



hand in hand
child care society

School Age Parent Handbook

We Put the "CARE" in Child Care!

Providing Child Care Services to Abbotsford Families since 1994

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Welcome to Hand in Hand Child Care Society

Thank You for choosing our program. Before and after school hours is a very important part of your child's day. We want to make sure your child is given opportunity to participate in a developmentally appropriate program that balances and complements their academic and social experience at school.

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.

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 after school care needs.

Hand in Hand operates programs for school age children 5 – 12 years of age at 14 elementary schools as well as 6 preschool programs in the Abbotsford community. A complete listing of our services and programs can be found on page 6 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 centre 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 Centre Contact Info

- **PS** indicates an on-site Hand in Hand preschool program

Administration Office	604-859-1843	office@handinhand.ca
Alexander	604-852-8229	alexander@handinhand.ca
Blue Jay	604-852-0504	bluejay@handinhand.ca
Centennial	604-853-9376	centennial@handinhand.ca
Dormick Park	778-880-0354	dormickpark@handinhand.ca
Dr. T.A. Swift (PS)	604-859-0717	thomasswift@handinhand.ca
Godson (PS)	604-850-5293	godson@handinhand.ca
John Maclure	604-852-1622	jmaclure@handinhand.ca
• PM session ONLY		
Mountain (PS)	604-850-3609	mountain@handinhand.ca
North Poplar (ASIA)	604-859-3177	northpoplar@handinhand.ca
Prince Charles	604-853-6156	princecharles@handinhand.ca
Sandy Hill	604-850-9541	sandyhill@handinhand.ca
Ten Broeck (PS)	604-870-5671	tenbroeck@handinhand.ca
Terry Fox (PS)	604-859-5964	terryfox@handinhand.ca
Upper Sumas (PS)	604-852-8228	uppersumas@handinhand.ca

Hours of Operation: Monday to Friday: 7:00 am and close at 6:00 pm. Early openings can be accommodated upon request at some centres (6:30 am the earliest time).

All Hand in Hand programs will be closed for the following holidays:

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

Age Criteria: We offer programs for children between 5 to 12 years of age, attending kindergarten to grade 7.

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

4.2 "Full Day" Programs

During Winter and Spring Break, Pro-D and other school closure days, as well as during the summer months of July and August, we provide a Full Day program from 7:00 am to 6:00 pm. Parents will be notified well in advance of which centre locations will operate and where your child will attend.

4.3 School Closures

4.3.1 Snow Closure

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.

4.3.2 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.

4.3.3 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.

4.3.4 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. As with Full Day programs we will combine with other Hand in Hand centres. 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.

4.4 Transitional Preparation Days

Hand in Hand centres will close two times a year to allow staff time for preparation and transitioning from the end of the school year to summer program and at the end of August. The last 3 working days of June are allotted. The last week prior to school opening allows time to transition back to each individual centre. No child care is provided during these days.

4.5 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 other adults by being considerate in our comments, and keeping our voices at a respectful level, while using respectful language.
- We, in turn, ask parents to show the same respect for staff, children and other adults.

- Inappropriate outbursts or disrespectful language coming from a child or adult which is directed to staff, child or adult will result in a warning and/or possible immediate discharge from the program depending on the severity of the incident.

4.6 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 at the centre level, 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.

4.7 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.

4.8 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.

4.9 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.

5. Financial

5.1 Fee Schedule

AM & PM
\$17.00/day

AM Only
\$9.00/day

PM Only
\$12.00/day

Full Days – Pro-D etc.
\$30.00/day

5.2 Registration and Attendance

- Parents must complete a registration package prior to a child's acceptance in a program. Acceptance may be based upon space availability.
- An annual non-refundable **registration fee of \$50.00** per family must be paid to complete the registration.
- Re-registration for the next school year will take place from January 1st to March 31st.
- We require a current photo of your child(ren) for record keeping purposes as per licensing requirements.

Some of our programs operate at or close to licensing capacity enrollment.

The following priorities for admission and re-registration are:

- Children currently enrolled in a centre attending full time.
- Siblings of children already attending full time.
- Children attending part-time and increasing to full-time upon confirmation from the Centre Manager.
- Part-time priority will be given to families that attend on a consistent basis and the number of sessions used. Eg.: 4 days/wk vs 2 days/wk. This is at the discretion of the Centre Manager.
- Siblings of children currently attending part-time.
- Transferring from one centre to another, based on availability & if requiring a full-time or part-time spot.
- The child is on the waiting list and requesting full-time attendance.
- Drop-ins based upon availability.

