



Little Hands Preschool Parent Handbook

We Put the “CARE” in Child Care!

Providing Child Care Services to Abbotsford Families since 1994

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Welcome to the Hand in Hand Child Care Society

Thank You for choosing our Little Hands preschool program. The Early Years is a very important time of development and preparation for formal education. We will provide your child with a high quality and fun-filled preschool experience that will encourage independence and self-confidence. Your child will be given opportunity to participate in a stimulating developmentally appropriate program that complements their social experiences.

Hand in Hand is a licensed program under the provincial Community Care and Facilities Act which is regulated by Fraser Health Authority. We are proud to meet the licensing standards by providing screened and educated staff, following regulated staff to child ratios along with suitable facilities and equipment.

If you have questions or concerns regarding the Society, programming or centre operations please do not hesitate to bring them to the attention of the Centre Managers. Your feedback is important to us.

Keep this handbook as an easy reference during your child's stay at the centre.
We look forward to making this a memorable experience for you and your child.

As a new member of the Society, please take a few minutes to familiarize yourself with the policies in the parent handbook. Upon completion, sign and return the Agreement form at the back of the handbook, to acknowledge that you have read and agree to the policies as outlined.

Our Vision Statement

“Impacting Communities by Caring Today”

Our Mission Statement

Hand in Hand provides a safe, caring environment that helps children develop a solid foundation of skills that contribute towards future success in life and strong communities.

1. History of the Society

Hand in Hand Child Care Society opened its doors in Abbotsford in September 1994.

The name “*Hand in Hand*” was developed with a vision that portrays images of teamwork and collaboration with the parents, the school and community partners as we meet your preschool needs.

Hand in Hand operates 6 preschool programs on site at Abbotsford elementary schools as well as 14 before and after school programs for school age children 5 – 12 years of age.

A listing of our preschool programs can be found on page 5 of this manual and at www.handinhand.ca.

2. Philosophy and Values

- ☺ To have Fun!
- ☺ To provide a safe environment that develops friendships and life skills.
- ☺ To provide age and ability appropriate activities.
- ☺ To provide opportunities to develop social skills based on cooperative attitudes and activities.
- ☺ To help children know they are valued and respected.
- ☺ To provide positive adult relationships and role models in our staff.
- ☺ To help children learn life skills by teaching responsibility for themselves, others and the upkeep of our program and schools.
- ☺ To provide opportunity for learning nutritious and healthy food choices.

3. Program Administration

3.1 Member Families

All families become members of the Hand in Hand Child Care Society by paying the registration fee.

3.2 Board of Directors

Hand in Hand Child Care Society is a registered non-profit society governed by a volunteer Board of Directors comprised of parents and community members. It is important to have parent representation on our Board. If you are interested in attending one of our meetings or representing your child's centre as a Board member, please call the administration office for further information.

3.3 Annual General Meetings

As a non-profit organization, Hand in Hand Child Care Society is required to have an Annual General Meeting for our membership which is held in the fall of each school year. The annual financial report is presented as well as the nomination of new Board members for the upcoming term. Parental input is vital for the well-being and continuing success of the Society.

3.4 Employee Positions

The Administration Team consists of the Executive Director (ED), Financial Administrator, Program Coordinator, Financial Admin Assistant and the Office Assistant.

Centre Manager is responsible for all aspects of the centre operation. Managers are responsible for communicating with parents and the school faculty, for enrollment and completing administrative duties.

Centre Supervisors assist the Centre Manager

Centre Assistants help to maintain the quality and smooth operation of the program.

Support Workers provide support for children requiring assistance to participate fully in a program.

4. Centre Information

4.1 Preschool Locations & Times

Dr. Thomas A Swift 3 Days a week thomasswift@handinhand.ca	604-859-0717 Mon, Wed, Fri	8:50 am – 11:10 am
Godson 3 Days a week godson@handinhand.ca	604-850-5293 Mon, Wed, Fri	11:20 am – 1:45 pm
Mountain 3 Days a week	604-850-3609 Mon, Wed, Fri	9:15 am – 11:30 am
2 Days a week	Tues and Thurs	12:15 pm – 2:45 pm
		9:15 am – 11:30 am
mountain@handinhand.ca		
Ten Broeck 3 Days a week 2 Days a week tenbroeck@handinhand.ca	604-870-5671 Mon, Wed, Fri Tues and Thurs	11:50 am – 2:20 pm 11:50 am – 2:20 pm
Terry Fox 3 Days a week terryfox@handinhand.ca	604-859-5964 Mon, Wed, Fri	8:50 am – 11:10 am
Upper Sumas 3 Days a week 2 Days a week uppersumas@handinhand.ca	604-852-8228 Mon, Wed, Fri Tues and Thurs	9:00 am – 11:15 am 9:00 am – 11:15 am
Administration Office office@handinhand.ca	604-859-1843	

Preschool programs do not operate on school district closure and/or professional days (including Winter and Spring Break) as the classroom space is shared with the school-age program. Closure Days' notice will be given monthly by the preschool staff.

Age Criteria: Our preschool programs accept children between the ages of 36 months to 5 years of age. Your child must be toilet trained.

Hand in Hand Child Care Society maintains appropriate liability insurance covering all centres.

4.2 School Closures

4.2.1 Snow Closure **AMENDED April 2017**

Inclement weather conditions may cause a school or schools to shut down. The decision to close a school is made in a timely manner, as best as circumstances allow. The superintendent of schools and the Executive Director of Hand in Hand have the authority to make this decision. Factors that go into this decision include staff and student safety, road and school ground conditions and whether schools can be fully operational.

In the event of district school closures due to weather conditions, emergencies, utility disruption (heat, hydro etc.), Hand in Hand child care programs will also remain closed.

Families can find closure announcements posted on our website www.handinhand.ca or our Facebook page. Announcements are posted as close to 6 am as possible.

- The following local radio stations/media sources will provide updates:
STAR 98.3 FM Country 107.1 FM News 1130 Global and City TV.
- If schools are open, Hand in Hand staff will attempt to arrive in a timely manner to the centre. However, employee's ability to arrive on time can be affected in adverse weather conditions. We encourage parents to call their individual centre to ensure staff has arrived prior to leaving your residence.
- Should a decision be made during the school day to close schools, Hand in Hand staff will contact parents to give notice to pick-up their child as soon as possible.
- No refunds or credits will be issued for these closure days.

4.2.2 Unanticipated Closure of a Program

In the event of a disruption of services (hydro, water etc.) during program operating hours, the procedure we follow is:

We will wait for one hour for the disruption to be repaired. After one hour of no service, we are required to notify parents to come and pick-up your child immediately.

4.2.3 Stat Closure Days

Little Hands Preschool will be closed during Christmas and Spring Breaks and for the following holidays:

New Year's Day	Easter Monday	Thanksgiving Day
Family Day	Victoria Day	Remembrance Day
Good Friday	Labour Day	Christmas Day

4.2.4 Permanent Closure of a Program

In the event the decision to permanently close a program is made by the Board of Directors, the parents will be given as much notice as possible to allow time to seek alternate child care arrangements. This notice will be a minimum of 60 days unless there are extenuating circumstances that will not allow that to happen. Past decisions to close a program involved financial reasons or the school space was no longer available.

4.2.5 School District Job Action

In the event of school district job action disputes, Hand in Hand will receive direction from Abbotsford School District as to whether or not we are able to provide child care services. Parents will be notified in advance of centre operation changes. Credits and refunds will be considered by our Board of Directors depending on the circumstances regarding the length of time of closures and how the Society is impacted by the job action.

4.3 Respect Policy

Respect will be shown to all staff, children, families, and community members at all Hand in Hand sites.

Procedure:

- We show respect to the children, the parents, and the staff by being considerate in our comments, and keeping our voices at a respectful level, while using respectful language.
- We, in turn, ask parents to have the same respect for staff, children and other adults.
- Inappropriate outbursts of disrespectful language coming from a child or adult which is directed to staff, child or adult will result in a warning and possible immediate discharge from the program depending on the severity of the incident.

