained in first aid. At all times sufficient staff are employed to meet childcare licensing requirements. The child-to-staff ratios required by law are as follows

0-3 years – One caregiver per four children

3-5 years – One caregiver per eight children

Pre-School – One caregiver per ten children

PARENT AND STAFF RESPONSIBILITIES

Parents are an important part of a child's care and education – the quality of child care facility is related in part to parent involvement:

- Escort your child into the classroom upon arrival
- Sign your child in and out everyday
- Adhere to all Centre policies
- Develop consistency between school and home
- Parent must inform the Centre if their child has contracted a communicable illness
- Provide essential care items (diaper, extra clothes, etc)

Parents can expect their child's caregiver to:

- Treat each child as a unique and important individual
- Create and implement developmentally appropriate curriculum
- Communicate daily with parents regarding their child's daily activities creating a positive environment
- Follow through with special instructions
- Take measures to ensure the health, safety and nutrition of every child
- Follow guidelines set out by the child licensing regulations, ECE Code of Ethics and Little Paws Children's Centre policies and procedures

Active Play & Screen use Policy

Little Paws Children's Centre recognizes the importance of physical activity for young children. Physical activity supports the health and development of children, as well as establishing positive lifestyle habits for the future.

It is our expectation that children will go outside everyday! If you feel your child is too sick to go outside then he/she is too sick to be at day care.

The purpose of this policy is to ensure that children in day care are supported and encouraged to engage in active play, develop fundamental movement skills and have limited screen time. In order to promote physical activity throughout the day Little Paws children's Centre will:

- Encourage a least restrictive, safe environment for infants and toddlers at all times

- Provide designated safe outdoor area for infants for daily outdoor play
- Provide toddlers and preschoolers with at least 180 minutes of active play per day
- Increase indoor active play time so that the total amount of active play time remains the same if weather limits outdoor times
- Provide a variety of play materials (both indoors and outdoors) that promote physical activity

Screen time limitations

- No screen time for infants and toddlers under the age of three
- Screen time will only be used at Little Paws on special occasions which are typically Halloween, Christmas, Easter, and pajama days. Children will have a choice to watch the movie on these occasions or engage in other available activities. The total amount of time watching TV shall not exceed 30minutes per session.

Appropriate dress for physical activity

Little Paws Children's Centre has a ready to play policy! Please bring your child ready to play and have fun each day. Your child will participate in both indoor and outdoor play. Therefore, play clothes and shoes which can get dirty and allow for free and safe movement are requested. We expect parents to provide children with appropriate clothing for safe and active outdoor play during all seasons.

Discipline Policy

The staff follows a consistent plan in order to positively guide and assist children to develop self confidence, self discipline, awareness and respect for themselves and others. The following behavior policy has been developed with the safety and well being of both children and staff.

Steps that will be followed to positively guide children's behavior are as follows:

- Set clear age appropriate limits. The staff use positive age appropriate language to let children know what the expectation is. For example "walking feet" instead of "don't run"
- Redirect a child with another activity or encourage them with positive choices. "you can walk slowly or I will hold your hand" or "come and see what we are doing at the art table"
- Limit activities or play time for the child. "if you grab that toy from Bobby you are all done at the play dough table."
- If a child is using hands on "hitting, kicking, biting they will be respectfully removed from the situation in order to keep themselves and others safe. If staff feel they need guidance with redirecting and managing a child's behavior, a behavior plan will be written for your child. The goal of this plan will help ensure the well being and safety of everyone in the centre.

At anytime the staff is unable to manage your child and feels as though the safety of other children or their own personal safety is at risk you will be called and asked to come and remove your child from the day care. We will keep your child safe until you or somebody from your pick up list is able to come and pick your child up.

If after trying all the steps including the implementation of a behavior plan your child is still not able to manage in the day care setting, we reserve the right to withdraw the child with one month's written notice.

