



**Hand
in Hand**
Child Care Society

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. Your registration fee makes you a new member of the Society. Please take a few minutes to review the policies in our parent handbook; then sign and return the Agreement form on the last page, this acknowledges that you have read and agree to the policies that we use when working with our families.

The Early Years is a very important time of development and preparation for formal academic education for your child. 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 preschool program under the provincial Community Care Facilities Act which is regulated by Fraser Health Authority. We have a strong history of meeting the licensing standards set by our provincial government by providing screened and educated staff and by following the mandated regulations of staff to child ratios along with age appropriate 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 Manager. Centre phone numbers and email addresses are listed in section 4 of this handbook as well as our website.

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 remarkable experience for you and your child.

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 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 15 before and after school programs for school age children 5 – 12 years of age.

A listing of our preschool programs can be found in section 4 of this manual and at www.handinhand.ca.

2. Philosophy and Values

We value and believe in:

- ☺ Having Fun while building friendships!
- ☺ Age and ability appropriate activities.
- ☺ A safe and nurturing environment based on cooperative activities and attitudes.
- ☺ Children knowing they are valued and accepted.
- ☺ Positive adult interactions and role models in our staff.
- ☺ Exploring and developing social and life skills through activities based on cooperative and respectful attitudes
- ☺ Teachings about nutritious and healthy food choices

3. Program Administration

3.1 Member Families

Parents become members of Hand in Hand Child Care Society upon paying the registration fee. We also welcome any assistance with our fundraising efforts.

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. 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.

The **Centre Level Team** consists of a Centre Manager, Centre Supervisor, Centre Assistants. A Support Worker (when needed) provides support for children requiring assistance to participate fully in a program.

4. Centre Information

4.1 Preschool Locations & Times

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

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 for all centres.

4.2 School Closures

4.2.1 School District Closure Days

Preschool programs do not operate on school district closure and/or professional development days (including Winter and Spring Break) as the classroom space is shared with the school age program. Parents will be informed of Closure Days well ahead of time.

4.2.2 Snow Closure

In severe weather conditions the decision to close a school is made by the school district superintendent. This information will be provided to media outlets by 6 am. The Hand in Hand Executive Director also has the authority to make a closure decision for the Society. 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.

Announcements will be posted on our website www.handinhand.ca and our Facebook page as close to 6 am as possible.

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

4.2.3 Professional Development

There may be 1 – 2 additional days during the school year that the preschool may close to allow staff to participate in very important opportunities for professional development. Parents will be given a minimum of 60 day's notice for a pro-d day closure.

4.2.4 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 while at the same time attempting to get an update from the service provider. After one hour of no service, we are required by Fraser Health licensing to notify parents to pick-up your child as soon as possible.

4.2.5 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 |

4.2.6 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.

4.2.7 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.

- 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, a 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.

- Discuss your concern with the Centre Manager or Supervisor in a discreet way, away from the children or other adults.
- If the matter has not been resolved to your satisfaction at this level, you may choose to contact the administration office to speak with the Executive Director or Program Coordinator.
- If after discussion with an Admin team member, you feel your concerns have 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

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.

- 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.

4.6.1 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 – see registration package and website

5.2 Registration and Enrollment

Registration packages must be completed by a parent including a pre-authorized debit (PAD) / credit (PAC) form to set-up a payment account prior to a child's acceptance in a program. The PAD/PAC payment account will be set up through the administration office.

- An annual **non-refundable registration fee of \$50.00** per family must be paid as part of your registration package. This fee covers our business of July 1st to June 30th.
- Preschool re-registration for the next school year will take place from January 1st to March 31st. Parents are required to pay the annual registration fee again at this time.
- Registration of new families will be accepted starting on April 1st.
- We require a current photo of your child(ren) for identification purposes as per licensing requirements.

5.2.1 Children Requiring Support

If when registering a parent indicated that their child requires the assistance of a support worker (SW) or your child has received support at another centre/school, your child must have a SW in place in order for them to attend. It is the parent's responsibility to organize support through the Child Development Centre (CDC). A Care Plan must be developed with the Centre Manager and parent. The parent is required to sign off on the Care Plan when completed. Children who require a support worker for behavior concerns will be made familiar with our behavior agreement policy (Section 6.8).