4.4 Addressing Concerns or Issues

Parents/guardians are to discuss concerns or grievances with Hand in Hand Managers in a respectful and professional manner.

Procedure:

- Discuss the concern with the Centre Manager or Supervisor.

- If the matter has not been resolved to your satisfaction, you may choose to contact the Executive Director or Program Coordinator.
- If after discussion with the Admin team, you feel it has not been resolved to your satisfaction, the Executive Director will forward your concerns to a delegated Board of Director member; they will contact you.

4.5 Social Media NEW September 2017

Today's electronic ways of communicating are changing the way we talk to each other. We believe respectful face to face communication is the best policy when it comes to resolving problems/concerns regarding the care of your child(ren).

- Please act responsibly and consider the privacy of others involved and remember that everything you publish on social networks will be visible to the world.
- In order to avoid misunderstanding when posting on social media we request comments regarding our centres or staff should only be done with the permission of a Hand in Hand staff member.
- Even if you have the best intentions, you must consider that anything you put out there regarding another person can potentially harm the image of that person and possibly yourself.
- Staff and parents will not post pictures of children, parents, or staff members on any social media site without consent of the persons involved.

4.6 Confidentiality

Parents will be required to sign a confidentiality agreement as part of their registration package.

Procedures:

- To ensure confidentiality of all families, parents are requested not to discuss information regarding any child, family or Hand in Hand staff member to outside individuals or other child care providers.
- We will not share family or child information with another program or provider without written parental consent. Any concerns about the release of information should be discussed with the Executive Director.

Ensuring Confidential Security

All information on registered children will be stored in a filing cabinet in the centre office and/or the Society administration office. Staff will not disclose registered family and/or staff member personal information without obtaining written consent to do so.

4.7 Keeping You Informed

If you have any concerns or questions regarding your child or the program, please speak with our staff. We will inform you of any concerns that we may have in regards to your child while at our centre.

It is imperative to keep our Managers informed of any changes in the home environment that may impact your child's sense of well-being. This includes parental separation, illness in the family, moving or a similar situation.

Newsletters will be sent home on a regular basis with information on activities, themes and/or fundraisers as well as important dates to remember, (e.g. closure days). Please be sure to read it. Check the parent bulletin board regularly for notices and information regarding the program.

5. Financial Policies

5.1 Preschool Fee Schedule

3 Days a week	2 days a week
\$ 135.00/month	\$ 120.00/month

5.2 Registration and Enrollment

- A registration package must be completed prior to a child's acceptance in the preschool program.

- An annual non-refundable **registration fee of \$50.00 per family** must be paid to secure your child's preschool space.
- Re-registration for the next school year will take place from January 1st to March 31st.
- Registration of new families will be accepted after March 31st.
- We require a current photo of your child(ren) for record keeping purposes as per licensing requirements.

5.2.1 Children Requiring Support

If it is deemed that your child needs the assistance of a support worker (SW) to attend or your child has received support at another centre/school, your child will not be able to attend until a SW is in place. A Care Plan must also be developed and signed by the parent. It is the parent's responsibility to organize support through the Child Development Centre (CDC).

5.3 Payment of Fees

- Preschool fees are due the first of the month. Methods of payment are:
 - Ten post-dated cheques are required September 1st – June 1st or starting month up to June 1st.
 - Cheques are payable to Hand in Hand.
 - We also accept payments through debit or pre-authorized debit. **We do not accept cash payments.**
 - There are no refunds or credits once payments are received.
- If you choose to pay your fees monthly through debit, post-dated cheques must still be submitted in September and will be returned to you when the debit payment is received.
- If your child is absent for illness, vacation or centre closures, the full monthly fee will still apply.
- **Pre-Authorized Debit (PAD)** can be arranged with your center manager by submitting the application form along with a void cheque. Payments will be processed for the first of each month.
- Tax Receipts for income tax purposes will be issued to parents by the end of February.

