



**Young Climbers  
Childcare Centre**

7328 144<sup>th</sup> St.  
Surrey, B.C.  
V3W 5S5

**604 590 5833**

## **Out of School Care Program**

### **Policies and Procedures Handbook**

#### **INTRODUCTION TO PROGRAM**

Young Climbers Childcare Centre would like to welcome you. Please take a moment to read through this policy and procedure manual as we find it very beneficial to parents and childcare providers. Young Climbers will adhere to the Community Care Licensing Regulations for:

Infant and Toddler: 0 - 30 months

Daycare: 30 months - 5 years of age

**Out of school care:** Kindergarten - Grade 6

Preschool: 30 months- Kindergarten

Young Climbers Child Care Centre is sponsored by Newton Fellowship Church as an extension of its ministry in Christian education. The church board supervises the operation of this school. We see this childcare centre as a valuable service to the community. We care about each child individually, striving not to compare, but to love and nurture each one's own growth. We do not replace the priority of the home but help supplement and enrich the child's experiences.

#### **PHILOSOPHY**

Our centre is part of Newton Fellowship Church, and the church sees this centre as an important part of its service to the community. We support the beliefs and objectives of Newton Fellowship Church.

We are keenly interested in children and it is our purpose to help the children grow to their full potential by providing the best care and training possible to help nurture and challenge them. Children learn through play and our goal is to provide each child with creative play experiences which will meet the needs of the whole child in a positive, personal way.

**Parents:** Are entitled to individual respect, support, and quality childcare for their children. We want to have open communication between staff and parents. We are a team; both parents and staff working together to raise and support each child.

**Children:** Are entitled to a safe and nurturing environment with a schedule routine that best meet the individual needs of each child in our care. Each child is treated with respect, we care about each child individually, striving not to compare, but to appreciate how precious each child is. We do not in any way attempt to replace the priority of the home and its environment, but rather seek to supplement and enrich the child's experiences. The philosophy of Young Climbers Child Care Centre is that each child needs to develop intellectually, socially, physically, spiritually, and emotionally.

**Staff:** Are entitled to work in an environment which respects their training and skills. We want to encourage a team atmosphere, working together to build each other up and encourage them on and off the job.

**Centre:** Our purpose is to help the children grow to their full potential by providing the best care and training possible to help nurture and challenge them. We do not replace the priority of the home but help supplement and enrich the child's experience.

## **GOALS OF YOUNG CLIMBERS CHILDCARE CENTRE**

- Provide childcare with excellence
- Quality care for all children and families
- Encourage the total development of the child by providing an environment consisting of:
  - A warm, friendly atmosphere with quality childcare workers
  - A safe and healthy facility
  - A child centered facility
  - A variety of equipment in good repair
  - A variety of activities that support the child in physical, social, emotional, spiritual, and intellectual needs of the children
  - A support to the parents in building positive skills
- To be an emotional support system for the parents when issues arise with their children
- To assist parents with knowledge of child development and other related information
- Children will be in a safe and constant environment
- Children with developmental challenges will receive referrals and appropriate support to the best of our ability
- No physical, emotional, or psychological punishment for any child in care
- Redirection will be encouraged and if that is not working a quiet time or physical movement, whichever is needed, will happen.
- No belittling or bullying of any kind is tolerated at the childcare centre

### **PHILOSOPHY OF DISCIPLINE**

Instilling a positive self-image and a healthy sense of self-esteem in your child is our goal. At times, disciplinary actions are needed to protect the child from hurting themselves or others. We set limits for your children to not only show them we care, but to teach them safety and respect for themselves and others around them.

Positive approaches to discipline involve modeling, reminding, redirecting, and if other approaches do not work, a time out.

Young Climbers Childcare centre does not support the use of physical, emotional, or psychological punishment for any child in care.

No child shall be:

- Subjected to shoving, hitting, spanking, or any other form of corporal punishment.
- Subjected to harsh, belittling, or degrading treatment, whether verbal, emotional, or physical, that would humiliate the child or undermine the child's self-respect.
- Confined, physically restrained, or kept, without adult supervision, part from children.
- Deprived of snacks/lunches or necessary use of toilet use as form of punishment.

