**Philosophy**

Creative Moments Childcare Centre strives to provide a quality of inclusive setting for the children in their formative years. The program is designed to reflect family and community values as well as allow incidental learning experiences and foster positive social skills. the centre uses community approach to childcare and feels the following of areas play an important part in the centre’s philosophy:

* Parents are encouraged to become involved in their child’s care at the centre.
* That all children are entitled to a safe, secure environment for overall development.
* The centre maintains daily open communication with families
* The staff respects every child’s needs while following the program policies.
* The families and staff work together in a respectful and supportive manner.

**General Information**

Hours of Operation 7am-6pm and/or 7:30am-5pm

Monday to Friday ( Saturday and Sunday by appointment only), excluding statutory holidays and Christmas Break

Programming Posted in individual rooms

Planning Is on-going and prior to month end

Fees Posted on the bulletin board

Payments Payment is due on the 1st of the month

Snack/Lunches Parents provide all foods. No new items are given to the children without parent consent. We are a nut free facility

Space Priority Full-time spaces will be filled first

Staff Qualifications All paper work is filed and up to date

Certificate

CRC

First Aid

Reference Letters

Immunization

Certificate Validation

Outing There is one big annual field trip and 3 short distance field trips. Parent volunteers are welcome

Fire Extinguishers Located throughout the centre

Fire drill Conducted once every month

First Aid kit Located in each program room. The travel pack contains the copies of the emergency cards

Volunteers and Visitors Volunteers are not responsible for dealing with discipline situations and are not left alone nor assist children in washroom or nap room. Visitors and are not left alone nor assist children in washroom or nap room.

**General Holidays**

New Year Day

Family Day

Good Friday

Eater Monday

Victoria Day

Canada Day

BC Day

Labour Day

Thanksgiving

Remembrance Day

Christmas Break (varies every year, usually starts on Christmas eve and ends on New year’s eve)

**Closures due to Weather**

The safety of the children is our first and foremost responsibility.

We understand it is difficult for families to arrange alternate childcare in the event of facility closures. Hence, our facilities will not be routinely closed due to snow or other weather conditions.

The management will consider the following before declaring a closure:

* Damage or other circumstances like power outage
* Travel challenges for staff to reach the facility
* Travel challenges for children to reach the facility

The daycare can be reached at -

604-4171135

**Orientation and Transition Plan**

Orientation & transition is important for a young child’s emotional well being. It gives the child time to acclimatize himself to the new surroundings.

The Orientation must be carried out in the presence of the parent. The parent may visit the facility along with the child for 3 consecutive days for a period of 60 minutes. The facility manager will provide the parent with the schedule for the orientation dates and times.

Transition will be carried out for a period of 1week minimum.

Day 1 -The parent must drop off the child at the centre for 1 hour. Provide the child’s comfort toy/blanket to support him through this big step as well a water bottle, diaper, wipes, extra clothing and inside shoes.

9am-10am

Day 2 –The parent must drop off the child at the centre for 2 hours.

Provide the child’s comfort toy/blanket to support him through this big step. Provide a snack of his choice as well a water bottle, diaper, wipes, extra clothing and inside shoes.

9am-11am

Day 3 - The parent must drop off the child at the centre for 3 hours.

Provide the child’s comfort toy/blanket to support him through this big step. Provide a snack of his choice as well a water bottle, diaper, wipes, extra clothing and inside shoes.

9am-12pm

Day 4 - The parent must drop off the child at the centre for 4 hours.

Provide the child’s comfort toy/blanket to support him through this big step. Provide a snack and a lunch of his choice as well a water bottle, diaper, wipes, extra clothing and inside shoes.

9am-1pm

Day 5 - The parent must drop off the child at the centre for 2 hours.

Provide the child’s comfort toy/blanket to support him through this big step. Provide a snack and a lunch of his choice as well a water bottle, diapers, wipes, extra clothing and inside shoes, fitted sheet, blanket.