5.4 Government Subsidy

- Government subsidy is available to qualifying families through the Ministry of Children and Family Development.
- The monthly fee for parents waiting for subsidy authorization will follow the same procedure as section 5.3 until subsidy authorization is in place.
- Fees paid will be reimbursed once payment from subsidy has been received.
- If subsidy continues to not be in place monthly fees will continue to be paid or preschool services will be denied until subsidy authorization is in place.
- Parents are responsible for paying the difference between subsidy coverage and the program's fees.
- The registration fee must be paid by the parent as subsidy will not cover this fee.

5.5 Late Fee Charges

- Fees not paid by the 5th business day of the month will incur a **\$20 Late Fee** unless the administration office has approved an alternate payment arrangement.
- A Late Payment Memo, including the **\$20 Late Fee** will be issued to the parent after the 5th business day of the month. If full payment is not received within 5 days after receiving the Late Payment Memo, preschool services will be discontinued until fees are paid in full.
- Outstanding fees over 30 days shall incur an interest charge of 1½% per month.
- All fees, including late fees, left unpaid beyond thirty (30) days will be referred to a collection agency.

5.6 NSF Charges

- All NSF payments will incur a **\$20 Service Charge**.
- All fees including the service charge must be repaid within 5 business days of notification. Late fees will apply for any outstanding fee re-payment after 5 business days. (See above policy 5.5)
- If a parent has more than three (3) NSF payments, future payment may only be accepted in the form of debit, money order, or certified cheque.

5.7 Late Pick-Up

5.7.1 Late Pick-Up Charges

Please observe class start and finish times. Late arrivals can be disruptive and late pick-ups often make for a anxious and/or upset child. If you are delayed in picking up your child, you must notify the centre of your anticipated arrival time and/or give verbal authorization for an alternate pick-up person.

- A Late fee of **\$10 for the first 15 minutes and \$1.00 for every minute following** will be charged in the event that you are late.
- This fee is payable to the staff member that has remained with your child.
- If the fee is not paid on the day of occurrence, a late payment will be applied at the discretion of the staff.

5.7.2 Late Arrival with No Contact

If your child has not been picked up within 15 minutes after the end of the preschool session and the parent has not contacted the centre, staff will carry out the following procedure:

- Calls will be placed to the parent(s) to all numbers on the registration form.
- If there is no response, the emergency contact persons will be called.
- If your child has not been picked up 30 minutes after centre closure time and there has been no contact with a parent/guardian, the staff member is obligated to inform the Ministry of Children and Family Development - After Hours Emergency Services.
- If late pick up is a recurring problem, (i.e. 3 times in a 60 day period) continued participation in the program may be at risk.
- Late fee charges will apply as per policy 5.7.1 – Late Pick-up Charges.

6. Program Elements

6.1 Daily Schedule

Hand in Hand preschools recognizes the importance of play in a young child's overall development. Our daily schedule may change on occasion depending on special planned activities and/or spontaneous activities initiated by the children and/or staff.

A general outline of the preschool session will include:

- Meet and Greet
- Free Play – Art & Craft Activity
- Clean Up
- Snack Time
- Circle Time – (songs, finger plays, stories, games & sharing)
- Outdoor Play (weather permitting)
- Home

Outdoor Play: Outdoor play will occur daily depending on weather conditions. Please ensure that your child has appropriate clothing for outside play. Playground time is scheduled to ensure that the preschool program will not be on the playground when the elementary students are out for recess.

Flip-flop sandals or open-toe shoes can be a safety hazard on the playground equipment. Children will not be allowed on the playground equipment if wearing this style of footwear.

6.2 Arrival

All parents are required to sign their child(ren) in upon arrival. Hand in Hand is not legally responsible without an adult signing your child in. Sharing information with our staff that may impact your child's behavior or reactions to others helps us to understand why we may be seeing changes in their behavior or attitude. Something as simple as a rough start to their morning can impact their day. Be sure that a staff member is aware that you have arrived.

