INFANT PLUS CHILD CARE CENTRE

(Operated by the James Bay Child Care Society)

PARENT HANDBOOK

This booklet contains the general information, policies, and procedures for the operation of Infant Plus Child Care Centre as well as the terms and conditions of your child's care by the centre. It also contains information about the James Bay Child Care Society, the Society that operates the daycare.

If you have any additional questions, please contact the centre at:

Infant Plus Child Care Centre

149 Montreal Street

Victoria, BC V8V 1Y8

Phone: 250 388-9144

Hours: 7:45 am to 5:00 pm

We Acknowledge and raise our hands to the Lewkwungen speaking people, on whose unceded traditional territory on which Infant Plus Child Care stands on. And the WSÁNEĆ and SENĆOTEN speaking people whom to this day continue to have a traditional and cultural connection with one another.

At Infant Plus, diversity and inclusion are guiding principles in who we are. We strive to build a culture of inclusion and connection that encourages, supports, and celebrates the diverse voices of our educators, families, and children. It informs our practice and connects us to our community that we serve. This is a living document, meaning it will grow as we do. Feedback is always welcomed, as your thoughts, ideas and voices are deeply valued.

Introduction

Welcome to Infant Plus Child Care Centre! Infant Plus is a licensed non-profit group child care centre that has been in operation since 1984. The centre is licensed for 32 children, 16 children under three years of age and 16 children ages three to five.

The centre is licensed under the Community Care and Assisted Living Act and is operated in accordance with that Act and the Child Care Licensing Regulation. The centre is subject to unscheduled inspections by licensing staff, as well as by the Fire Inspector.

James Bay Child Care Society

Infant Plus Child Care Centre is operated by the James Bay Child Care Society - a registered not-for-profit society and charity.

As a non-profit, all the funds from parent fees are used to pay for staff salaries and to meet operating expenses. These fees do not cover all the operating expenses. The daycare benefits from volunteer participation, donations, and fundraising initiatives to operate the centre.

The Society's Board of Directors is a governance board and is composed of members of the community and parents who volunteer their time. The Directors are elected at each year's annual general meeting. However, vacancies on the Board arising between general meetings can be filled during regular Board meetings. The executive director of the child care centre attends Board of Directors meetings as an ex-officio non-voting member.

The Board of Directors meets throughout the year. Each meeting consists of a report from the program director of the daycare centre, a report from the treasurer, and reports from the directors in charge of topics pertinent to the operations of the society.

Parents are welcome to serve on the Board of Directors and are welcome to attend the meetings.

The annual general meeting is held in the fall. The yearly financial statement for the Society is presented and new members are elected to the board.

Philosophy Statement

At Infant Plus we seek to cultivate positive human values of compassion, reverence for life, respect, love of nature, interest in the world, and social conscience, as well as to develop cognitive, artistic and practical skills. As early childhood educators we view the children as competent individuals who we learn from on a daily basis.

Rhythm is integral to our philosophy and essential in the care and support of the young child. The daily rhythms of play, music, art, meals, diapering, etc. allow the children the security of knowing what is coming next. That said, our program is not dictated by the time of the day, rather by the choices and voices of the children. We also incorporate the seasons of the year and the festivals that live within them.

The outdoor environment provides the child with a host of opportunities for learning and development in support of the senses- smell, taste and touch, and also provides challenges to the child in their physical development. The apple and pear trees and the developing gardens provide opportunities for the children and also feed them! The care of the environment allows the children to experience a holistic nurturing which permeates and surrounds 'all' that happens with and for the children in our care.

Inclusivity

Our centre operates on the premise that everyone learns and develops through interaction with others, within a safe and nurturing play environment. This occurs under the supervision of qualified staff members. All of the children benefit and learn from their participation with each other and the educators learn and grow with them.

Our new centre was built with universal design in mind, and we strive to be fully accessible. There is an elevator available to access our second floor. Our build considered inclusivity with many modes of transportation to the program, with the installation of bicycle racks and stroller parking. We are a block away from the number 2 and 5 buses, and during drop off and pick up times there is always parking available in close proximity.

We strive to offer materials that highlight the diversity of our community and the world, through dramatic play, literacy, and the celebration of many holidays and festivals. We cherish the traditional and cultural knowledges shared from families.

We recognize that many barriers exist when seeking connection to any external early years supports, ***and,*** that when and if you should choose to do so, is a personal choice and journey for families.

Active Play Policy

Children thrive in fresh air, running in the sun and splashing in the rain! We will go outside twice daily, in the morning and afternoon with out fail. Only extreme weather conditions or air quality issues keep us inside. During the warm months of summer, lots of the day is spent outside… even having snack out there. Children are all about moving their bodies and outside is a great place to practice and challenge themselves.

Our program has opportunities throughout the day for lots of active play indoors as well. For example, mats are brought out to jump on, tunnels, benches, and boxes for balancing and jumping.

Screen Time Policy

Infant Plus programming does not include screen time, however we have begun using digital photography as a tool for documentation and collective reflection alongside the children. We are committed to maintaining thoughtful use of technology as a tool, such as looking up answers to an intriguing wondering, or listening to their favourite songs.

Guidance Policy

Our approach to guidance is rooted in holding space for emotions, while maintaining developmentally appropriate boundaries. As educators, we consider the unique needs of each child, alongside collective care.

There is no singular approach we employ; we draw from a multitude of strengths-based perspectives; Positive language, A focus on relationship and attachment theories, consistent expectations.

Infant Plus adheres to the regulatory requirements for guidance of the Child Care Regulation under the Community Care Facility Act.

Educators

We are proud that a majority of our Educators hold at least one Specialization in addition to their ECE certificate.

Infant Plus under 3 programs are licensed for 8 children each and require a staff/child ratio of 4 children to one qualified educator. Each program will have additional staff support alongside these requirements.

The 3-5 program is licensed for 16 children each and require a staff/child ratio of 8 children to 1 qualified educator. This program will have additional support for staff breaks and as needed throughout the day from the director as well as inclusion support when present in the program.

The center employs educators with the educational/professional qualifications required by child care licensing regulations. All staff have current First Aid Certificates. All staff, students and substitutes have had a Criminal Record Check and have been given a letter of clearance by the Criminal Record Review Agency.

Students and Volunteers

Students from various post secondary institutions perform their practicum placements at our centre. Educators work in collaboration with their instructors to offer a rich learning experience for both the student, and us as mentors. We welcome their energy and innovative ideas. All students and potential volunteers have authorized a Criminal Record Check and have been given a letter of clearance by the Criminal Record Review Agency.

Hours of Operation and Holidays

The centre is open from 7:45am to 5:00pm, Monday through Friday (not including statutory holidays).

We close for 2 pro-d days annually, typically one in the spring and one in the fall. We strive to coordinate these dates with school district 61's calendar.

We recognize all statutory holidays. In addition, Infant Plus is closed for the week between the 23rd of December and reopen on the closest weekday after New Year's Day. On election days, as required by legislation, we will close at 4:00 pm.

On the occasion of extreme weather, generally snow, Infant Plus will be automatically be closed if buses are not operational, or, if SD 61 has closed. We may also need to close if enough educators cannot safely arrive.

Wait-List and Admission Procedure

If you are interested in joining our waitlist, please fill out the waitlist application form and submit it to us via email. We strive to acknowledge your applications, but due to increased demand following our expansion, please know you may only be contacted if a potential spot is available.

Programs

Under 3 programs range from 1 to 3 years old.

Our preschool aged program ranges from 3 to 5 years old.

Enrollment in the under 3's program is not a guarantee in our 3-5's program. We will make every effort to accommodate our families and children, based on availability of a space, and a child's birthdate. Please connect with the director for more information.

Failure to Pay

If a monthly fee is not paid by the 5th day of the month, parent(s) will receive written notice to pay by the 10th of the month, or forfeit their child's space in the centre.

If fees have not been paid in full by the 10th of the month, or if an acceptable repayment schedule has not been arranged between the parents and the Director by the 10th of the month, parent(s) will be in default of payment and will receive written notice to withdraw their child from the centre. Further, the Society may assign a collection agency, start proceedings in Small Claims Court, or take other measures

to collect outstanding fees; all collection costs will be borne by the parent(s).

If a repayment schedule has been arranged, but subsequently not adhered to, parent(s) will be in default of payment and will receive notice to withdraw their child from the centre effective immediately. Further, the Society may assign a collection agency, start proceedings in Small Claims Court, or take other measures to collect outstanding fees; all collection costs will be borne by the parent(s).

Affordable Childcare Benefit

Parent(s) are responsible for making application for subsidy assistance and for renewing authorization when funding expires. Any fees owing the centre due to funding not being kept current or funding being denied are the responsibility of the parent(s). Parent(s) are also responsible for paying the portion of fees not covered by the subsidy. The section on "Failure to pay" (above) also applies to parent(s) obtaining a subsidy.

Parent Responsibilities

In addition to the responsibilities identified under the specific headings below, parents are responsible for the following:

- Keep the director informed of any changes in the information on the child's registration form. We need to be able to locate you or your authorized persons quickly.
- Provide the items identified on the "List of Things to Bring to Daycare".
- When someone other than yourself, or someone listed on the child's registration form, plans to pick-up your child from the centre, provide the educator with a description of the person and

with a written notice of your approval. Staff will ask the person to show proper identification.

- Notify the program director/staff in advance of any vacation or planned absences.
- Lock all gates securely behind you.

Biography

If you are able, we would love to hear about your family and child's life. Here is an example of some of the idea's others have shared with us:

Please include anything you think we should know:

- Anything you wish to share about pregnancy?
- Anything you would like to share about yourself as a parent?
- Allergies? Health concerns?
- How do they demonstrate emotions?
- What is the bedtime ritual or rhythm?
- Family pets?
- Family members close by? Siblings?

ANYTHING AND EVERYTHING is what we'd like to know. Nothing is silly or not worthy of mentioning. Make it as long as you like…we love to read! This helps us to know your child as they are coming to us. If they have been in previous care, please let us know the rhythm they have been following within that program…when they are used to having morning snack and afternoon nap, etc. It all helps us to meet your child where they are at when they come to us! Enjoy!

Transition to the Centre

Starting child care is an important event for both you and your child. We believe that a planned transition will assist you and your child to:

- feel comfortable;
- begin to build a trusting relationship with the educators;
- promote a positive start at the centre; and
- answer any questions that may arise during your visits.
- please ensure that all your child's belongings have come to the center prior to entry so their space is ready for them.

Infant Plus has had much success with our transition into the center for both child and parents. Once you have been offered a space we welcome you to come to outside playtimes during the weeks prior to your child actually entering the center. Outdoor playtimes are from 10-11 am (approx.) in the morning and between 4-5:00 pm (approx.) in the afternoon, and we welcome you to come as often as possible during this time. This does vary seasonally, so connect with the program educators at the time.

This allows the child to be a part of our group before they have to. Children will watch usually the first time or two…then they want to climb down and explore.

An example of a gradual entry plan might be: On the first day your children will stay for approximately one hour. On your child's second day they will stay for a longer play leading up to lunch time. Pick up times the first week should be as early as possible after waking from nap. Each day we will build up to the next transition. For example, third day stay for lunch and forth day stay for naptime.

We strive to meet children and families where they are that. This means sometimes children will do well with a shorter transition while some may benefit from more time. Please connect with the educators about any concerns that you may be having during this time. We want to support you and your child's journey throughout their time at Infant Plus.

Clothing

Parents are encouraged to send their child each day with appropriate clothing for the current weather. Please note: We are very close to the water here in James Bay. There is always a breeze blowing down here.

We 'get right in there' and get wet, mucky, sandy, have spills, etc., and we don't want to wreck good clothing! As well, having a set or two of extra of extra clothing in the case of messy (but fun) play or a bathroom accident is very helpful.

Lunch and Snacks

Parents are asked to bring a lunch and a few snack choices each day for your child. We typically bring a snack option or two outside with us, so that the option to eat is always available, and children typically eat based off their individual hunger cues. As Educators, we observe their eating patterns and may remind children of their bodies needs.

We strive to support families in their traditions regarding food and honor their choices. We will help your children with eating as needed.

We have a gradual snack throughout the morning and in the afternoon, meaning children are welcome to eat at any point during this time. Around 11:30 we have our communal lunch.

We are able to support children having bottles as needed throughout the day or during a specific time.

Field Trips

Field trips/walks are a special time for children and educators to connect with our community and see more of their environment. With our under-three's programs, we are more inclined to take children on walks in small groups. For our older children, we may do outings to playgrounds, the beach, or other locations in our community.

Health Guidelines

1. ACUTE COLD: Initially, children are most contagious in the first 2-3 days of a cold. Coughing, sneezing, nasal discharge or runny nose and sick children's hands, all continue to spread the cold germs as long as these symptoms are present! Each toy that is touched must be taken out of play and disinfected to stop the spread of germs. Each time a staff member wipes a nose, we must wash our hands. Every sneeze blows those germs into the air. Please, keep your child at home when they are sick, especially in the first 2-3 days. Obviously infected nasal discharge (thick and/or colored) could be a sign of a secondary bacterial infection. Return the child 24 hours after the symptoms have subsided.

2. COUGH: Frequent bouts (3-5 times an hour), especially if choking or vomiting accompanies the cough. Return the child 24 hours after the symptoms have subsided.

3. FEVER: Children with a temperature of 101 degrees F or 38.3 degrees C or more are considered to have a fever. The cause of the fever could be a number of things (including teething); nevertheless, the child should be monitored at home. A child may return to the daycare when the temperature has been normal for 24 hours and the child has not developed a contagious illness.

4. INFECTED SKIN OR EYES: Return the child after she/he has been examined by a doctor and medical clearance for return has been

obtained. Conjunctivitis (pink-eye) must be treated and eyes should be clear before the child may return to the centre.

5. DIARRHEA: (2 or more times in 3-4 hours). The child may return to daycare after at least 24 hours after normal bowel movements have resumed. Please let us know if your children has consumed a food that could induce diarrhea so we are aware of why this may be happening.

