



**Hand
in Hand**
Child Care Society

Early Learning Parent Handbook

We Put the "CARE" in Child Care!

Proudly serving the Abbotsford Community since 1994

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Welcome to Hand in Hand Child Care Society

Thank You for choosing our Early Learning program for your child. Please review the policies in this parent handbook; return the signed 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. Your annual registration fee also makes you a member of the Society.

Our approach to early learning follows the play-based provincial **Early Learning Framework** document which supports the creation of a rich early learning experience and environment that enhances a young child's natural curiosity to learn. Current research suggests that there are vital windows of opportunity in a young child's development that prepares them for academic success later in their life. Rich experiences during the early years strongly influence a love for life-long learning and good health. We believe every child deserves this opportunity to succeed!

Our programs are structured but flexible where play is the main tool for learning. Your child will participate in age appropriate activities that will encourage learning in a natural and a fun-filled setting to assist in building their independence and self-confidence. They will experience daily opportunities to participate in a stimulating program that will have their social, emotional, physical, cognitive and creative needs encouraged during this extraordinary time of growth and development.

Hand in Hand operates a number of Early Learning programs throughout Abbotsford certified under the provincial Child Care Licensing Regulations and Community Care Facilities Act which is regulated by Fraser Health Authority. Their annual inspections reports have shown a strong history of Hand in Hand meeting the licensing standards set by the government by employing educated staff that has experience and knowledge of the regulation requirements.

If you have questions or concerns regarding the Society, programming or centre operations please do not hesitate to bring them to the attention of our Centre Manager. Centre phone numbers and email addresses are listed in section 4 of this handbook as well as on our website at www.handinhand.ca.

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 September 1994.

The name “*Hand in Hand*” was established with a vision that portrays images of teamwork and collaboration with parents, the school district and other community partners as we meet the early learning needs of the families we serve.

Hand in Hand operates on site at Abbotsford elementary schools where we provide 5 preschool programs as well as 13 before and after school programs for school age children 5 – 12 years of age, along with two Early Learning Programs where we provide full day care for children ages 3-5.

2. Philosophy and Values

We value and believe in:

- ☺ Having Fun while building friendships in a safe and nurturing environment!
- ☺ Children knowing they are valued and accepted while developing social and life skills.
- ☺ Age and ability appropriate activities.
- ☺ Positive adult interactions and role models in our staff.

3. Program Administration

3.1 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. Your annual registration fee also makes you a member of Hand in Hand Child Care Society. 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.

3.2 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. Elections for the Board of Director occur at our Annual General meeting. Annual financial statements and reports are reviewed. Parental input is vital for the well-being and continuing success of the Society. We also welcome parent assistance with our fundraising ideas and efforts.

3.3 Employee Positions

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

The Centre Level Team that works directly with your child consists of a Centre Manager, Supervisor, and Assistants depending on the enrollment numbers for each site. For children that require the assistance of a support worker in order to participate successfully in a program, we have a long standing partnership with the Supported Child Development Program that helps us to assess and provide the support needed.

4. Centre Information

4.1 Locations

Administration Office	604-859-1843	office@handinhand.ca
Early Learning Centre Preschool	604-859-3830	earlylearning@handinhand.ca
3 Days a week	Mon, Wed, Fri	Morning & Afternoon sessions
2 Days a week	Tues and Thurs	Morning & Afternoon sessions
Daycare		
5 Days a week	7:30 am – 5 pm	Year round
John Maclure Elementary Preschool	604-852-1622	johnmaclure@handinhand.ca
3 Days a week	Mon, Wed, Fri	Afternoon sessions
2 Days a week	Tues and Thurs	Afternoon sessions
Mountain Elementary		
3 Days a week	604-850-3609 Mon, Wed, Fri	mountain@handinhand.ca Morning sessions
2 Days a week	Tues and Thurs	Morning sessions
Prince Charles Elementary Daycare	604-853-6156	princecharles@handinhand.ca
5 days a week	7:00am-6:00pm	Year Round
Ten Broeck Elementary	604-870-5671	tenbroeck@handinhand.ca
3 Days a week	Mon, Wed, Fri	Afternoon sessions
2 Days a week	Tues and Thurs	Afternoon sessions
Terry Fox Elementary	604-859-5964	terryfox@handinhand.ca
3 Days a week	Mon, Wed, Fri	Morning sessions
Thomas Swift Elementary	604-859-0717	thomasswift@handinhand.ca
3 Days a week	Mon, Wed, Fri	Morning sessions
2 Days a week	Tues and Thurs	Morning sessions