5.3 Payment of Fees

- Preschool fees are due the first of the month.
- Methods of payment are:
 - All Preschool fees are to be paid via PAD or PAC forms.
 - **We do not accept cash or cheques.**
 - **Fees are non-refundable, non-negotiable and no credits.**
 - If parent fees are 30 days overdue, preschool services will be discontinued until fees are paid in full.
- If your child is absent for illness, vacation or centre closures, the full monthly fee will still apply.
- If you wish to withdraw your child from the Preschool program – written 30 days' notice must be given to the Preschool supervisor and Financial Administrator.

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

5.3.1 Pre-Authorized Debit (PAD) & Pre-Authorized Credit (PAC)

- PAD/PAC is managed through the administration office by completing the application form and including a void cheque or banking information and submitting to the Preschool Supervisor or Centre Manager.
- The application for PAD & PAC fee payments can take up to 30 days to be activated. You will be notified by the administration office when this is complete.
- Until notification of approval is received payment for preschool must be made using the Stripe option on our website or debit/credit at the centre.
- It is the parent's responsibility to notify the administration office by email of any changes to the monthly PAD payment amount or changes to the banking information provided with at least 30 days' notice.

5.3.2 Stripe Online Payments via Hand in Hand Website

- Parents can make credit card payments using the Hand in Hand website at www.handinhand.ca.
- Navigate to the "**For Parents**" section and scroll down the page to "**Make a Payment.**"
- Follow the prompts for the required credit card information along with your child's name and month you are paying for and select "**Make a Payment.**"

When payment has been approved a confirmation email will be sent to the parent and the admin office.

5.4 Government Subsidy – Affordable Child Care Benefit (ACCB)

- ACCB is available to qualifying families through the Ministry of Children and Family Development (MCFD).
- It is the parent's responsibility to ensure that all ACCB forms are submitted to the government.
- Hand in Hand's annual registration fee must be paid by the parent as subsidy will not cover this.
- The parent must pay the ACCBs portion of monthly fees until ACCB authorization is approved and payment is received from MCFD.
- Once the ACCB payment has been received, child care fees paid by the parent will be reimbursed.
- Parents are responsible for paying the difference between the subsidy authorization and the program's fees.
- Parent payment portions will follow the same policy as Section 5.3 above, including back payments owing to Hand in Hand from MCFD.

5.5 Late Fee Charges

- Fees not paid by the 5th business day of the month will incur a **\$20 Late Fee** unless the parent has been approved for an alternate payment arrangement through the administration office.
- Parents will be notified through email requesting the fee payment after the 5th business day of the month. If payment is not received within 5 days after receiving the email, 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 sixty (60) 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 \$20 service charge must be paid within 5 business days of notification. Late fees will apply for any outstanding fee re-payment after 5 business days. (See policy 5.5)
- If a parent has more than three (3) NSF payments, future payment may only be accepted in the form of debit, credit card, PAD, PAC or online via Hand in Hands website.

5.7 Late Pick-Up

Please observe class start and finish times. Late arrivals can be disruptive and late pick-ups often make for an 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.

5.7.1 Late Pick Up Charges

- A late fee charge of \$10 for the first 15 minutes and \$1.00 for every minute following will apply.
- 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 Pick Up with No Contact from Parent

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 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 creative free play in a young child's development. A general outline of the preschool session will include:

- Meet and Greet
- Free Play – Art & Craft Activity
- 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. Our preschool program will not be out on the playground when the elementary students are out for their 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. Be sure that a staff member is aware that you have arrived. If your child will not be attending on a scheduled day, please notify the centre.

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.

6.3 Departure

Parents are required to sign their child(ren) out at the end of the day. 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 staff of a change in the regular pick-up person for a day, your child will not be released. Ensure the alternate adult comes with photo ID as staff are required to confirm their identity.
- 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 the courts documents 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 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. This includes even if the adult is listed on your authorized pick-up list.