9am-2:45pm

**Fee payment**

Registration fee is due at the time of registration and the monthly fee is due on the first of the month.

Fees are paid via e-transfer or cheques.

Cheques to be made payable to GHM Enterprises Inc

E-transfer to creativemomentschildcare@gmail.com

Late fee of $5/day is applicable in the event of missed or late payment until the 5th of the month and $10/day thereafter.

**Withdrawal policy**

The centre’s policy for asking a parent to leave a program as :

* Health Policies-

Continually sending a sick child to the centre

Not reporting communicable diseases

Non-compliance with medication procedures

* Payments-

Repeated NSF cheques or payment in arrears

Subsidy not renewed

Failure to pay staff for late fees

* Miscellaneous event-

Late more than 3 times

Picking up child intoxicated

Behavior endangering staff or children

Disrespect towards staff, families or other children

**Release of Child**

All children must be signed out at the end of each day. If the parent is arriving later than their posted time or sending an alternative person for pick up they are required to call the centre. Any alternate persons must supply the centre with picture ID, be 14 yrs or older, have proper car seats and show no signs of intoxication. If the centre is not notified prior to pick up time, the child will not leave till confirmation is made.

This may result in late fees being applied to the parents.

No child will be released if a parent/adult appears intoxicated. In such an event emergency contact will be called to pick up the child. If no one can be reached, we will offer the parent to call a taxi. If the parent refuses, then the centre will notify RCMP and MCFD, as it is a case of child endangerment. This will result in the parent being asked to leave the centre without refund of fees.

The centre closes at 6pm/5pm. The late fee charges apply if the child is picked up after. The parent must pay the staff directly within 24 hrs. The late fee is $1a minute.

**Nutrition Policy**

The children are offered meals 4 times each day –

Breakfast 8am

Snack 10am

Lunch 12pm

Snack 3pm

* Each meal is provided by the parent/family.
* Each meal needs to have age appropriate portions according to Canada’s Food Guide.
* Candies, chocolates, juices and sugary drinks as well as junk food is not permitted on the premises.
* In the event of a birthday/Halloween/Christmas/Easter the children will be asked to bring healthy treats taking into consideration all food allergies in the group.
* Children will not be force fed
* Young children will not be fed by means of a propped bottle.
* No child will be left unsupervised when eating or drinking
* A daily sheet will be sent to parents stating the child’s diapering, nap times, meals.
* Children will be offered water at short intervals and when thirsty
* Food and drink is not used a form of punishment
* Food sharing is not allowed except on special occasions.

The centre recommends the parents to pack healthy meals for the children. We request the parents to provide two servings of fruits everyday and at least one serving of vegetable. We recommend the parents provide in the meal kit, whole grain foods for one serving.

and limit sweet food items(like yogurt, cereal bars etc.) to no more than two times a day.

The centre is a nut free location. Incase of a child with gluten, dairy etc allergies, the staff is made aware of it and they make sure that the child is not consuming any of these items during the birthday/special occasion celebrations.

Staff provides opportunities for children to learn about nutrition at least once per week and act as role models fro healthy eating in front of the children.

Meal and snack times are planned such that the children don’t go more than 3 hours without offered food.

**Active Play Policy**

As per new policy of the Fraser Health, there is a minimum of 60 mins outdoor play and 180 mins physical activity throughout the day.

We will be taking the daycare children for outside play for 60 mins everyday.

The remaining 120 mins of active play will be distributed throughout the day in the form of yoga, music and movement, dance.

For the preschool, the children will be taken for outside play daily for 30 mins and will have a 10 min yoga/dance time.

**Screen time policy**

We do not permit use of any electronics like the tablet, laptop or mobile phone in the centre.

The staff might use the tablet for informational purposes for no more than 15 mins during the morning circle time.