Little Paws Children's Centre

Quick Reference Guide To Illnesses In Child Care

DISEASE	SYMPTOMS	INFECTIOUS	REMOVE FROM CENTRE
CHICKEN POX	Fever Blister type rash	YES Five days after onset	YES From when spots first appear and five days after
COLD WITH FEVER	Runny nose, clear discharge, doesn't want to eat, slight cough, plus fever (above 37.8 C or 100 F) Runny nose – green discharge, tired, severe cough, hurts all over	YES Before and during symptoms	YES Until symptoms return to common cold
COMMON COLD	Runny nose, clear discharge, doesn't want to eat, slight cough	YES Before and during symptoms	NO
DIARRHEA #1	Runny stools. If no other symptoms, check with parent. Could be normal or diet related	NO	NO
DIARRHEA #2	Runny stools, fever about 37.8 C or 100 F, bad smell, fussy, cranky, pain and/or vomiting	YES	YES Until doctor says it is not infectious
EAR INFECTIONS	Fever, clear discharge from nose, cranky, pulls on ear	YES	NO
FLU	Fever is above 37.8 C or 100 F, cranky, in pain, may have runny nose, nausea or vomiting	YES	YES Until symptoms are gone
HAND FOOT AND MOUTH DISEASE	Spots on palms of hands, fingers, and soles of the feet. Sometimes on buttocks; for seven to ten days	YES	YES Until symptoms are gone
HERPES SIMPLEX (COLD SORE)	Fever, blister or sore around mouth	YES	Decide each individual case with a Public Health Nurse
IMPETIGO	Crusty rash, mostly on face, arms or legs	YES	YES Until on antibiotics for 24 hours
NAUSEA/VOMITING		YES	YES Until it stops
PINK EYE	Thick discharge from one or both eyes, redness or itching of eye/s	YES	YES Until seen by a Doctor who says child may return to the centre
RASHES	Red spots anywhere – can be measles, chicken pox, allergies, impetigo	YES	YES Until on antibiotics for 24 hours
SORE THROAT	Fever, red throat, hurts to swallow (could be strep throat)	YES	Until doctor says it is not contagious



HEALTH POLICY

Instituting good hygiene practices will minimize the spread of illness. The children and the staff will wash their hands before/after eating, after using the washroom and changing diapers. The centre will be cleaned regularly. The toys and surfaces will be sanitized with a bleach and water solution regularly.

The Centre must obtain a copy of the child's immunization record. Exceptions are made if the parent objects for conscience reasons. All parents will be notified if a disease outbreak occurs in the Centre.

Parents must inform the Centre if their child has contracted a communicable illness and keep their child home. Please refer to the communicable illness information sheet. If your child arrives at the Centre and shows signs or symptoms of illness, a parent will be called and prompt pick up will be required. When children play together in groups the environment provides an opportunity for the spread of a number of common childhood illnesses that may be passed from one child to the next. It is important that these illnesses are prevented. Or if they do occur, they are recognized quickly and steps are taken to stop them from spreading. It is the Centre's responsibility to report all communicable illness and it is important that the child is seen by a doctor to be professionally diagnosed.

If your child has any of the following symptoms please keep them home to ensure their health and the health of others:

- Any severe complaints of unexplained or undiagnosed pain
- Distressed breathing, persistent cough or wheezing
- Sore throat or trouble swallowing
- Fever 100 deg F./37.8.deg C or more
- Infected skin or eyes or an undiagnosed rash
- Diarrhea, nausea, vomiting, or abdominal cramps
- Severe itching of body or scalp
- If a child has head lice there must be no eggs or live lice in the hair before the child returns to daycare.

Please note that only prescription drugs may be given to your child with a signed medication consent form. **No over the counter drugs may be given.** We are required to store all medications in a locked box.

- It is important that parents inform the Centre when your

Child is taking medication at home that may affect them during the day. This will enable us to monitor him/her and ensure they are comfortable and enjoying their time at the Centre.

In case of sudden illness or injury while at the Centre the following steps will be taken:

- Attempt to contact the parent through any of the persons listed on the emergency contact list
- Depending on the seriousness of the illness or injury the staff will either call an ambulance (if written consent was given) or take the child to the hospital emergency department and stay with the child until the parent can be reached
- If your child has suspected illness they will be kept comfortable at the Centre away from the group until someone on the contact list is able to pick them up.
- If a communicable illness is suspected families are asked to see their family physician. Once the child is clear to return to daycare we ask that families bring a written note from their Doctor clearing them to return to daycare.

ALLERGIES

Please inform staff if your child has a food allergy. Staff will be familiar with emergency procedures should an allergic reaction occur. The allergy list will be clearly posted in the kitchen and a suitable alternative food will be given. If your child has an allergy to sunscreen you will need to supply a suitable brand of sunscreen for your child

ACCIDENT & SAFETY POLICY

At little Paws Children's Centre the safety, security and health of your child is extremely important. Safety preparedness is critical in ensuring that your child will be kept safe while at Day Care. Although scraped knees and minor accidents are a part of growing up, you can have confidence that your child is cared for in a secure, nurturing environment every day.

