



## SMILES DAY CARE PROGRAM

### *PARENT HANDBOOK*

#### **Mission Statement:**

The SMILES Day Care Program will provide a safe and culturally Sensitive School-readiness program for our children. Our children will experience education through traditional and modernized teaching methods. Using the holistic approach, we will develop and incorporate our traditional language and culture into all our program components, by doing so; our children will develop harmony with the environment, self and all living things. The outcome of our strategies will provide our children with a positive sense of pride and a lifelong desire for learning.

## Program Operations and Policies

### **Introduction**

Welcome to the SMILES Day Care. We are a program dedicated to the cultural, spiritual, intellectual, educational and physical needs of the community's children.

We believe that our children have the right to experience education through traditional and modernized teaching methods, which includes teaching our traditions and values.

We will strive daily and with each interaction, to assist each child to reach their personal potential, while encouraging family members to become active participants in the child's development.

We offer educational services to children and their families to ensure success within the mainstream school environment and within all aspects of their lives. The language and cultural curriculum will be based on the Gitksan Nation and its traditions will be offered to all children.

### **Philosophy**

We believe in the individual worth and value of every child, and that each child is unique with abilities that are different from those of other children.

We believe that as a First Nations controlled facility it is possible to provide a happy, healthy, safe and stimulating environment for a child which fosters their physical, intellectual, emotional, creative and cultural development. All areas are related to and dependent upon one another and are of equal importance to the child's development,

We believe that the group care/school setting is a valuable family support system allowing parents/guardians to pursue their own interest with peace of mind for their child's well being.

We believe that our children have the right to quality, culturally based education which includes teaching the origins and values of their culture, development of self-esteem, based on that culture and the establishment of skills that will enhance their ability to preserve and celebrate their tradition.

## Staff

The day-to-day staff at the SMILES Day Care Program includes:

- 2-3 Early Childhood Educators (ECE)
- 1 Daycare Manager

All staff are required to complete the criminal record check through the Ministry of Public Safety & Solicitor General Policing and Community Safety Branch Security Programs Criminal Records Review Program.

All staff working directly with the children are required to have a Physical and TB test prior to beginning employment with the Daycare. All Staff are required to have a current First Aid with CPR

## Registration Requirements:

- a. A copy of child's birth certificate must be provided at time of registration
- b. A copy of the child's immunization record must be provided at time of registration
- c. A copy of the child's personal health care card must be provided at time of registration
- d. A copy of the child's Status card (if applicable) must be provided at the time of registration.
- e. Children must be fully potty-trained (not in pull-ups) and be able to verbalize their need to use bathroom and perform basic hygiene needs independently.** It is requested that all children have a spare change of clothing at the center in the event of an accident or dirty clothes from activities. **Staff are not permitted to change soiled pull-ups or clothing.**

## Availability of Seats:

There are 25 seats available in our program; priority for seats is based on parent's applying for full time registration while parent(s) are attending school and/or working.

## Cell Phones:

Cell Phones are not permitted to be used by staff during their work hours.

Parents are encouraged to contact the Daycare Staff at 250-842-0216 Extension 37 for all communication regarding your child (absenteeism/late/concerns). **Texting is not an acceptable form of communication between staff and parents regarding your child(ren).**

## **Hours of Operation**

Monday to Friday                      8:00 am to 4:45 pm

The SMILES Day Care Program will operate from the beginning of September to the end of June.

The Day Care Program will be closed on all Statutory Holidays, and for Professional Development opportunities for the staff. Please check monthly calendar for events, closures and special days happening each month.

## **Arrivals & Departures**

As the Daycare staff is responsible for the safety and security of the children from the time they are dropped off to the time they are picked up, a parent/guardian must bring the children into the building, and let the staff know they have arrived.

It is also asked that parents, as a courtesy, call the daycare prior to 9:30 am to let staff know if parents are going to be late dropping off, if child has appointments and if the child will or will not be returning after appointment.

If child is absent for 2 or more consecutive days, and no contact is made with the staff or if the child has a pattern of irregular attendance, the family will be contacted. Day Care staff will work with each family on an individual basis.

If another adult other than parent/guardian will be picking up a child, please ensure that they are on the list as an authorized person to pick up the child. If they are not listed our staff will not release the child.

Children will not be released to adults under the influence of drugs or alcohol. The emergency contact person will be contacted or other persons authorized to remove the child from daycare. If the staff encounters any conflict with the person under the influence of drugs or alcohol the proper authorities will be notified. The Ministry of Children & Family Services will be contacted if staff cannot find an authorized person to pick up the child.

## **Bus Service**

Smiles Daycare offers bus service of a one pick up and one drop off locations per daycare child. Please do not request alternate pick up or drop off locations for your child as it creates confusion and disrupts the bus route. It is your responsibility to make the necessary arrangements for your child.

Please make sure that someone is home to greet your child. Keep in mind that the bus may be earlier or later than the arranged time.

Please make sure your child is dressed and ready for the bus. The bus does not wait for more than two minutes per stop. If your child is not ready, you will need to arrange your child's transportation.

Bus students are required to listen to the bus driver or on duty supervisor and stay in their seats. Children who do not listen to the bus driver or on duty supervisor and have difficulty following the bus rules may be suspended from the bus for up to three days at the driver's discretion.

Please call the bus driver if your child does not need its services. The bus will not return to pick up a child until a phone call is received.

If there is no one home to greet your child, your child will be kept on the bus. On return the bus will check back, if there is still no responsible adult your child will be brought back to the center where the alternate contact will be called. This will result in a loss of bus privilege. Please make sure there is someone home to greet your child.