**Toileting**

For children under 30 months-

Diapering procedure:

* Put on disposable gloves
* Place the child on diapering surface and unfasten diaper.
* Clean the child’s diaper area with disposable wipes. Always wipe front to back!
* Keep soiled diaper/clothing away from any surfaces that cannot be easily cleaned. Securely bag soiled clothing.
* Place used wipes in the soiled diaper.
* Discard the soiled diaper and wipes in the trash can.
* Remove and discard gloves.
* Put on fresh gloves.
* Slide a fresh diaper under the child.
* Apply diaper cream, if requested and provided by the parent, with a tissue or a freshly gloved finger.
* Fasten the diaper and dress the child
* Wipe up any visible soil with damp paper towels or a baby wipe.
* Wet the entire surface with disinfectant and wipe it clean.
* throw away the gloves and wash hands with soap and water.

The staff works with the families to begin toilet training. This procedure is discussed with the manager and a plan is followed according to this discussion.

For children aged 3-5 yrs-

Staff supervises children in the bathrooms when possible. Send only one child to the bathroom when an adult is not able to stand at the door. When a child requires help toileting (wiping), parents are to supply flushable wipes and staff will assist wearing gloves. Any accidents involving feces or urine, are cleaned by staff using gloves and a disinfectant. Children do not clean any fecal or urine accidents. All soiled clothes are bagged and sent home to be laundered.

**Nap room supervision**

Assigned staff members accompany children into the nap room. They help children settle on their beds, cover them and start the music. The adult sit and rub backs or comfort children till they are asleep. An adult always remains in the centre at naptime. Children are not allowed the use of pillows or given bottles in the mattress.

For older children who do not want to nap, the staff must ask them to rest their bodies for 15 mins to 1/2 hour. They can then have some quiet play time.

**Hygiene Policy**

The centre strives to provide a clean and safe environment at all times.

The staff must wash their hands with soap and water before and after handling any food item, administering medication, diapering, cleaning accidents and administering first aid.

The toys/ play equipments are to be washed /wiped every week with natural disinfectant.

The centre gives out bedding at the end of the week to be taken home for laundry. The bedding needs to be returned to the centre every Monday morning.

Disposable gloves are worn during diapering, toileting, cleaning accidents and administering first aid.

There is a thorough hand washing routine for the children before and after meals, outside play, toileting.

**Health Policy**

In accordance with Fraser Health, children are to remain at home or see a doctor if they have the following;

* Pain –any complaint of unexplained or undiagnosed pain
* Difficulty in breathing, wheezing or persistent cough
* Fever (38.3 Celsius or more) accompanied by general symptoms like listlessness
* Sore throat or trouble swallowing
* Infected eyes or skin or undiagnosed rash
* Headache or stiff neck
* Unexplained diarrhea or loose stool with nausea, vomiting or severe abdominal cramps
* Nausea or vomiting
* Severe itching of body or scalp
* Known or suspected communicable diseases
* If unable to participate in regular programing

The children must stay home for at least 48 hrs until all symptoms have passed, without being masked by pain relievers or fever reducers.

The staff has to remind the parent of the above and report to the director in case of non-compliance.

**Communicable diseases**

Parenst must inform the centre of any serious illness or contagious diseases within 24 hrs of diagnoses. Any child arriving at the centre, knowingly, with an infectious disease must be sent home. The staff will inquire of the cause of the infection(if known) so that the other staff, families and health board can be notified if needed. The child cannot return until all the symptoms are gone, examined by a doctor, a doctor’s note saying the child can participate in regular activities.

**Medication**

Parents fill a permission to medicate form if they require the staff to administer any medications to the child.

The medication must be in the original container.

Parents must provide written and verbal instructions to the staff regarding the administering of the medication.

Prescription drugs must have the name of the doctor and pharmacy label and dosage information.

Non-prescription drugs require a signed medication form with dosage information.

**Emergency Protocol**

Fire drills are conducted every month.

The centre’s Earthquake policy is a three-tiered plan.

Before the shaking:

Yearly earthquake drill is conducted with the children. They are taught the “Drop, Cover and Hold” drill. This drill has proven to be most affective for minimizing casualties in the vent of structural damage caused by earthquakes. The children are also taught where a safe spot is in each room (inside walls, under sturdy tables, desks) as well as danger spots( windows, hanging objects)

During the shaking:

Indoors –

We will stay where we are and drop, cover, hold. Get under a desk or table and hang on. We will remain in this position till shaking stops and a staff conducts a safety assessment.

Outdoors-

We will go into open space away from trees, buildings, walls and power lines.

After the shaking:

The staff will check for injuries and hazards. First aid will be administered if required. Anyone with serious injuries will not be moved unless the place is unsafe. An adult will check for structural damage and assess if the group will leave the room or stay. We will remain in the centre and stay till parents or emergency contacts can arrive to pick up the children. No child will be sent home with an unknown person. Incase the centre phones are not be working, our out of province emergency number is 1-206-445-9638. We will not leave till every child has been picked up. We will maintain a normal schedule and will follow dinner and bedtime routines if parents are unable to get to the centre.

If the building is unsafe, the children will be moved to :

Newton locations will move to Princess Margaret Secondary School

Cloverdale location will move to Martha Curie Elementary

Langley location will move to RC Garnett Demonstration Elementary

**Field trip policy**

The centre will plan community based field trips where walking is the main mode of transportation. For more extensive trips, either public transportation or chartered bus will be used. Parents will be informed of the mode of transportation on the consent form.

Age, staff ratios and appropriateness is considered.

Emergency consent cards, first aid kit, consent forms, medical equipment are carried along on the field trip. Children will remain in the centre with a staff member if a consent form is not signed.

At the site, the staff divides the children into small groups and assigns buddies. There are frequent head counts and the attendance is taken upon arrival and departure. The washroom trips are supervised by a staff member.

Parent volunteers are encouraged. Siblings can join the field trips but are the sole responsibility of the parent.

**Lost child procedure**

Centre:

The centre doors are secured at all times ( except during drop off and pickup times)

All children stay in the centre or the gated playground at all times. Once the parent/adult has entered the site and made contact with the child’s caregiver the child can be released to the above adult. Children are not allowed to come out of the playground on their own or go into the front hall unsupervised. Once the child is in the company of the parent/ adult they are no longer responsibility of the centre.

Field trip:

The children will be educated on what to do if they become lost or separated. The children wear name tags with an emergency cell phone number and centre’s name. They are be pointed out ‘safe’ people and places to go to on arriving at the site.

If a child becomes lost: the staff

* Ensures the safety of the other children
* Notify employees at the site, security gaurds etc
* Search the site thoroughly (bathrooms, stairwells, ‘safe’ places that were pointed out on arrival)
* Have a reliable adult stand at the exits
* Contact RCMP
* Contact parents if search is unsuccessful

**Behavioral Guidance policy**

Our policy is to teach appropriate behavior, help children establish self-discipline and prevent harmful situations for others and themselves. They are taught to respect for peers and adults that care for them. By providing ample praise and positive reinforcement, discipline is rarely an issue. If an occasion arises a child will be spoken to with care, redirected or asked to take some time to calm down. This allows the child to reflect on the situation without feeling isolated. A staff member will remain within proximity so open dialogue can be started. By setting reasonable limits, giving choices and using eye contact guidance techniques are productive and healthy. Communication is open and caring to help avoid power struggles, which can frustrate a child. We comply with the childcare regulations which state:

“the licensee shall ensure that no child enrolled in the facility is while under the care and supervision of the licensee,

1. Subjected to shoving, hitting, shaking, spanking or any other form of corporal punishment. Subjected to harsh, belittling, or degrading treatment, whether verbal, emotional or physical that would humiliate the child or undermine the child’ self-respect.
2. As a form of punishment, confined, physically restrained or kept, without adult supervision, apart from other children, and
3. As a form of punishment, deprived of meats, snacks, rest or necessary use of toilet”

We encourage parents to discuss with us their concerns regarding discipline and provide us with feedback regarding their child. Consistency between home and the centre helps children to understand and respect rules and limits. If a child develops dangerous and/or disrespectful attitudes that endanger themselves or others a behavior plan will be developed with the specific family.