Any serious concerns will be discussed with the family so that we might work together as a team to encourage appropriate behavior.

## **PROGRAM STRUCTURE**

### **MORNING PROGRAM**

All children attending our morning program will be given the opportunity to have breakfast if they have not done so. Parents who want their child to have breakfast at school must send their child with a packed breakfast, we **DO NOT** provide breakfast. We will have physical activities either in the gym or playground as well as quiet activities. We will walk to the local schools, leaving enough time to ensure that the children are not late.

### **AFTERNOON PROGRAM**

Children will walk to the out of school care meeting place. Kindergarten children will be picked up at their class. We will provide a small snack, including fruits

and/or vegetables and water. If children are still hungry, they are encouraged to pack an extra afternoon snack. Should your child have allergies or special dietary needs, then please provide your own snacks as per your child's needs. Our afternoon program will also provide opportunities for children to get outside or engage in activities in the gym as well as crafts, table games, etc. Screen time will be limited, and we will have occasional movie days.

### **HOMEWORK**

If time allows and children are engaged, they will have the opportunity to do homework. It is still the parent/guardian's responsibility to ensure that the homework has been completed and is accurate.

### **HOURS**

- Before school Care: 7:00 AM to 8:45AM
- Afternoon School Care: 2:30 PM to 5:30PM
- Open for summer, Christmas (other than the 24<sup>th</sup> until Jan 2<sup>nd</sup>) and Spring Breaks for camps from 7:00 am until 5:30 pm.
- We are closed on all statutory holidays, and one week at Christmas from the 24<sup>th</sup> - until Jan 2<sup>nd</sup>. **We will also be closed for 3 days (September 2, 3 and 4)** before school starts, for cleaning.
- For Summer camps children must be finished kindergarten and going into grade 6.

We ask each parent or guardian to call if running late. If you are late in picking up, at 5:35 pm the late fee will be \$10.00 and \$1.00 per minute thereafter. We ask that all children be gone by 5:30 pm as staff have other responsibilities that need to be attended too.

### **WAITLIST**

**Policy:** A waitlist will be formed once full enrollment has been reached for the program

**Procedure:**

- The number of children in the centre is governed by the Community Care Licensing Regulations
- When an opening comes available, a phone call will be made to the first person on waiting list. A decision to take the available spot must be made by the morning of the day after phone call.
- Children will be removed from the waitlist for the following reasons:
  - Parents or Guardians request
  - Child is over the age for the class they requested for
  - Family has moved away, or phone number is out of order

## **ATTENDANCE**

**Policy:** Regular attendance at the centre is extremely important for your child to settle in well. Routine becomes part of your child's day. You are welcome to visit your child throughout the day, but when you leave, if your child becomes agitated and unable to manage you may be asked to take your child with you.

**Procedure:** Parents will:

- Notify the staff first thing in the morning if child will not be in
- If child will be away for any amount of time, notice must be given
- **Arrival:** Upon arrival, parents must:
  - Sign in when you arrive and when you leave with your child from the centre
- **Departure:**
  - Sign the child out, with the time child is leaving
  - Parents must make a personal contact with a staff member upon arriving and leaving
- **Staff will:**

- o Phone parents or guardians when a child has missed three consecutive days at Young Climbers
- o Establish with parents or guardians the reason for absence

### **FEE POLICY**

**Policy:** Fees must be paid at the first of each month. If fees bounce a \$30.00 bounced fee will be added onto your monthly fee. If applying for childcare subsidy; it is the parent/guardian responsibility to fulfill all the requirements of childcare subsidy to maintain the childcare subsidy. If not eligible for full subsidy, the parent/guardian is responsible for the fees. Fees are based on enrolment not attendance (NO fee decreases for sick/missed days or statutory holidays)

### **Procedure:**

- If the parent or guardian becomes ineligible for any subsidy, they will be responsible for paying the full monthly fee
- It is the parent/guardian's responsibility to keep all information (i.e.: relationship status, work/school status, family income, reasons for care, address, phone numbers, etc.) current with the childcare subsidy branch and Young Climbers Child Care Centre
- Parents are responsible for the parent portion of fees that is not covered by subsidy and will be billed monthly
- First month of childcare will be due at time of registration and thereafter. Once subsidy has come in it will be leveled out.
- If fees are outstanding after 5 business days from the beginning of each month, the child will be asked to not join the childcare centre on the 6<sup>th</sup> day until fees are paid
- Renewal of subsidy must be started one month prior to expiry. Forms must be copied and put on file. If subsidy is not approved by the time it expires payment is due for full childcare fees
- If parents wish to start their child before subsidy has accepted them a void cheque and bank information is required for full amount. Parent will be reimbursed their fees when subsidy is received

### **SCREEN POLICY**

At Young Climbers Child Care Centre, we will have limited screen time per day. Children will be exposed to 30 minutes or less of screen time daily while in childcare. Alternatively, no more than 150 minutes of screen time will be accumulated through the week in childcare. Less is better. This includes computers, movies, video games, tablets, smartphones, active video games, etc. We will have very limited screen time for children under two years of age (e.g., a video for dancing or exercise). In case of pandemic and children are needing to do schoolwork from the childcare centre this policy will change and follow the guidelines government puts into place.

**Video Games:** If screen time includes video games, physically active games are considered more desirable than sedentary games. Active video games do not replace physical activity time.

### **OUTDOOR PLAY**

Outdoor/large movement play is an integral part of our childcare centre program. It is our belief that play time outside/inside in gym each day is important to keeping children relaxed and healthy. As per request from the government, children must have large motor activities for ½ hour for part time children and 1 hour for full time children each day. Please send appropriate dress wear for the children each day. If weather is unsafe or potential down pour, we will have our physical activity, which includes moderate to vigorous burst of high energy, raises children's heart rate and "may make them huff and puff" such as jumping or running indoors in the open gym or classroom. We have found that sandals with no back, flip flops, dress shoes, high heel shoes, and strapless shoes cause children to slip and trip. Please send your child in secure running shoes for outdoor play and inside shoes for inside play and gym time.

### **PHOTOGRAPHS**

**Policy:** A consent form signature is required to be signed prior to child being in care.



Pictures will be taken in the centre for the enjoyment of the program, slide shows, memories and promotional material as needed. Childcare centre has no control of parents, guardian's use of pictures (e.g., Facebook). Staff will not be posting pictures to their personal Instagram or Facebook. An account may be made for just the childcare centre for parents to see what the children are doing for the day.

**Procedure:** Each parent/guardian will be asked if photos can be taken for their child. A consent form will be given to each parent.

### **SNACKS/LUNCHES**

- Due to allergies, we have a **NO PEANUT** or **PEANUT BUTTER** policy. **NO NUTS** of any kind!
- We are also a juice free centre. Please do not send juice; but rather, a reusable water bottle.
- Please provide enough **HEALTHY** food for your child through-out the day.

### **WALKS AND FIELD TRIPS**

**Policy:** The staff will take the children off premises for walks, field trips and to be taken to school. Parents will be informed ahead of time for fieldtrips. Children will be going on walks throughout the days at the childcare centre for fresh air and exercise.

#### **Procedure:**

- Staff/child ratios will be maintained on all walks
- First-Aid Kit and emergency cards with updated information and a photo of each child will be brought on all walks and field trips.
- A staff member with a valid first-aid certificate will be on all fieldtrips or walks with children
- Staff with a working telephone will be with them on all field trips or walks

- An emergency plan must be developed prior to field trip. All staff and volunteers in attendance must be familiar with the emergency plan. All emergency plans should contain the telephone numbers of parents, ambulance, hospital, and doctor, as well as what actions are to be taken in the event of an emergency occurring.
- A signed informed consent form must be received from the parent/guardian of the child prior to any field trip

### **MISSING CHILD POLICY**

**Policy:** YCCC has never had a missing child in its history. However, in the event of a missing child from the centre, the staff will remain calm and follow the procedures below.