6. VOMITING: Both vomiting and diarrhea are symptoms that may indicate a bacterial or viral (gastro-intestinal) infection which is very easily passed from one child to another. The child may return to the centre 24 hours after the last bout of vomiting, or after normal bowel movements have resumed (see above).

7. ANTIBIOTIC TREATMENT: Return the child after 24 hours has passed since the start of medication and symptoms subside.

8. CHILD IS UNABLE TO COPE: This means that the child is so upset that the staff is unable to comfort or help the child, and the child needs to be at home. (Please review the first paragraph.)

9. If the staff of the daycare notice any of the above symptoms or ailments you will be phoned to come to the daycare and pick up your child.

Thank you in advance for your compliance with these policies

Medications

An educator will administer medication only if they are prescribed by a medical doctor and in the original container. Prescription drugs must be clearly marked with the child's name and dosage instructions. Parents are required to complete the Permission to Administer Medications form. The educator administering the medication will maintain the portion of the Permission to Administer Medications form, which

pertains to the medication record for the duration of the treatment(s). All medication will be kept in a locked container. The program director reserves the right to choose whether or not they will administer any given medication.

Emergencies

In case of an emergency which necessitates our leaving the building, we will meet at the James Bay Community Centre, 140 Oswego Street.

Emergency Preparedness Kit

Infant Plus stores some of the essential items needed for everyone's well being in the event of an emergency including a tarp, water & cups, diapers, wipes, first aid kit, blankets and so on.

If an emergency arises, and the pick-up person cannot make it, that person must notify the centre as soon as possible and make alternate arrangements for pick-up no later than 5:00. Notify the centre of who will be picking your child up. If the educators on duty do not know the pick-up person, that person must produce valid photo identification. Educators cannot put children in taxi-cabs unaccompanied.

Daily Departure

If an emergency arises, and the pick-up person cannot make it, that person will notify the centre as soon as possible and make alternate arrangements for pick-up no later than 5:00. Notify the centre of who will be picking your child up. If the educators on duty do not know the pick-up person, that person must produce valid photo identification. Educators cannot put children in taxi-cabs unaccompanied.

On the occasion that the pick-up person is running late, please contact the center and inform us as soon as possible.

A parent arriving late to pick-up their child after 5:00 pm may be charged a late fee.

When a child has not been picked-up by 5:00 pm, and the authorized pick-up person or enrolling family has not called the centre, the educator on duty will try to contact the family and then someone from the authorized pick-up list. If, by 6:00 pm, all efforts are unsuccessful, the educator is required to call the Ministry for Children and Families. A social worker will be sent to pick up the child.

Alleged Impaired Authorized Pick-up

It is the staff's legal responsibility, to the extent that this is possible, not to release a child to an authorized person who appears unable to adequately care for a child. If an educator believes that a child will be at risk, the educator will:

- offer to call a relative, friend or cab to pick up the person and child; or
- call the Ministry for Children and Families

If the person is driving a vehicle, the educator will explain that driving while under the influence of drugs or alcohol is against the law and staff is obligated to ensure the safety and well-being of the child and adult. If the presumed impaired person chooses to get in the car with or without the child, staff will immediately notify the police. The staff person will contact the Ministry if they feel the child is in need of protection. This is not an accusation, but a call for help to ensure the well-being and safety of the child.

Notice of Your Child's Withdrawal from the Centre

Please notify the program director, in writing, at least one full month before you withdraw your child from the centre. As much advance

notice (even tentative dates) is appreciated to ensure that we can fill vacancies.

- Withdrawal must occur prior to the end of a month.
- Notices given at any time after the first of the month take effect at the end of the following month (e.g. to withdraw your child at the end of May, you must give written notice on or before April 30th).
- If less than one month's notice is given, the entire month's fee will be due unless the withdrawing child's space can be filled by a person on the waiting list, with no financial penalty to them. For instance, no fee to the family taking the space for giving less than a month's notice to their previous centre.
- If possible, please try to give earlier notice, in order to give us time to contact parents on our waiting list to offer them a space.

Termination of Services

Infant Plus staff are committed to providing a caring and supportive environment for all children and families. Termination of services may be required if:

- fees for service are not paid according to the terms above (see "Fees").
- the family does not abide by the terms or policies set out in this handbook, as agreed, after reasonable efforts have been made to resolve any issues (e.g., the centre is unable to satisfactorily resolve problems of late pick-up with a family).
- the child is no longer in the custody of the enrolling parent/guardian or when a custody or separation agreement has

not yet been enacted and the family situation is unstable and may present legal complications for the Society.

- a family member harasses, threatens abuse or commits a violent act toward an educator, child or other family involved in the child care setting.