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

5.3.1 Monthly Calendars

- Calendars for the upcoming month will be available the second week of the current month.
- Calendars must be returned to the centre by the 15th of the current month to reserve a space.
- Payment is due no later than the first business day of the month. Your space is confirmed once payment is received.
- We accept payments through debit, pre-authorized debit or by cheque. **We do not accept cash payments.** Cheques are made payable to Hand in Hand and can be post-dated for the 1st of the month.
- **Fees are non-refundable and non-negotiable.** There are no refunds or credits.
- You cannot assume that your space is reserved if your calendar and payment is not submitted on time, even for full time children.
- If your child is absent for illness, vacation or centre closure, the fees paid will still apply.

5.3.2 Cancelling/Altering Calendars

A monthly calendar that has been submitted may be cancelled or altered up to 5 business days prior to the beginning of the upcoming month. After this date full charges will apply even if changes are made.

5.3.3 Pre-Authorized Debit (PAD)

PAD can be arranged with your center manager by submitting the application form along with a void cheque. Once set-up, calendars for the upcoming month using PAD must be submitted to the center by the 15th of the current month in order for your payment to be processed on time.

Tax Receipts for income tax purposes will be issued to parents by the end of February.

5.4 Government Subsidy **Revised November 2017**

- Government subsidy is available to qualifying families through the Ministry of Children and Family Development.
- Monthly fees for parents applying for subsidy authorization will follow the same as section 5.3 – Payment of Fees – 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 child care services will be denied until subsidy authorization is in place.
- Parents receiving subsidy must submit their monthly calendars on time to guarantee your space.
- 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, child care 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 5.4)
- 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 Drop-In Service **Revised September 2017**

- Some centres are able to accommodate family's needs on a drop-in basis depending on space availability.
- The fee for this service will be an additional **\$3.00 per session**.
- We require as much notice as possible to ensure proper staff/child ratios are adhered to.
- Do not send your child to the centre without confirmation from a staff member; the \$20 unscheduled drop-in fee will be added if no confirmation was given.
- Payment for this additional service is due the same day at pick-up time. After 24 hours of no payment, the \$20 late fee will be charged.

5.7.1 Unscheduled Drop-In

- If a child arrives at the centre, with no approval from staff, a **\$20 surcharge** will be applied on top of the daily fee. The surcharge fee is due the same day at pick-up time. After 24 hours of no payment, the \$20 late fee will be charged.
- Parents will be contacted to confirm if their child is to attend.
- We will inform the school office that the child is in our program but was not scheduled to attend.
- If after one hour of no contact with the parent, the emergency contacts will be notified as they may be requested to come and pick-up the child.

5.8 Late Pick-Up

If you are unavoidably detained please inform the centre as soon as possible so we can reassure your child that all is well. Information of your estimated arrival time and/or giving verbal authorization for an alternate pick-up person is appreciated.

5.8.1 Late Pick Up Charges

- 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.

5.8.2 Late Arrival with No Contact

If there has been no contact with the parent by 6:15 pm, 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 5.8.1 – Late Pick-up Charges.

5.8.3 Absence from Program when Scheduled

- If your child is scheduled to attend Hand in Hand after school but they have been picked up during school hours or at dismissal time, **it is imperative that you notify the centre prior to bell time.**
- If no notice has been received, your child will be considered a **“missing child”** by the centre staff. Unnecessary time and stress is spent searching the school grounds without this communication from you.
- If your child does not arrive within 15 minutes after the dismissal time on a scheduled day and it has been confirmed the child is not on school property, the Centre Manager will notify the parents.
- If the parents cannot be reached, individuals listed for emergency purposes will be contacted.
- Our **Missing Child Policy** (6.10) will be implemented which will include calling the police and the admin office team to assist in the search.
- If the parent has failed to communicate this absence to the centre, the following procedure will occur:
 - 1st Offence A verbal warning regarding our policy. This will be noted in your child’s file.
 - 2nd Offence A **\$20 surcharge** will be applied.
- If “No Notice” is a recurring problem, (i.e. 3 times in a 60 day period) continued participation in the program may be at risk.