**Procedure:** If a child goes missing:

- Remaining children will stay together with staff.
- Other staff member will look for the missing child.
- Staff will stay calm and call the RCMP and give them a complete description of the child.
- Staff will notify the parent/guardian and inform them of the steps that are being taken to locate their child.
- If two staff are with remaining children, they will work their way back to centre.

### **EMERGENCY PREPAREDNESS PLAN**

**Policy:** In case of emergency, an emergency Preparedness kit is available. We ask that each child brings in a Ziplock bag enough supplies for the centre for one day of need per child (e.g., granola bar, rice crackers, juice box, water bottle, dried fruit).

Please have your child's name on it.

### **Emergency Evacuation Procedure:**

- In the event of an emergency that requires us to evacuate the childcare centre, we will get all children out of the centre and meet at the back fence.
- In case of an earthquake, all children will head under tables or in door frames and then leave centre as soon as staff feel safe to do so. We then will meet at back of fence.
- 911 will be called
- In the event of an emergency that requires us to evacuate the premises, we will take our emergency kit to MB Sanford, across the street from the childcare centre.
- Our priority is getting the children away from the danger as safely as possible
- Emergency kit with phone numbers and pictures of children will be brought to the safe place with us
- Parents will be contacted for pickup as soon as possible
- If possible, a note will be left at the childcare door stating where we are
- We will test this emergency plan once a year
- Fire drills we will do monthly
- Earthquake drills monthly

**Power Outage or Bomb Threat Procedure:**

- If there is a bomb threat the centre staff will immediately evacuate the building.
- Staff will take children to fence or if that is not safe to MB SANFORD.
- 911 will be called.
- If, after one hour, the fire department determines that the centre is safe to enter, we will then return to Young Climbers.
- If after one hour, it is still unsafe to return to the centre. Parents will be called to pick up their child.
- For power outage, if after one hour, the power is still out and there is no idea of when the power will turn back on, parents will be called to pick up their child.
- Staff may call parents at any time to pick up their child, if their ability to maintain the child's safety is in question.

**Weather Policy:** For extreme weather conditions we will do all possible to keep the centre open. If the Surrey school district is closed, we will also be closed. If we believe that for any situation the children/staff are in danger, we will close the centre. We will call and inform by talking with you or leaving a message.

## **IMMUNIZATION**

**Policy:** For the safety of all children and staff, Young Climbers Childcare Centre would like to know if your child has been immunized.

**Procedure:**

- Upon enrollment the childcare centre staff will ask for signatures regarding whether your child has been immunized.
- For non-immunized children: If an outbreak occurs, the parents will be asked to remove the non-immunized child from the centre until it has been determined that the child's health is no longer at risk

## **ILLNESS POLICY**

**Policy:** We care about our children's health as well as the staff. Without healthy staff we are unable to provide effective care.

**Procedure:** You will need to keep your child at home, or make alternative arrangements for the following conditions:

- fever over 38.3 (101F), chills
- Infected eyes or skin
- Any type of contagious disease such as the flu, measles, mumps, rubella, chicken pox or COVID-19 symptoms
  - **IMMEDIATELY REPORT TO STAFF ANY CONTAGIOUS OR COMUNICABLE DISEASES**
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps

- An acute cold with fever, green runny nose and eyes, a “croupy” cough or congestion to the point that he/she has heavy breathing
- Rash, red eyes, headache
- **Anything that might be contagious**

If a child becomes sick at the childcare centre, the parent/guardian will be called. If the staff cannot reach the parent/guardian, the emergency contact will be called and asked to get the child. The staff will isolate the child from the other children and make the child comfortable as possible but will not administer medication unless previously authorized to do so.

**Covid-19:** If your child has any signs of sickness, PLEASE DO NOT bring your child to the centre.

If your child is not well enough to participate in all activities, indoor and outdoor, they are not able to come back to the centre until they go at least 24 hours without symptoms.

No medication (vitamins, aspirin, cough medication, etc.) can be administered by the preschool staff unless special arrangements are made with the child's physician and parent in writing. This includes asthma medication.

## **ALLERGIES**

**Policy:** Parents/guardians need to inform the daycare staff if their child has any allergies.

### **Procedure:**

- Required forms will be provided by staff as soon as an allergy is reported
- Allergies will be posted in the classroom for all staff to be aware of
- A **CARE PLAN** will be written up on the steps to take if the child has an allergy attack
- Extra training will be provided by the parent or health care professional if necessary

- Parents will be informed immediately of an allergy attack and the steps taken

### **NON-PRESCRIPTION MEDICATIONS POLICY**

**Policy:** Administration of medications in childcare centre is regulated by the Child Care Regulations. This policy protects children, parents, and staff. Early Childhood Educators are not formally qualified to make “judgment calls” as to when medications are appropriate. Medication prescribed by a doctor will be administered with a written note. If Tylenol/Advil is needed, a written note by parent must be accompanied along with medication or the medication will not be administered

#### **Procedure:**

- All medications are always kept out of reach of the children
- Parents must inform staff of side effects or reaction that medication may cause in a child (e.g., hives, drowsiness, and diarrhea)
- Authorization for the Administration of Prescription medication form must be completed by parent and a doctor’s note
- Medication must be brought to school in original container
  - Label must clearly show the following information
    - Child’s name
    - Name of medication
    - Dosage
    - Route (oral, nasal, rectal, eye, ear, or injection)
    - Physician name
    - Care of medication (shake well, refrigerate)
    - Date to end administration of medication

### **EMERGENCY TRANSPORTATION/MEDICAL ATTENTION POLICY**

**Policy:** Children that require immediate medical attention, staff will call 911 for immediate service.

**Procedure:**

- Staff will call 911 for emergency transportation and or medical attention when they believe it is necessary for a child or children in their care
- Staff will call parents immediately after emergency services is called.
- If staff is unable to contact parents, the next on list will be called to inform of emergency.
- 1 staff member will go with emergency services, depending on child staff ratio.
- If child staff ratio will not be met, we will pull a responsible adult/parent/church staff member to help in this emergency.

**LATE PICK-UP POLICY**

**Policy:** It is your responsibility to pick your child up on time. Allowances may be made for emergencies (e.g., car accident, hospital emergency etc.). However, a parent who picks up a child after scheduled pick-up time will be charged a late fee of \$10.00 for the first 5 minutes and \$1.00 for every minute thereafter. If you are going to be late a phone call is a required, so that childcare centre is informed. If you are having transportation issues, please remember that transportation is the responsibility of the parents to and from the centre, staff will not be driving your child to or home from the childcare centre.

**Procedure:**

- Staff will make all attempts to call contact numbers including emergency contact numbers.
- If staff are not successful in contacting anyone to pick up the child, then they will call the ministry for children and family development and the child will be released into the ministry
- Young Climbers Childcare staff will NOT TAKE a child home

**RELEASE OF CHILDREN POLICY**

**Policy:** A child will be released only to the parent of his/her legal guardian unless otherwise noted on the registration forms or sign in/out sheet.

**Procedure:**

- Staff must be notified in writing of any alternative arrangements.
- Picture identification will be required if that person is not known to the centre.
- Children will not be released to anyone under the age of 12.

**Non-Custodial Parents:**

- Parents must provide a copy of any custody order of the non-custodial parent.
- If the non- custodial parent insists that the child be released to them, the caregiver will:
  - Calmly state the childcare policy
  - Ensure all children and staff are safe
  - Contact custodial parent
  - Call RCMP if parent tries to leave with the child

**NO SMOKING**

**Policy:** Smoking and the use of smokeless Tobacco/Marijuana is prohibited on the Childcare property during the hours of operation. No illegal drugs of any kind are allowed on Childcare property. We ask that no staff, guardian, or parent be on illegal drugs while at work or dropping off or picking up the child. If concerns arise that this may be the case, alternate pick up will be called and for staff management will be involved.

**INTOXICATION POLICY**

**Policy:** If a parent/guardian or emergency contact appears to be intoxicated when arriving at the centre to pick up a child; the childcare staff will not release the child.



**Procedure:** Staff will:

- Offer to call a relative or friend to pick up the parent and child
- Offer to call a cab
- Inform the parent that if he/she chooses to drive with or without the child, the educator will inform the police immediately
- Call the ministry for children and family development if they believe the child needs protection

**REPORTABLE INCIDENTS**

**Policy:** Out of school care staff will adhere to the Community Care and licensing Regulation Section 29, 30, 31 (a) and 31 (b) The residential Care Regulations lists reportable incidents and their definitions in schedule D; the Child care licensing regulation includes the information in schedule H. Note an incident must be reported in residential care when a reportable incident has occurred, when abuse or neglect may have occurred, or when a person has witnessed a reportable incident. This is found in section 77(1) (a) and (b) of the residential care regulations. Childcare licensees must report when a child is involved or may have been involved in a reportable incident while in care. This is found in section 55 (1) (B) and 55 (2) (a) of the childcare licensing regulations.

**Reportable Incidents:** Aggressive or unusual behavior, attempted suicide, choking, death, disease or outbreak or occurrence, emergency restraint, emotional abuse, fall, financial abuse, food poisoning, medication error, missing or wandering person, motor vehicle injury, neglect, other injury, physical abuse, poisoning, service delivery problem, sexual abuse, unexpected illness

**Procedure:** The childcare licensing regulations section 55 requires a licensee to notify a child's parent or emergency contact and the medical health officer when a child is or may have been involved in a reportable incident

**Reporting Incidents:** Complete the incident report form. The completed form can be faxed, e-mailed or hand delivered to your local community care and licensing

office. If faxed it is not necessary to send the original form. Retain a copy of the incident report for your records

### **CHILDCARE LICENSEE HAVE 24 HOURS TO NOTIFY THE MEDICAL HEALTH OFFICER**

### **CHILD ABUSE: STAFF RESPONSABILITY**

#### **Policy:**

- Staff are required by law to report suspected or disclosed abuse.
- Staff are responsible to report suspicion and or disclosures, staff DO NOT determine if abuse has occurred.
- Failure to report abuse can result in prosecution under the family and child service Act.
- Staff is not permitted to contact the parent, unless specifically directed to do so by ministry of children and family development and the RCMP.
- Reporting procedures are designed to protect the child. Our concern is the safety and wellbeing of the child.

#### **Procedure:**

1. Inform Supervisor/Director of your call and the reasons
2. Inform Head Pastor/or Head deacon of information
3. Call the police or Ministry for Children and family Development to report any child that looks like they have been abused, mentally, physically, or emotionally.
4. Document the reasons to why you felt you had to make the call
5. **If concerns are brought to our attention about a child, WE WILL NOT CALL THE PARENTS OF THE CHILD**

### **COMMUNICATION POLICY**

#### **Policy:**

1. Parents are welcome to drop in and observe the program at any time. If consultation with a childcare provider is desired, please let us know ahead of time so that the childcare provider can work it out so that they can give you their undivided attention.
2. Telephone communication is encouraged.
3. Parents can expect open communication with staff concerning:
  - a. Child's progress
  - b. Program activities
  - c. Centre operations
4. Parents can expect information through newsletters.
5. Parents are asked to make themselves familiar with this parent handbook which states the policies and procedures of the centre
6. If parents are concerned with the care of their child, or any incidents at the centre, they are asked to speak with a childcare provider. If that is not satisfactory, then they can speak to the Manager/Director of the centre

### **REGISTRATION REQUIREMENTS:**

**Please return the following to Young Climbers Childcare Centre:**

- **Completed registration forms**
- **Immunization forms filled out**
- **Emergency card filled out**
- **Financial forms filled out**
- **Pre-authorized Debit form filled out with a void cheque**
- **Registration Fee**
- **First month payment (30-day notice required for withdrawal of child)**
- **Subsidy forms filled out and submitted**