- If your child will not be attending the preschool on a scheduled day, please notify the centre.

6.3 Departure

- Parents are required to sign their child(ren) out when picking up. Ensure that a staff member sees that you are leaving with your child.
- If your child will be picked up by someone other than yourself, **you must notify staff ahead of time.**
- If you have not notified the centre ahead of time or in writing of the change for a day, your child will not be released if notification has not been given. Staff will ask for photo I.D. if they do not know the pick-up person.
- Children will not be released to anyone under the age of 19 years of age. For liability reasons, staff is not permitted to drive children in their personal vehicles.

6.4 Custody and Access

It is the responsibility of the enrolling parent to provide a copy of a relevant Court Order or Separation Agreement or pertinent custody information that may deny or “**legally restrict**” access by the child’s other parent or another family member.

Without a copy of written authority from the courts on file, Hand in Hand staff has no right to deny one parent access over the other. If this situation arises, the staff will notify the enrolling parent.

It is the responsibility of the enrolling parent to inform centre staff immediately, in writing, of any changes to the original submitted documents and also provide a current copy of any amended court orders.

6.5 Unauthorized Pick-Up

If anyone other than the enrolling parent will be picking up your child, you must inform the staff whenever there is a change. This includes even if the adult is listed on your authorized pick-up list.

- If a person arrives and is not listed on the registration form as an authorized pick-up and you have not given us notification of the change, the child will not be released. Verbal authorization from the enrolling parent will be allowed via the telephone if a sudden situation arises.
- In all situations, the pick-up person must present photo ID to confirm with centre staff.

6.6 Alleged Impaired Pick-Up

When it is alleged by a staff member that the pick-up person is impaired, it is the staff's legal responsibility to do everything possible to prevent the alleged impaired person from leaving with the child.

If a staff member has reason to believe that this adult is unable to adequately care for the child, the staff member will offer to call a relative or friend to pick up the adult and child OR offer to call a cab.

If the alleged impaired person chooses to get in the car with the child, the staff member will inform the person that we will notify the police immediately as they are endangering the safety of the child.

If the staff member is worried that the child may be at risk or in need of protection a call must be placed to the Ministry of Children and Family Development.

6.7 Parent's Request for Withdrawal

- Parents wishing to withdraw their child from the program must provide at least one calendar month (30 days) written notice prior to withdrawal.
- If sufficient notice is not given, one month's fee will be charged in lieu of notice, based on the previous month's fees.
- If you are not satisfied with our program, or we are unable to accommodate your child's needs, withdrawal from the program may be in the best interest of the child and family.

6.8 Centre's Request for Withdrawal

- Hand in Hand has a **90 day evaluation period** in place for children that may display behaviours that our staff are not trained to handle.
- If there is a history of behavioural concerns or if your child has required behavioural support another child care setting then it is the parent's responsibility to inform the staff at the time of registration if your child has a diagnosis that can affect their ability to manage themselves.
- It may be determined that a support worker will be required in order for the child to attend.
- It is essential that parents share information with the Centre Manager that may affect your child's successful experience at Hand in Hand. Every effort will be made by staff to meet the needs of your child. All information shared will be kept in confidence.
- If we notice a change or have concerns with your child's behaviour, we will share these concerns with the parent. We will work with parents to try to find a solution.
- If after these steps have been followed, and after consultation with the Executive Director, it is determined that a child's behaviour is repeatedly severely disruptive and that the well-being and safety of your child, other children or staff in the program is seriously jeopardized, the parent will be required to withdraw the child without notice.

6.9 Guidance and Behaviour Management

Our goal is to build on your child's sense of security and self as they make the move from home to school. Our guidance and discipline techniques will be in the form of redirection along with consistency in setting clear limits and expectations of behaviour.

Skills needed to aid them in resolving conflicts in an acceptable way will be modeled and practiced. Our staff will model patience and respect for all children, parents, co-workers and the environment. By working with the words of "The Virtues Project", we will respect and acknowledge each child's uniqueness and guide them in becoming a happy and healthy individual.