6. Program Elements

6.1 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.

6.2 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 sent home in taxis, allowed to walk home alone or 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.

6.3 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.

6.4 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.

6.5 Alleged Impaired Pick-Up

When it is alleged by a staff member that an authorized 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 the police will be notified 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.

6.6 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.

6.7 Centre’s Request for Withdrawal

AMENDED – September 2017

- 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 in school or in 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. At times we may request to speak with your child's teacher as we try to determine if the concern is centre-related or is it happening in other settings. We will work with parents and the school 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.

6.8 Social Agreement – Behaviour & Discipline

Our goal is to help your child(ren) acquire acceptable social behavior including self-management while teaching life skills. Setting clear limits with consistent expectations is essential in helping to build a child's sense of security and self-esteem.

- We will assist children in developing self-control, self-confidence and ultimately self-discipline.
- The children will work "hand in hand" with our staff in setting centre expectations of behaviour. This will support each child's growth toward independence, social awareness and self-esteem.
- We will respect and acknowledge each child's uniqueness to assist them in becoming a happy and healthy individual.

6.8.1 Social Agreement (SA)

At the beginning of each school year and the start of the summer programs, each centre will formulate a Social Agreement for the school year or summer session with input from the children. The purpose of a Social Agreement is to set a standard of expectations and to allow the children have a role in deciding how they will treat each other while at any Hand in Hand program.

- Once the group discusses behavior expectations they will then discuss what the consequences could be if the SA is not followed by a child. This is completed with the guidance of a staff member.
- The SA along with the consequences will be posted in the centre to be referred to as needed.
- A copy will be sent home with each child to review with their parents. The agreement once signed, will be returned to the centre where it will be kept in each child's file.

6.8.2 Behaviour Agreement (BA)

Our Behaviour Agreement provides a framework for a safe and respectful environment in which the children are helped to understand the consequences of their actions when the Social Agreement guidelines are not followed. The agreement will be implemented as a self-management tool when repeated safety and/or discipline concerns are not followed and to assist the child in making better choices.

Unacceptable behaviors that would be addressed through the Behavior Agreement:

- Deliberate physical aggression or verbal disrespect directed at a child or adult.
- Deliberate damage to the facility and/or equipment.
- Deliberate disobedience or defiance towards a staff member's request.
- Leaving the program without permission.
- Taking part in an unsafe act or endangering others.

If a child is displaying any of the behaviours indicated above, the procedure will be:

- A staff member will have a conversation with the child and remind them of the Behaviour Agreement.
- The parent will be informed of the conversation and what their child's role was in the incident.
- If the Centre Manager decides to implement the BA form, they will review it with the child and the parent at pick-up time. The parent will sign the form each time an incident is documented.
- The signed copy will be kept in your child's file.
- The parent will be reminded that if the behavior is repeatedly being broken by your child that suspension from the program will occur as indicated on the form.

6.8.3 Suspension

- Suspensions may be 1 – 5 days depending on the severity of the behavior and if it is a repeated offence.
- Suspension will be immediate. The parent will be called to pick up your child a.s.a.p.
- If the Behaviour Agreement is continuously being broken and suspensions have repeatedly incurred, the Society may choose to implement the Centre Request for Withdrawal policy (Policy 6.7)

6.8.4 School Suspension

If your child has been suspended from school, they will not be able to attend the Hand in Hand program until he/she is permitted to return to school.

6.9 Missing/Wandering Child

Missing After School: In the event a child does not arrive at the centre within 10 minutes after school bell time a staff member will be designated to search for the child following procedure below:

1. A call will be placed to the school secretary to inquire if the child was in attendance OR if the child was picked up during the day by a parent. If the child was in attendance the secretary will page the child through the intercom system to report to H in H.
2. The staff member will go to the child's classroom to confirm with the teacher that the child was released at bell time.
3. The school building & grounds will be searched with assistance of school personnel.
4. If the above is unsuccessful and the child has not been located, a call will be placed to the parent. If the parent confirms that their child should be with H in H, a call will be placed to the police.
5. If contact has not been made with the parent, calls will be made to the emergency contact before calling the police.
6. The administration office will also be contacted.
7. Once the child has been located all parties involved will be contacted.