- If you have not notified the staff of a change in the regular pick-up person for a day, your child will not be released. Ensure the alternate adult comes with photo ID as staff are required to confirm their identity.
- Verbal authorization from the enrolling parent will be allowed via the telephone if a sudden situation arises.

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.
- If you are not satisfied with our program and/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.

- If your child has a diagnosis that can affect their ability to manage on their own or if there is a history where they have required support at a previous child care setting, then it is the parent's responsibility to inform the staff at the time of registration. Every effort will be made to meet the needs of your child. All information shared will be kept in confidence. In some cases, it may be determined that a support worker will be required in order for the child to attend.
- If we notice a change in behavior or have concerns with your child's ability to manage on their own, 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 the well-being and safety of your child, other children or staff is being 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 assist them in becoming a happy and healthy individual.

Parents can expect that our staff will:

- Demonstrate caring through appropriate forms of verbal and physical interaction offered in a positive and respectful manner.
- Support your child's growth toward independence and social awareness.
- 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 at any time.
- Parents are encouraged to share concerns or ask questions if you are unclear about the handling of an incident in the centre. Staff will be happy to hear your concerns about any aspect of our program, including our guidance and discipline policy.

Behaviour Management:

- Some incidents cannot always be resolved immediately (e.g. anger/aggression towards another child/adult and/or their environment). In this situation, it may require staff to move your child from the immediate area and give him/her time away to calm down.

- Once the child is able to discuss the situation, he/she will be welcomed to rejoin the group.
- Inappropriate language and aggression to staff, peers, parents or others is unacceptable.
- Parents/guardians will be notified by the Centre Manager if these problem arise.

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 the 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.

Hand in Hand 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 for a short period of time 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 at preschool. Outdoor shoes will be removed in the cubby area. A small backpack to carry your child’s snack, indoor shoes and a change of clothing 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. 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. Snacks items 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 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 choices.
- 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 participation and transportation are required for your child to attend on field trips. **Staff will not 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.

6.16 Active Play

As a licensed preschool program, we are required to provide at least 30 minutes of active play during a preschool session. This active play will either take place indoors or outside on the playground/field, dependent on weather conditions.

Active play promotes healthy growth and development and supports body control and movement.

The Canadian Physical Activity Guidelines recommend that toddlers and preschoolers should accumulate at least 180 minutes of active play daily. Active Play includes periods of high energy activity, raising children's heart rate and possibly making them "huff and puff" such as running or jumping.

6.17 Screen Time

As part of our belief in creative free play, Hand in Hand is a "techno free zone" which means we do not provide any type of electronic play time for the children. The children will have access to toys, arts and crafts, books, circle time and physical play activities.

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.).

- A medication information form will be filled out by the parent when a child has been identified with an allergy or if they require daily medication administration.
- We must be kept current of any changes to your child's medical condition after enrollment.
- All enrolled children are required to have a declaration of their immunization status included in their registration package.

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

7.2.1 Food Allergies

All Hand in Hand centres follow the school district policy and are “**NUT FREE ZONES**” to safeguard children at risk. Your cooperation and diligence by ensuring that only “nut free” food items be sent in with your child is appreciated. 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 reactions is a severe and often very quick allergic reaction that is a result from exposure to foods, insect stings, latex, medications or other substances that has been identified as a danger to a child. Anaphylaxis can lead to death if not treated immediately.

- If your child has an AEP in place the enrolling parent must provide a copy of the care plan in place and that all staff are trained to respond in an the event of an exposure event.
- 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) for their child if administration is to take place while at a Hand in Hand centre.

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

Procedures that must be followed:

- Medications brought into a centre must be given directly to a staff member.
- The medication **must be** in the original dispensed container or original packaging for non-prescription medicine e.g. Tylenol, Benadryl, etc.
- We will not dispense cough drops to a preschool child.
- 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.

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 Hand in Hand, the parent/guardian will be required to pick-up their 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. 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 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 and will report the incident to you. 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