If Program and/or Bus Service are suspended, parents will be notified in advance, so that there is no unnecessary hardship placed on either the parents or the child.

## **Attendance**

- Please call the Center when your child will be late or absent. Cut off time for drop off is 9:30 am.
- If child is absent for 3 or more consecutive days or has a pattern of irregular attendance, the family will be contacted. Day Care staff will work with each family on an individual basis.
- The staff will make every effort to work with the family to improve their child's attendance.
- Please speak to the staff if you are wishing to withdraw your child. We require that parents provide a written notice for withdrawing child from program.
- Please notify us in writing if child will be away due to vacation and let us know when your child will be returning.
- Please be advised that a space cannot be held for a child who has been absent for more than two weeks.

## Day Care Security Measures

- All visitors must report to the Main Office who will then notify Day Care staff.
- **Please keep emergency card up to date.** Your child will not be dropped off with anyone, or be permitted to leave from the center with anyone other than those on the Emergency Contact List.
- Any changes to the list (adding or removing a person) must be done in writing.
- A child will not be placed in the custody of any person (including parents and guardian) who is intoxicated or under the influence of drugs. An alternate person will be contacted.
- For safety reasons, we cannot send a child home by taxi.

**If a child is not picked up at the end of the day, we will contact other parent or guardian at home/work, or school. If unsuccessful, we will attempt to contact an emergency contact person. If all attempts are unsuccessful, the Ministry of Social Services will be contacted and assume responsibility of the child.**

## Daily Routine

### Morning

Circle Time/Stories  
Free Play (Art/Fine/Gross Motor & Sensory)  
Gitxsan  
Activities  
Snack Time  
Story Time  
Outdoors/Music      Children will play; field trips

### Afternoon

Free Play (Art/Fine/Gross Motor & Sensory)  
Circle Time/Stories  
Snack Time      Wash up, eat, brush teeth  
Outdoors/Music  
Clean Up  
Home Time/Bus

## Nap Time:

There is a specified nap/quiet time for children in the afternoon due to the stimulation of activities and being with other children. Nap/Quiet time is from 12:30 pm to 1:30 pm daily. Parents are asked to ensure that they have advised whether their child is going to take part in nap/quiet time.

## Head Lice

*Head Lice* are tiny insects that live on the human scalp. They **do not** transmit disease and are not a health hazard; having head lice is not an indication of being unclean, or a reflection of personal hygiene.

Head Lice are mainly acquired by direct head-to-head contact with an infested person's hair, but may infrequently be transferred through shared combs, hats and other hair accessories. Head lice can also remain on bedding or upholstered furniture for a brief period of time. Head lice can spread very quickly, especially in the school environment. It is important to inform friends, family and school mates of anyone who has head lice. It is also important that children get treated promptly, to prevent the spread of lice to other families. Head lice can best be controlled with the cooperation of parents, children, school staff and health care providers

### Procedures

- Phone call made to parent/guardian to inform them of the issue and make arrangements for the child to be picked up as soon as possible.
- **Children are to be treated and remain at home for a period of 24 hours after treatment.** Re-treat hair with shampoo treatment 7 days after initial treatment and continue to check hair removing any nits found.

## Sick Policy

The B.C. Ministry of Health has developed the policies and procedures for Child and Families to provide a high level of health protection for all children. As a licensed facility with the provincial government we are asked to adhere to these guidelines.

**For the health and safety of your child, the other children, and the staff, please take the following policies as seriously as we do.**

- Please do not send your child to daycare if he/she is developing
  - An acute cold with fever, runny nose and eyes, sneezing, coughing or sore throat
  - A communicable disease, parasite, skin infection, discharge from an eye or undiagnosed rash
  - An intestinal or stomach disorder with vomiting and/or diarrhea
  - A fever or more than 100 degrees fahrenheit
- We ask that if your child has diarrhea that you keep them home until they have at least one normal bowel movement. If your child has been vomiting we ask that

your child remain at home until at least 24 hours after the last bout of sickness.

- The child may return to the day care after an illness when the child is fully able to participate in the program, including outside play.
- The child may return 24 hours after receiving an antibiotic or when the child is no longer contagious. Insufficient recuperation time can leave a child with very low immunity levels and increases their chance of secondary infections.
- For any communicable diseases, a Doctor's note is required before a child can return to the day care - a communicable disease is something that can be passed on such as measles, mumps, pink eye, chicken pox.
- Please consult with staff prior to child's return to ensure policies are followed.
- Only medication prescribed by family doctor can be administered at the daycare. Please ask the staff for required consent form. The medication must be in original container and labeled by a Pharmacist. We will then make note of the dosage, etc. on the fridge door.
- Medication must be handed to the ECE staff member.

To protect your child it is important that she/he have all inoculations (shots) up to date before attending Day Care. A health record for your child and a copy of immunization record is required upon admission.

### **Responsibilities of the Parent/Guardian when child(ren) is sick**

- Parent will inform Daycare within 24 hours of a serious illness or contagious disease in the family.
- Parent will ensure that child is free from symptoms or symptoms have stopped for 24 hours prior to returning to Day Care. In case of a communicable disease, a doctor's note is required before returning to the facility.
  - Parent will provide any necessary prescription medication for the child in the original container and sign a Medical Authorization Form allowing staff to administer any necessary medication in the amounts and times specified on the form.
  - Daycare will report a case of a communicable disease to the Medical Health Officer within 24 hours.
  - Daycare will notify Parents/Guardians immediately if a child becomes ill or injured. If Parent/Guardian cannot be reached, emergency contact person will be notified. