



POLICIES AND GUIDELINES

We have an open door policy for parents to visit and spend time with their child. Parents are always welcome. We love having parents/guardians come with us when we spend time outside or volunteer for field trips.

The staff here believe it is essential that parents feel familiar and comfortable with the centre. For your child to feel truly good about his/her care experience, he/she must sense that you also feel good about the centre. If you are new to Evergreen, you will be given an orientation to familiarize you with the centre, staff and children. You will also be taken on a tour of the centre, obtain information on registration such as guidelines, programs, field trips etc.

Gradual entry is done on an individual basis to meet the varying of needs of the child and parent. A general guide for orientation to the Child Care Centre would be to introduce the child to the centre as gradually as possible.

Even for children who have been in group care before, being in a new centre can be overwhelming. The adjustment is easier if his/her parents spend time in the centre with the child for the first few days. Before actually starting at the centre.

All parent/guardians are required to sign their child in each day. Upon arrival please:

- Sign your child in.
- Help him/her hang up his/her coat, and change into indoor shoes.
- Inform the staff of anything which might affect his/her day.
- Parents of infant/toddlers should store food in the refrigerator.

When your child is signed in every day, please specify who will pick him/her up at the end of the day. If the parent knows that they will be having someone else pick up their

child, they are requested to let the staff know who that person will be, either on the sign in sheet or by phone call to the centre.

Parents are encouraged to say good-bye to their child, so the child is aware that they are leaving. Depending on the child's needs, he/she may wave goodbye through the window, spend quiet time with a staff member, join in the activities or spend time on his/her own.

Parents are encouraged to store the child's belongings, so the staff may focus their attention on the needs of the child. Upon departing from the centre, the staff asks you to:

- Sign your child out
- Pick up your child's lunch box and art work he/she may have in his/her cubby

Each parent is expected to inform the centre of their expected departure time. If the departure times change, parents are requested to phone the centre to let the staff know the new departure time.

When a child leaves the centre for the day, the parent/guardian is required to sign their name on the daily attendance sheet as verification that they have picked up their child. The child's leaving must also be brought to the attention of a staff member in that department. The staff and/or parents gather the child's belongings to take home.

All parents and guardians are required to inform the centre of the dates and times that their child/children will be attending.

Please leave toys at home: Unfortunately, special toys tend to become lost or broken. Some children manage to share, but most find it difficult. Each child will have a V.I.P. day when they can bring their favourite toy to “share” with the group. Evergreen Child Care Centre cannot be responsible for any toys brought from home.

Special Events: When special events occur, such as Valentine's Day, Christmas, etc., the staff usually plan some fun festivities. Parents are welcome to bring something special for their child to share with the other children. For these special occasions, we post a “sharing” sign several days prior to the event so the parent can tell us what he/she will bring to share.

Parents are welcome to share their child's birthday with the other children in the program by bringing a birthday cake. A non-chocolate cake is suggested. The centre will provide plates and forks. Please inform staff in advance if you wish to do this.

Walking field trips: Short walks to a nearby park or the beach are a regular part of the program. Parents are asked to sign a permission form at the time of registration allowing the child to participate. Major excursions are pre-planned, well supervised, and announced in our monthly calendar. Parents are welcome to accompany the group on special field trips.

A newsletter and/or calendar will be handed out at the beginning of each month to inform you of the month's program, birthdays of the month and any other information.

Health and Safety: Your child must have his/her immunizations up to date before attending the centre.

If there is any question of illness, please keep your child at home. Your child needs to be well enough to participate in all of our daily activities (indoor and outdoor).

Should your child contact a communicable disease, please notify the centre, so other parents can be informed about it.

Please ensure that the staff are informed of any allergies your child may have, as this could lead to serious problems if we are unaware, and your child suffers an allergic reaction. Minor accidents such as scrapes and bruises will be attended to by the staff, and brought to the attention of the parent/guardian when the child is picked up.

More serious accidents will be dealt with according to the following procedure:

1. A staff member will administer first aid. All staff members have an up to date first aid certificate.
2. The staff member will call the ambulance, and the child's doctor if necessary.
3. The parent will be contacted immediately. If he/she is not available, a message will be left and/or the emergency contact person will be contacted.
4. If the child needs medical attention at the emergency department of a hospital, a staff member will accompany him or her.

5. Following any injury that requires medical attention a detailed report will be completed within 12 hours of the injury.
6. Following any head injury, a detailed report will be submitted to the Health Department within 24 hours.

Medication: Staff can only administer medications when they come in the original container, clearly marked with the current date and dosage on the pharmacist label. Medication must be given personally to a staff member, and a permission form signed. The staff member who gives your child the medication will initial it along with the time it was given.

Non-prescription medication will only be administered if accompanied by a note from the physician, and under the same regulations as prescribed medications.

Please do not ever send medication in your child's lunch box. The staff must be informed and a medication form must be signed by the parent. The medication is then kept in a locked box, so that no other child could come in contact with it.

Emergency Procedures: In the event of closure due to emergencies or weather conditions, the supervisor will contact each family.

Building Evacuation: The staff will be gathered with the children on the grass north of our building. In the event of picking up needed, the supervisor will be contacting each family to notify them of the situation

Nutritional Policy: Parents will provide their child with the most nutritious snacks and lunches they can.

Parents will provide their child with milk, formula (if required), and/or juice.