**Child Abuse**

 Responsibility:

 By law, childcare workers are obligated to report suspected child abuse. Consistent unusual incidents with children, like bruises, unusual behaviors etc. are documented in the event that an abuse situation is present.

 Reporting:

 If there are suspicions about whether or not a child is being abused-

* All unusual behavior, bruises, comments are to be documented
* The concerns are then voiced to MCFD
* If the child requires medical attention for injuries, emergency services are called

A case worker from the ministry will assess the situation to determine if the child’s family is in crisis or under investigation already. A case worker will further investigate if they feel it is warranted. A case worker will interview the child/family, assess extend of abuse and move the child to protective custody, if necessary. Every call is confidential and the Ministry may request that the child remain at the centre to insure consistency in their lives.

If a staff member is suspected of abusing a child, he or she will be suspended immediately pending an investigation. A detailed incident report will be completed and submitted to licensing once the parent, licensing officer, the ministry and the RCMP have been notified. An investigation will be conducted if the report finds the staff is at fault they will be terminated and legal action taken. If all accusations are proven unfounded, the staff member will return to work, with proper documentation kept on their file.

**Injury policy**

The centre strives to provide a safe and secure environment at all times.

All the staff have a current safe first aid certificate. A complete first aid kit is within reach of the staff member in each program room. The staff always wears gloves while handling any injury.

The protocol for the following childhood injuries are:

|  |  |  |
| --- | --- | --- |
| Injury | Treatment | Medical attention |
| Accidental tooth loss | Parent is called to get the child to the dentist. Tooth is put in a bag with milk. Cool cloth is applied to the gums. | N/A |
| Human bites/scratches | Wound is washed with soap and water. Parent is advised to get a tetanus shot if expired. | If wound is severe and require stitches or is on the face, hand, foot or over a joint. |
| Cuts/scrapes | Regular first aid | If child is in shock, if the cut continues to bleed through bandages. If skin near wound is blue, white or cold, loss of feeling or tingling. If cut removed all layers of skin. Cut contains foreign objects or it requires stiches |
| Falls and bruises | Ice is applied to bumps for 10-15 mins. Cuts scrapes are washed with soap and water and bandage is applied | If the child is unconscious after the fall. The fall causes a seizure. Child cannot get up. If fall resulted in a fracture |
| Object in the eye | The eye is rinsed with water or saline sol. | If the object is in the colored part of the eye |

**Pandemic Policy**

In the event of a pandemic, we will follow the instructions of the Provincial Health Officer and Fraser Health.

The staff will be sanitizing the surfaces thrice a day. The use of cleaning agent will be changed from 1:10 bleach to water ratio to 2:10 as per Fraser Health’s directive.

The use of plush toys will be prohibited for the duration of the pandemic.

The toys will be sanitised daily multiple times.

Staff will stay home if feeling unwell or has a family member who is unwell.

In order to ensure health and safety of the children, we will ask the parents to:

* Keep your child at home if they are feeling unwell or anyone in their contact is unwell.
* Wash child’s hands before coming to daycare and after leaving daycare.
* Phone the daycare on arrival in the parking lot. This lets the staff know your child is here and she will wait in the main hall where your child and you can see her.
* DO NOT enter past the stop sign
* A table is placed by the cubbies. Leave the lunch on it. If you need to talk to the educator please phone her.
* Say your goodbye to the children at the door.
* For pick up, please call the daycare when in parking lot or knock at the door.
* The educator will ready your child. Please take your child's bag from the table by the cubbies. DO NOT enter the hallway past the stop sign.
* Any questions or concerns, please call.

Follow the attached information from Public Health on when to get tested.