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:

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

6.10 Extra-Curricular Activities

If your child is scheduled to attend our program but is participating in a school based extra-curricular activity, before and/or after school, parents are required to complete a Hand in Hand Extra-Curricular Activity form. This includes activities on the school premises and/or an outing off the school premises

- The centre staff and Society is not responsible for your child after their early departure in the morning or before their arrival to the centre after school.
- By giving permission for your child to attend a school activity, they may be unescorted to and from the activity.

6.11 Clothing and Personal Possessions

The children will spend a portion of each day in outside play, except for severe weather conditions.

- Please ensure that your child(ren) are prepared for outside play according to the season and weather conditions, i.e. boots, toques, mitts, summer hats, sunscreen, etc.
- Appropriate clothing and footwear which allows for free play is best as all children are encouraged to participate in games and sports activities,

- **“No-Techno” programs:** Electronic games or items will not be allowed to be used while at the centre. We request that personal items and toys be left at home. Hand in Hand will not be responsible for lost or damaged personal property.
- **Summer Wear:** Summer clothing should allow your child to play comfortably and allow for possibly getting wet or dirty. During summer program please send sunscreen, a bathing suit, towel, and hat along with a change of clothes. Please put your child’s name on clothing and personal possessions.
- Each centre has a “lost and found” space in the main entry area. Items that are not claimed by the end of each school term will be donated to a local charity.

6.12 Dress Code

Children’s clothing and attire is expected to be age appropriate and of a tasteful manner. Clothing that is offensive or too revealing is not acceptable at any Hand in Hand centre. Children may be required to change their clothing to comply with the Society standards.

Unacceptable attire can include, but are not limited to:

- Clothing promoting racism, sexism, violence and/or showing illegal product use.
- Clothing with inappropriate slogans and pictures. Jewelry and hats are also considered as attire.
- Crop tops, spaghetti strap t-shirts and bikinis.
- **Children will not be allowed on playground equipment wearing flip-flops** as they have proven to be a safety hazard on playground equipment.
- Hats are to be removed while in the centre unless permission has been given by the Centre Manager.

6.13 Nutrition

N.B. It is vital that parents report any food allergies to the centre staff.

A list of children and the severity of allergic reactions will be posted in visible areas of the centre.

Proper nutrition is a very important part of your child’s active day and provides energy throughout the day. We request that parents send in foods that are ready to eat and that your child is able to manage with little adult assistance.

- Staff will not heat, cook or do food preparation for a child’s lunch or snack.
- Food will not be warmed in the microwave for safety and nutritional reasons.
- Lunches will not be stored in the centre refrigerator.
- Staff will encourage your child to eat what you have prepared for them.
- We gratefully accept donations to our snack cupboard as we provide daily snacks for “hungry” children. Suggestions for donations would be fruits, vegetables, crackers, pretzels, yogurts, apple sauce etc.

Breakfast: If, on occasion, your child has not had time to eat at home, parents may send breakfast to the centre. We request that your child can manage the meal on their own (toast, cereal) or with minimal assistance. Inform staff if there is a day that your child arrives and has not had breakfast. Breakfast may be eaten up to 15 minutes prior to school bell time.

Full Day Programs:

Lunch: Parents will prepare a nutritious lunch as well as sufficient snacks. Small portions of a variety of food items work well as it allows for choices by your child. A suggestion is to have your child participate in their lunch prep and making decisions on healthy snack choices of their choosing.

Snacks: Children need to bring a nutritious snack for each morning and afternoon session they attend. Candy, pop, gum, chocolate bars or other snacks lacking nutritional value will be left in your child’s lunch kit.

6.14 Field Trips

During seasonal breaks and school closure days, the staff may plan a variety of field trips.

In order for your child to participate in a field trip, a permission form must be signed and returned to the centre. The permission form will indicate:

- The destination of the field trip and mode of transportation being used.

- The date and time of departure and arrival from the centre.
- Any associated costs for the field trip.
- The centre will not be responsible for children who arrive late for a prescheduled trip when prior notification has been given.
- Short impromptu walks in the immediate neighbourhood may occur from time to time on any day. Parents have already provided signed consent for these outings in the 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 have some children who are at risk for potentially life-threatening allergies. Some are allergic to food items and some are at risk for insect sting allergies.

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**. As a licensed centre we are required to alert the other families. Your child's name will remain confidential. 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 program activities, should not attend the program. In the event that your child sent home from school due to an illness cannot attend the Hand in Hand 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.

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.



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