Age Criteria: Our early learning programs accept children between the ages of 30 months to 5 years of age. Your child must be toilet trained in order to attend.

Hand in Hand Child Care Society maintains appropriate liability insurance at all sites.

4.2 School Closures

4.2.1 School District Closure Days

Preschool programs do not operate on school district closure days including pro-d days, winter and spring break as the space may be shared with our school age program. Early Learning daycare programs will remain open on school pro-d days and spring break closures. Christmas break will see an altered schedule of operation. Parents will be informed of closure days well in advance.

4.2.2 Severe Weather Closure

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.

In severe weather conditions the decision to close schools is made by the school district superintendent who will inform media outlets by 6 am. The Hand in Hand Executive Director also has the authority to make a closure decision on behalf of the Society. Factors that go into this decision include staff and student safety, road and school ground conditions and whether centres can be fully operational.

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

- The following local media sources will be asked to provide closures:
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 for opening times. 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 safely.
- 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 program may close to allow staff to participate in important opportunities for professional development. Parents will be given a minimum of 60 days' 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 Fraser Health licensing 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 to notify parents of the closure and the need to pick-up your child.

4.2.5 Stat Closure Days

Our Early Learning programs will be closed for all Stat holidays:

New Year's Day	Canada Day	Remembrance Day
Family Day	BC Day	Christmas Day
Good Friday	Labour Day	Boxing Day
Easter Monday	Truth & Reconciliation Day	
Victoria Day	Thanksgiving 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 dispute, Hand in Hand will receive direction from Abbotsford School District as to whether we are able to provide child care services. Parents will be notified of centre operation changes in advance. 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 an appropriate 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 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.
- This includes postings on social media deemed to be disrespectful in nature.

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.

- Share 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, you may choose to contact the administration office to speak with the Executive Director or our Program or HR coordinator.
- If after this step you feel your concerns have not been resolved to your satisfaction, you may request that the Executive Director 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 a parent may have.

- 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.
- Due to privacy considerations, staff and parents are not to post pictures of children, parents, or staff members on a social media site without consent of the persons involved.
- 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 that 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.

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 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 families will be stored in a locked filing cabinet in the centre 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.

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 as this can alter their behavior and attitude. This includes parental separation, illness in the family, moving or a similar situation.

Newsletters will be emailed to parents with information on activities, themes and/or fundraisers as well as important dates to remember, (e.g. closure days). Please take the time to read notices when received. The parent bulletin board will also post notices and information regarding the program.

5. Financial Policies

5.1 Fee Schedule – see the registration package and our website at www.handinhand.ca.

5.2 Registration and Enrollment

All Registration packages and payments are managed through our on-line child care program called School Care Works (SCW). **All parts of the registration package must be completed including setting up a payment account with pre-authorized debit (PAD) or pre-authorized credit (PAC) prior to a child's acceptance in a program.** The PAD/PAC account will be set up and managed through the finance department at the administration office.

- A SCW Parent Portal invitation from the Centre Manager will be sent to the parent. Parents must set up their account within 24 hours of receiving the invitation or it will expire.
- It is the parents responsibility to ensure that their child's SCW profile is completed prior to their child starting in the program
- An annual **non-refundable registration fee of \$50.00** per family must be paid at this time.
- Re-registration for the next school year will take place from January to March 31st.
- Parents are required to submit an Annual Attendance Registration form and pay the annual registration fee at this time to reserve your space.
- Registration of new families will be accepted after April 1st.
- We require a current headshot photo of your child for identification purposes as per licensing requirements.

5.2.1 Children Requiring Support

Some children need extra support to be successfully included in a child care setting. These services are provided through a partnership with the Supported Child Development Program (SCDP). They support children with developmental delays or disabilities in their physical, cognitive, communication or social/emotional/behavioral development. If your child has received support at another centre, your child will be referred to the SCDP for an assessment prior to their acceptance in our program. It is the parent's responsibility to organize this support and to develop a Support Plan through the SCDP.

5.3 Payment of Fees

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

Tax Receipts for income tax will be issued to parents through the SCW Parent Portal by the end of February each year.

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

- Banking information or a void cheque will be required to set-up your PAD/PAC account.
- The set-up of your PAD/PAC account can take up to 10 days to be activated. If the form is submitted to finance@handinhand.ca by the 20th of the month any prior payments will be run for the first. If forms are submitted after the 20th payments will not run until the 1st of the upcoming month.
- Your child is not registered until PAD or PAC has been received at the Finance Office.
- Parent's must notify the finance department by email with a minimum of 30 days' notice of any changes to the monthly PAD payment amount or if there are changes to your banking information provided.
- If your PAD payments are altered, parents can request a temporary approval from the Financial Administrator to make payments by credit card through our Stripe payment option on our website at www.handinhand.ca. (see below)

5.3.2 Stripe Online Payments via Hand in Hand Website

- Go to the “**For Parents**” section on the Hand in Hand website (www.handinhand.ca) and scroll down to the “**Make a Payment**” section.
- Follow the prompts for the credit card information. Be sure to include your child's name and the month you are paying for.
- A confirmation email will be sent to the parent and the admin office when the payment has been approved.

5.4 Government Subsidy – Affordable Child Care Benefit (ACCB)

- ACCB is available to qualifying families through the Ministry of Children and Family Development.
- It is the parent's responsibility to ensure that all ACCB forms are submitted to the government.
- Parents must pay the annual registration fee as ACCB 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 to the finance department.
- Fees paid by the parent will be credited to their account once approval is received and paid by MCFD.
- Parents are responsible for paying the difference between the subsidy authorization amount and the program 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 a special payment arrangement through the financial department.
- Parents will be notified through Sandbox requesting the late 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 1.5% per month.
- All fees, including late fees, left unpaid beyond sixty (60) days will be referred to a collection agency.

5.6 NSF Charges

- If a payment is returned NSF the finance office will attempt to reprocess the payment, if the payment is returned NSF a second time the parent will be notified and the next month's calendar will not be accepted until payment is made current.
- All NSF payments will incur a **\$30 Service Charge**.
- Fees including the \$30 service charge must be paid within 5 business days of notification. Late fees will apply for outstanding fee re-payment after 5 business days. (See policy 5.5)

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 will be late picking up your child, you must notify the centre of your expected 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 a session and the parent has not made contact with 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 after 30 minutes after the end of the program and there has been no contact with a parent, the staff member is obligated to inform the Ministry of Children and Family Development Emergency Services to inform them of the situation.
- 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 each time as per policy 5.7.1 – Late Pick-up Charges.

6. Program Elements

6.1 Daily Schedule

Hand in Hand recognizes the importance of creative free play in a young child's development. Staff will model and promote key social and life skills, such as sharing and joining in with our friends, sitting in a circle, independent self-care skills and following directions.

A day at our Preschool program:

Meet and Greet – We say hello and get ready to play and be with our friends.

Free Play – A time to play with friends at a variety of stations, such as the house play area, floor toys, blocks, art, painting, puzzles, and much more!

A Healthy Snack sent from home

Circle Time – singing songs, finger plays, stories, games & sharing.

Outdoor Play – On the playground, in the sandbox or in our outdoor kitchen.

Home

A day at our Daycare program:

Meet and Greet – We say hello and get ready to play and be with our friends.

Morning Free Play – A time to play with friends at a variety of stations, such as the house play area, floor toys, blocks, art, painting, puzzles, and much more!