Parents will provide the centre with a list of all their child's food allergies (and any other allergies they might have), which will be posted in the food preparation area.

All food brought and prepared at the centre will be in accordance with Canada Food Guidelines. Please note: we do not accept baby food in jars. If you are using processed baby food, please put in a microwavable container.

Parental Provisions:

- All food and drinks for the day

- A complete change of seasonal clothing,

Adding for: Summer: sun hat, swim suit, water sandals

Rainy Season: boots, muddy buddies, appropriate jacket with hood

Winter: mittens, toque, muddy buddies, winter boots, warm winter jacket.

- One pair of slippers or inside running shoes for everyday use.

- One toothbrush

- One crib sheet

- One blanket for naptime

- Diapers/Pull-ups, wipes and diaper care of parent's choice (if required).

* Bedding is to be taken home every other Friday, washed and returned to the centre the following Monday.

* All items must be clearly labelled with the child's name

Guidance and Discipline Policies: The purpose of guidance and discipline in our daycare is to provide a safe and healthy learning environment in which every child can feel secure. Each child will be encouraged and supported to develop positive relationships with peers and staff. Staff will strive to be appropriate behavioural models, showing respect for children, parents, co-workers, and their environment.

Parents can expect that the staff will:

- Demonstrate affection and caring to your child through appropriate forms of verbal and physical interaction.

- Maximize opportunities for appropriate and positive behaviour for your child throughout the program activities.
- Provide clear, simple, and consistent limits regarding appropriate behaviour within the centre; such limits will be offered in a positive manner. Harsh and belittling treatment, (verbal, emotional, physical), will not be used or tolerated at any time.
- Give verbal direction and redirection as the main means of guidance and discipline.
- Recognize and help your child word his/her feelings in situations which may be difficult for him/her.
- Physically restrain your child only if he/she presents physical danger to either him/herself or peers; such restraint will protect your child until your child feels he/she is once again in control of him/herself.
- Supervise your child at all times and will not remove your child to an unsupervised area as punishment.

Parents are encouraged to question staff if they are unclear about the handling of any incident within the centre. Staff will be pleased to discuss any question you may have about any aspect of our guidance and discipline guideline.

As partners guiding your child through these key developmental years, it is desirable that staff and parents work closely and honestly together

Arrival/Departure Time: Evergreen opens at 7:00 a.m., we have an arrival deadline of 9:30 a.m. If you are unable to make it by 9:30, then a phone call is necessary so that the staff knows that your child will be attending that day.

Parents are asked to please inform the centre by 9:30 a.m. if your child is sick or will not be attending that day. Parents are asked to arrive at the centre by 9:30 a.m. to make the most of the program. Shortly after 10:00 we usually go outside or leave for field trips so the centre may be empty.

Evergreen closes for the day at 6:00p.m. All children and staff should be out of the daycare at 6:00. The centre does understand sudden bad weather, but if you know that you are unable to pick your child up by 6:00, then please make alternate arrangements

to have your child picked up on time. Your child's safety is on the top of our list! ***The staff must be notified if this person is not on the pick-up list.*** This person must be prepared to show I.D.

Late Departures: The centre closes at 6:00 p.m. and we are frequently asked what the procedure would be if the child has not been picked up. If the parent is late in arriving at the centre, a late fee of \$1 for every minute after 6:00 p.m. applies and is to be paid immediately to the staff on duty.

If the parent/guardian has not contacted the centre to notify the staff of the reasons for the delay, the following procedure is used:

The staff member will immediately try to contact the parent/guardian at home and work as listed on the registration form. They would then call the emergency contacts and explain the situation and request that they come and pick up the child.

Closures: Evergreen will be closed for all Statutory holidays, Boxing Day and Easter Monday.

Change of Information: It is the responsibility of the parent to inform the centre in writing of any changes that should be made to their child's registration form. For example, change of pick-up persons, new allergies, new address or phone number, etc.

Registration: Parents are required to pay a \$50.00 registration fee at the time of registering their child.

If possible please try to plan some time for spending with your child at the centre before he/she starts full time daycare. Parents agree not to send their child to the centre with any communicable disease or illness (continuous cough, red throat, unexplained rashes, swollen glands, head or stomach aches, fevers, vomiting and diarrhea). The centre must be informed if your child contacts any illness. Each and every child must be well enough to participate in the centre's daily activities (both indoor and outdoor). Parents will be required to have their doctor sign a release form before their child can return to the centre, if the child has been away with a contagious disease. Parents will be called to pick up their child if they are not well.

Withdrawal: Withdrawal requires a full month's notice in writing which must be given the first of the month. Failure to give one month's written notice will result in the parent being required to pay the full month's fee.

When a child is absent for holidays, or away due to illness, public school closures or whatever else could cause irregular attendance, the full fee is payable in order to hold the space at the centre.

Absent Fees: If at any time your child is absent from Evergreen for holidays, sickness, or any other reason, parents must pay their fees in order to secure your child's space in the centre. Our teachers are providing a service and must be paid the same regardless if your child is in attendance or not.

Fees are paid prior to the month and stay the same regardless of how many days are in the month. Parents are required to submit a series of post-dated cheques for the first of each month. Cheques, money orders or bank drafts are preferred. Receipts are given so please keep them safe for your tax purposes. All N.S.F. cheques are subject to a \$20.00 charge. If fees are not paid your space could be filled.

Unpaid fees will be considered a "vacancy" in the centre, and your child's space could be filled.

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