Parents can expect that our staff will:

- Demonstrate affection and caring through appropriate forms of verbal and physical interaction.
- Support your child's growth toward independence and social awareness.
- Maximize opportunities of positive reinforcement for your child.
- Establish clear and consistent limits for behaviour; offered in a positive and respectful manner.
- Verbal direction and/or redirection will be the main means of guidance and discipline.
- Supervision of your child at all times.
- Identify your child's feelings which may be difficult for him/her to verbalize.
- Little Hands preschool has an "open door" policy. Parents are encouraged to visit our preschool, at any time. Your participation in class activities is always welcome.
- Parents are encouraged to share concerns or ask questions of our staff if you are unclear about the handling of an incident in the centre. Staff will be pleased to discuss any concerns you may have about any aspect of our guidance and discipline policy.

Behaviour Management:

- Some incidents cannot always be resolved immediately with discussion (e.g. anger/aggression towards another child/adult and/or their environment). In this situation, it may require staff to remove your child from the area and give him/her time away to calm down.
- Once the child is able to discuss the situation with a staff member, he/she will be welcomed to rejoin the program.
- If persistent refusal to follow direction or repeated defiance continues, an activity or privilege may be taken away, as a consequence. Staff will ensure that other children will not be affected by this decision.
- Inappropriate language to staff, peers, parents or others is unacceptable.
- Parents/guardians will be notified by the Centre Manager if a problem persists.

6.10 Wandering / Missing Child

Wandering Child: In the event a child wanders away from the group or “chooses to walk away” from the program, the following procedure will be followed:

- A search of the area to locate the child will be implemented.
- If unsuccessful a 911 call will be made to the police.
- Parents will be informed after the call to the police is placed.
- The administration office will also be contacted to provide assistance.
- Once child has been located all parties involved will be contacted.

6.11 Objects from Home

Objects from home are welcomed on show and share days **only** and will be brought out only at circle time. Having toys from home during playtime can cause difficulties with sharing and they may get lost or broken. If a toy arrives from home, it will remain in the child’s backpack.

The preschool will not be responsible for any lost or broken items brought from home.

6.12 Separation Issues

Some children may experience anxiety of separation from home to preschool. In this case, to ease the transition, parents can send a soft toy that may give some comfort (e.g. stuffy or blanket) to your child. Limit the item to one with your child’s name on it (no toy weapons – please).

We will allow your child to show what they have brought, and then encourage them to place it in their backpack. We will not be responsible for any lost or broken items brought from home.

Parents are welcome to call the preschool to see how your child is doing. An answering machine may be on during the times we are not able to take calls. We will return your call as soon as possible.

6.13 Clothing and Personal Possessions

Indoor shoes are required for your child. Outdoor shoes will be removed in the cubby area. A small backpack to carry your child’s snack and indoor shoes should be brought to preschool each day. The ideal indoor shoes are slip-on runners or slippers with a hard sole.

Please dress your child in comfortable, washable play clothes. A change of clothing in their backpack in the event they become soiled or wet is appreciated. Please be sure to label all clothing and possessions. If your child has a toileting incident that requires personal care and cleaning, you will be called to come and assist them with this.

Hand in Hand programs are “no-techno” programs. Electronic games will not be allowed in any centre. Hand in Hand Child Care Society will not be responsible for lost or broken personal property.

6.14 Nutrition and Health

N.B. It is vital that parents indicate food allergies to the centre staff and on the registration form.

A list of children and the severity of allergic reactions will be posted in a visible area.

We appreciate the co-operation of other parents if a centre has been deemed a “Food Allergy” centre.

Proper nutrition is a very important part of your child’s active day.

- We encourage healthy eating habits. Individual snacks will be brought from home each day, such as fruit, vegetables, raisins, cheese & crackers etc.
- Snacks should be ready to eat and such that your child is able to manage on their own. Staff will not provide heating of food for your child’s snack.
- Staff will sit with the children to encourage proper manners and social skills during snack time.

- Snacks lacking nutritional value will be left in your child's lunch container. Candy, gum, chocolate or other sugary snacks are items we consider to be unhealthy.
- We will gratefully accept donations to our snack cupboard as we occasionally provide snack for some "still hungry" children.
- Birthday celebrations are welcome in the preschool. Please discuss your plans ahead of time with the Manager or Supervisor as some children may have food allergies. We recommend either muffins or cupcakes as they work best for this age group.

6.15 Field Trips and Visitors

Field trips or visitors will be arranged from time to time that correspond with a particular theme or season. Parents will be given notice of field trips well in advance.

Parent transportation, attendance and supervision are required for your child to participate on field trips.

Staff Are Not Allowed to Transport Children or Parents in Their Vehicles.

Permission forms must be signed prior to the field trip and will indicate:

- Destination, date, arrival & departure times of the field trip.
- Any associated costs for the field trip must be paid in advance.

Short impromptu walks in the immediate neighbourhood of the school may occur from time to time on any day. Parents have already given signed consent for these outings in your registration package.

7. Health and Safety

7.1 Medical Information

It is vital that parents share your child's medical history with us at the time of registration (i.e. allergies, asthma, special medication, etc.).

When a child has been identified with an allergy or requires medication administration daily, the parent/guardian will be required to fill out a detailed allergy/ medication information form.

We must be kept current of any changes to your child's medical condition after enrollment.

7.2 Allergies

We may have some children who are at risk for potentially life-threatening allergies. Some are severely allergic to food items and some are at risk for insect stings.

7.2.1 Food Allergies

We have developed "allergy safe" centres for the safety of these children.

All Hand in Hand centres are "**NUT FREE ZONES**" to safeguard children at risk. We ask for your cooperation and diligence by ensuring food items sent in your child's lunch is "nut free." Children identified with allergies will be posted in a visible location in the centre for all staff to be aware of.

7.2.2 Anaphylaxis Emergency Plan (AEP)

- Anaphylaxis is a severe allergic reaction that is a result from reactions to foods, insect stings, latex, medications or other substances. Anaphylaxis can lead to death if untreated.
- Our anaphylaxis plan ensures that children identified as at risk, have a plan in place to minimize the potential for accidental exposure, and that staff are trained to respond in an emergency situation.

The AEP must include a photograph, description of the allergy, emergency procedure, contact information, and consent to administer medication.

7.3 Medication

The parent/guardian **must** fill out and sign a Medication Administration form for all medications (prescription and non-prescription) to be administered while at a centre.

- All medications brought to a centre must be given directly to a staff member.

Do Not Send Medication in Your Child's Backpack. This includes puffers for asthma or allergy medications.

Procedures that must be followed:

- The medication **must be** in the original dispensed container or original packaging for non-prescription medicine e.g. Tylenol, Benadryl, etc. This includes cough drops.
- The medication form **must be** filled out completely and signed by the parent including the name of medication, the dosage and time(s) to be given.
- If your child develops symptoms while under our care, and you have filled out a non-prescription medication form, we will place a phone call to the parent/guardian to receive verbal authorization to administer that non-prescription medication.

PLEASE NOTE: If medication does not come in original dispensed container or original packaging or the medication form is not filled out completely, **we will not** administer the medication.

7.4 Immunization

All enrolled children are required to have a current copy of their immunization records as part of their registration package.

- In the event a child is not immunized and there is an outbreak of a communicable disease in their centre, the child will not be able to attend, until the contagious stage has passed.
- In the event of a communicable disease outbreak and your centre does not have a current copy of your child's immunization record; your child may not be able to attend.

7.5 Illness

Communicable Disease: If your child contracts a communicable disease, **you must notify your centre immediately** as we are required to alert other families. Your child must be withdrawn immediately for the full quarantine period. Prior to re-entry to the centre, a doctor's note will be required confirming complete recovery.

Children who are not well enough to participate in all program activities, both indoor and outdoor, should not attend the program. Please keep your child at home if he/she is suffering from one or more of the following symptoms:

- An acute cold, with coughing, sore throat or a runny nose with green liquid discharge.
- A fever of 101° F/38.3° C or more.
- Difficulty in breathing – wheezing or a persistent cough.
- An intestinal or stomach disorder, including diarrhea, cramps, loose stool, nausea or vomiting.
- Severe itching of body and scalp.
- Children with known or suspected communicable diseases.
- Pain – any complaints of unexplained or undiagnosed pain
- Infected skin, eyes or an undiagnosed rash.

In the event that your child arrives at the centre or develops any of the above symptoms while with us, the parent/guardian will be required to pick-up your child as soon as possible. We will isolate and care for your child, however, we are not equipped to keep a sick child for an extended period of time.

7.6 Head Lice

Head Lice is a communicable disease and can be spread easily from person to person.

- Head Lice does not indicate poor personal hygiene or an unclean environment. We understand that it can be irritating and a nuisance to control.
- Through cooperation of parents, staff and the school, we do our best to manage outbreaks as they occur.
- With confirmed cases, you must keep your child at home for a minimum of 24 hours and complete thorough treatments to keep the lice from spreading further and to ensure a re-infestation of your child/home does not occur.
- If it is confirmed by our staff that your child has head lice, the parent/guardian will be required to pick-up your child as soon as possible.

- Your child will not be able to return to the centre until treated, including a thorough combing of the entire head with a nit comb.
- When the child returns to the centre, staff will perform a head check. If live nits are still present, you will be required to take your child home and continue the removal of the nits.
- We require the lower portion of the Head Lice letter that was sent home with your child to be completed when they return.

7.7 Injury

Minor Injury: If your child sustains a minor injury while at the centre, we will provide first-aid treatment. We will report the incident to you and depending on the treatment required, a minor incident form may require your signature.

Major Incident: In the case of an injury requiring medical or dental attention, the child's parents will be notified immediately. If we are unable to contact a parent, the alternate contact person will be called.

- If contact with the parent or alternate contact has been unsuccessful and it has been deemed that medical treatment and/or emergency transport is necessary, we will call an ambulance for assistance.
- If transport to a medical facility is required, a staff member will accompany your child to the nearest emergency facility. Any expenses incurred in this situation will be the parent/guardian's responsibility.

7.8 Emergency Procedures

All staff maintain current first-aid certification and earthquake preparedness training.

Emergency procedures related to fire, earthquake and evacuation of the premises are practiced monthly.

In case of a fire, long term power failure, extreme weather conditions or an evacuation of the centre due to a real situation, parents will be notified as soon as possible of the alternate location of where to pick up your child(ren). Parents will be notified by a telephone call when possible or by a notice posted at the centre.

7.9 Suspected Child Abuse

If a Hand in Hand staff member has reason to suspect abuse of a child may have occurred at the centre involving staff or a volunteer.

- The alleged person will be removed from the centre immediately.
- This will be reported to the parents, the Executive Director/ Program Coordinator, Fraser Health Authority – Licensing Facility and The Ministry of Children and Family Development.

If a staff member has reason to suspect abuse or neglect of a child has occurred outside the Hand in Hand centre (e.g. at home or by a relative).

- This will be reported to the Executive Director/ Program Coordinator and the Ministry of Children and Family Development as required by law.
- It is our legal responsibility to report suspicions/disclosures to the appropriate parties, not to determine if abuse has occurred.
- Our primary concern is for the health, safety and well-being of the child.

Your child's safety is our first priority.

Thank you for taking the time to read our Parent Handbook.

Please sign the Parent Agreement Form (next page) and return to the centre.



Parent Handbook Agreement

This sheet must be signed and returned to your centre Manager or Supervisor prior to starting with Hand in Hand.

Child's Name: _____

Centre: _____

Parent Name (please print): _____

I have read and understand the policies and information outlined in the Hand in Hand Child Care Society Parent Handbook.

By signing this document, I hereby agree to abide by the policies and information as set out in this handbook.

Parent Comments:

Parent/Guardian Signature

Date

Centre Manager or Supervisor Signature

Date