A Healthy Snack from their lunch kit

Circle Time – singing songs, finger plays, stories, games, and sharing

Outdoor Play – On the playground, in the sandbox or in our outdoor kitchen.

Lunch Time sent from home

Quiet / Rest Time – All children in daycare are required to have a quiet/rest time. For children who do not nap, there will be quiet activities such as books and puzzles.

A Healthy Snack provided by Hand in Hand

Afternoon Free Play with art activities and outdoor play

Outdoor Play: Outdoor play will happen daily depending on weather conditions. Please ensure that your child comes prepared for outside play according to the seasons and the weather. In warmer weather, 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 in upon arrival using the School Care Works. Parents will be informed of the drop off/pick up procedures upon registration.

- Hand in Hand is not legally responsible for your child without an adult signing them in and a staff member receiving them at the door.
- If your child will not be attending on a scheduled day, please notify the centre.
- Sharing private information with our staff that may impact your child's time at the centre helps us to relate better to a change in their behavior or reactions while with us. Something as simple as a rough start to their morning or an upset at home can impact their day.

6.3 Departure

Parents are required to sign their child out at the end of the day, using the School Care Works parent portal app. If your child will be picked up by someone other than yourself, **you must notify the centre ahead of time.**

- If you have not notified us of a change in the regular pick-up person, your child will not be released to them. Ensure the alternate adult comes with photo ID as staff is 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 with the custody details 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, staff will notify the enrolling parent.

It is the responsibility of the enrolling parent to inform 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 centre. This includes even if the adult is listed on your authorized pick-up list.

- If you have not notified the centre of a change in the regular pick-up person, your child will not be released. Ensure the alternate adult comes with photo ID as staff is required to confirm their identity.
- Verbal authorization from the enrolling parent will be allowed via the telephone if a situation suddenly 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 immediately notify the police 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 also be placed to the Ministry of Children and Family Development.

6.7 Parent's Request for Withdrawal

Parents are required to give one month (30 days) written notice when withdrawing from the program. Notice must be given by the first calendar day of the month. 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. In this case the one month notice will be waived.

6.8 Centre's Request for Withdrawal

Hand in Hand has a 90 day evaluation period.

- If your child has a diagnosis that may 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, it is the parent's responsibility to inform the Manager at the time of registration. All information shared will be kept in confidence. Every effort will be made to meet the needs of your child. 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 behavior to support your child's growth toward independence and social awareness.

Our staff will model patience and respect for all children, parents and co-workers. By working with the words of "The Virtues Project", we acknowledge each child's uniqueness and assist them in becoming a happy and healthy individual.

We believe in an open door policy with our families. Parents are encouraged to share concerns or ask questions if you are unclear about the handling of an incident in the centre including our guidance and discipline techniques. Staff will be happy to hear and answer your concerns.

Behaviour Management:

- Some incidents cannot be resolved quickly (e.g. anger or aggression towards another child/adult). In this situation, it may require staff to move your child from the immediate area and give him/her time away to calm down; they will always be on sight of the staff.
- Once the child is able to discuss the incident, they 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 in this instance.

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. Toys from home during play time can cause problems 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 is not be responsible for any lost or broken items brought from home.

6.12 Separation Issues

Some children may experience separation anxiety from the parent. To ease the transition, parents can send a security toy that may give some comfort (e.g. stuffy or blanket) to your child for a short period of time. Label the item with your child's name on it (no 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 lost or broken items brought from home.

6.13 Clothing and Personal Possessions

A list of "Daycare Items Needed" will be provided upon registration, ensure all items required are in the child's backpack every day. Please label all items with your child's first and last name. Backpack items include snack and/or lunch, indoor shoes and a change of clothing. Outdoor shoes will be removed in the cubby area. The ideal indoor shoes are slip-on runners or slippers with a hard sole that your child can manage taking on and off easily.

Please dress your child in comfortable play clothes suited to the weather.

Bedding: All bedding must be taken home on Friday to be laundered and returned with your child on Monday.