1. Accident Prevention Strategies

- There are at least two adults on the premises at all times
- Children will be supervised at all times
- Children are signed in and out so that staff know which children are present at any given time
- Furniture and equipment are placed and inspected to minimize safety risks
- Playgrounds are inspected daily for potential hazards
- Only suitable and age appropriate objects are available to children
- All cleaning products and medications are locked and out of reach

2. Accident Procedures

- First aid kits are always equipped and identifiable
- All staff working directly with children hold current first aid certificates
- Emergency numbers are available to all staff and kept near the phone and are brought on all outings
- Minor accidents will be treated on the premises and a report will be written in the minor incident report book, and parents will be notified with a written report of the minor accident upon pick up
- In case of serious accidents (which include bumps to the head) parents will be notified by phone immediately and be asked to come to the centre to pick up the child/and or make the judgment call as to whether the child is able to stay for the rest of the day. If the parent cannot be reached the next person on the emergency contact list will be called and asked to pick up the child. If the child has to go to the hospital before the parent or emergency contact person

- arrives, a staff must accompany the child to the hospital and stay until the parent/emergency contact person arrives

NUTRITION POLICY

Little Paws Children's Centre provides the children with two nutritious snacks and a lunch every day (with the exception of jarred baby foods and formula). These meals are planned according to the Canada Food Guide and meet daily nutritional requirements.



RELEASING A CHILD FROM CARE/CUSTODY AGREEMENTS POLICY

Please be advised that staff have the authority to request photo identification from any adult picking up a child. Unless we are instructed in writing to do otherwise, the Centre will only release a child to the following people:

- The child's parent, guardian or custodial parent (as noted on the emergency care/registration form)
- The emergency contact person
- Any other guardian whom the parent, by way of written authorization, has given the Centre permission to release the child to.

We reserve the right to keep the child at the Centre if we are not completely certain about any person who has come to pick the child up or if the staff suspects that person of being under the influence of drugs or alcohol. In this case the staff will:

- Phone an alternative adult on the emergency contact list
- If an alternative adult is not available the Penticton Indian Band Director of Social Development will be contacted

For children who are not picked up by 5:30pm the staff will:

- Try to contact the parent

- Try to contact an emergency contact person
- Call the Penticton Indian Band Director of Social Development

If the parents have agreed to live separately the Centre will assume that the information from the enrolling parent will be followed. However, without a custody or court order on file, the Centre cannot deny access to the non-enrolling parent. If this arises the policy on unauthorized persons will be implemented.

If custody has not been legally determined and conflict between parent/guardians and other family members is evident, the Centre may not be able to provide care for the child unless both parents and or family members sign a written agreement. This agreement must confirm details regarding authorization for pick up and access of information about the child. If a family has custody or a court order, a copy must be placed in the child's file with details regarding all arrangements. All legal documents will be followed by the staff. Verbal and written information about the child will be shared with the enrolling parents/guardians unless otherwise agreed upon.

REPORTING CHILD ABUSE AND NEGLECT POLICY

Any person who has grounds to believe that a child is in need of protection is required by law to report the matter to the authorities. Failure to report these circumstances is an offence. A child is in need of protection under the family and child services act if he/she is:

- Abused or neglected so that his/her safety or well being is endangered
- He/she has been abandoned
- Deprived or necessary care through death, absence or disability of his/her parents
- Deprived of necessary medical attention
- Absent from the home in circumstances that endanger his/her safety or well being.

SMOKING POLICY

Smoking is not permitted in our around the building or property at anytime, this includes all fenced areas and the parking lot area.

EMERGENCY EVACUATION PROCEDURES POLICY

When the decision is made to evacuate the Centre, the Manager will make the announcement in the most expeditious way possible that all the persons are to evacuate to their assigned assembly area and wait for further instruction. The building is to be evacuated completely. The Manager will notify appropriate personnel and communicate what type of emergency is present.

In the event of an actual fire or emergency, the Manager will be responsible to notify 911 of the emergency from a cell phone outside the building once the evacuation is complete.

Emergency procedures relating to fire and earthquake evacuation drill are practiced by the staff and children once per month. These drills are posted by the fire pull station in the main entrance. In the event of an emergency, staff will take the attendance sheet and the emergency contact numbers to the meeting place.

The emergency shelter meeting place is located at the Penticton Indian Band Health Centre. 250-493-7799

In the event of an emergency, if there is need to evacuate the upper part of the reserve, the children will be bused to the Penticton Indian Band Community Hall located in the lower village on Green Mountain Road.

An emergency response plan will be practiced once per year and is posted in the front entrance of the Centre.