6.14 Toileting

We request that children be toilet trained upon enrollment, however we understand that accidents may happen in regards to toileting. Ensure that your child has an extra set of clothing in their backpack for those times. If an accident happens we can assist your child in changing their clothes. This will be done in a discreet manner, with the appropriate supplies in the children's washroom.

If your child is in pull-ups, please provide a box of pull ups upon registration. Once the box needs replenishing, a staff member will inform you.

6.15 Nutrition and Health

N.B. It is vital that parents indicate food allergies 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.

We encourage healthy eating habits.

- Proper nutrition will be encouraged such as fruit, vegetables, raisins, cheese & crackers etc. with the snacks items brought from home.
- 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.
- 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. Discuss plans in advance with the Manager as some children may have food allergies. We recommend either muffins or cupcakes as they work

best for this age group. Due to COVID restrictions, we will be limiting food brought into the centre to be shared. We will inform you if/when these change.

6.16 Field Trips and Visitors

Field trips or visitors will be arranged from time to time with a particular theme or season. Parents will be given notice of field trips well in advance. Parent attendance and transportation are required for your child to participate 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:

- The 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 centre may occur from time to time on any day. Parents have already given signed consent for these outings in your registration package.

6.17 Active Play

Active play promotes healthy growth and development and supports body control and movement. As a licensed early learning program, we are required to provide a minimum of 30 minutes of active play per session. This active play will either take place indoors or outdoors dependent on weather conditions.

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. Our Daycare program will incorporate at least 120 minutes of active play daily.

6.18 Screen Time

Hand in Hand believes in creative free play. We are a "techno free" program which means we do not provide any type of electronic play for the children. Our play time will consist of 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 at the time of registration (i.e. allergies, asthma, special medication, etc.)

- A medication information form will be filled out by the parent if your child has been identified with an allergy or if they require daily medication administration.
- We must be kept informed of any changes to your child's medical history 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 allergic reactions to food items and for insect stings. We maintain "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 are 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 is a severe and very quick allergic reaction for a child that is a result from exposure to foods, insect stings, latex, medications or other substances that has been identified as a severe danger to that 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 and we will ensure that all staff is trained to respond in the event of an exposure event.
- The AEP must include a recent headshot, description of the allergy, emergency procedure, contact information, and consent to administer medication.

7.3 Medication

A Medication Administration form **must** filled out and signed by a parent for any medication (prescription and non-prescription) to be given to a child while at the centre.

Licensing Procedures that must be followed:

- Medication must be handed 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.
- The medication form must be filled out completely and signed by the parent including the name of medication, the dosage and time to be given.
- A non-prescription medication form will be used if you feel your child may develop symptoms and you may want us to administer that medication. We will call the parent prior to giving the medication. We do not dispense cough drops to a child.

Do Not Send Medication in Your Child's Backpack. This includes asthma puffers.

Please Note: If medication does not come in the 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 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 the 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 the centre immediately** as we are required to alert other families. Your child will not be able to attend for the full quarantine period. As a Fraser Health requirement, a doctor's note will be required confirming complete recovery prior to re-entry to the centre. Please keep your child at home if they are not well enough to participate in program activities, both indoor and outdoor.

Any of the following symptoms requires them to be at home:

- An acute cold, with coughing, sore throat or a runny nose with green liquid discharge.
- A fever of 101° F/38.3° C or above.
- Difficulty in breathing – wheezing or a persistent cough.
- A stomach ailment, including diarrhea, cramps, loose stool, nausea / vomiting.
- Pain – any complaints of unexplained or undiagnosed pain
- Infected skin, eyes or an undiagnosed rash. Severe itching of body and scalp.
- Children with known or suspected communicable diseases.
- All children, who show symptoms of illness should stay home, the child can return to program after 24 hours and they are symptom free.
- In the event that your child arrives at the centre or develops any of the above symptoms while in the program, the parent/guardian will be called 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 but it can be 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 program, we will provide first-aid and will report the incident to you. Depending on the treatment required, a minor incident form may require your signature for our records.

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 responsibility of the parent/guardian.

7.8 Emergency Procedures

All staff maintains 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. Parents will be notified when possible and a notice will be posted at the centre.

7.9 Suspected Child Abuse

If a staff member has reason to suspect abuse of a child may have occurred at the centre involving a staff member 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 Licensing 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 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.

8. Pandemic Policy

An **epidemic** is the rapid spread of a disease to a large number of people in a given population within a short period of time.

A **pandemic** is an epidemic occurring on a scale that crosses international boundaries, is widespread and infectious while affecting a large number of people.

8.1 Health and Wellness Measures

Hand in Hand has developed its epidemic or pandemic response under the guidelines of Fraser Health Authority, the Ministry of Health and permission to operate our programs from the school district. Our Health and Safety policy (Parent Handbook - section 7) continues to be applicable during a pandemic or communicable disease outbreak. Any temporary changes to our health and safety policy during a pandemic/outbreak will be communicated via email, our website and social media and will link to the authorized source of information that our temporary change is based on.

As a licensed child care centre we are required to follow all directives given to us by the above legal authorities, including a mandatory order to close our centres for public health reasons. Their decision overrules any decision to stay open that any child care centre may wish to make. In the case of an outbreak, Hand in Hand will follow the guidelines outlined in our Pandemic Health and Safety Plan manual. The manual is a working document and is posted at each centre and can be accessed through our website at www.handinhand.ca. Notice of all closures will be posted on our website, social media and Facebook page.

Our Hand in Hand plan is to emphasize the most important goal in our centres – **Prevention.**

8.2 Prevention Planning

- Following recommendations from Fraser Health and the Public Health Office.
- COVID-19 protocols for all staff, children and family members who are displaying respiratory illness symptoms; will not attend any Hand in Hand site.
- Physical distancing will be encouraged as best as we can with the children and limiting close contact with others. “Keeping hands to self” will be taught.
- Children will not bring toys, equipment from home.
- Children need to bring their own water bottles and can be filled from a faucet.
- Regular hand-washing protocols and cough/sneeze etiquette for all students and staff.
- Increased sanitizing on high-touch surfaces and a set schedule for routine cleaning.
- Children who appear to have any flu-like illness on arrival, or become ill during the day will be sent home asap and must be separated from the other children until picked-up.
- When possible the sick person should wear a surgical mask when near other children and staff.
- Any food provided by our program will be served directly to the children by a staff member.
- Children will be outside as much as possible.
- We have air purifiers in each of our rooms
- Other than Hand in Hand employees, adults will not be allowed in the building. Parents who need to meet directly with one of our managers must make an appointment by phone, email or text. The meeting will be held outdoors or on a social media app.

- If a parent requests to come in and see the centre, appropriate measure will be taken to ensure the health and safety of the centre, including pre-planning the meeting time, wearing a mask, and hand sanitizing upon arrival.

8.3 Staffing / Ratios

Child to staff ratios as per the provincial child care licensing regulations is required during operations, regardless of a pandemic or communicable disease outbreak. If there is a shortage of staff available to work which is affecting the required staff to child ratio. (E.g. - being asked to isolate), Hand in Hand may be required to reduce our operating hours, or rotate days of space availability, or perhaps close a centre temporarily. This decision would be made by the Executive Director, with guidance from the Board of Directors. Any alterations to operating times/days will be communicated to parents via our website, social media and email to the best of our ability prior to the changes being made.

8.4 Respect Policy

Respect will be shown to all staff, children, families and community members. During trying times, fear-based interactions/responses can lead to comments and actions possibly stemming from bias and racism. These actions can lead to conflict between parents, educators and community members. Hand in Hand has an inclusive, respect-based philosophy (Section 4.5) and works to provide a safe space for all staff, families and children. Inappropriate outbursts or disrespectful language will not be tolerated. Any such acts will result in a warning and/or possible immediate dismissal from the program depending on the severity of the incident.

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 the centre prior to your child attending in a Hand in Hand program.

Child's Name: _____

Centre: _____

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 in this handbook.

Parent Comments:

Parent Name (please print): _____

Parent/Guardian Signature

Date

Centre Manager Signature

Date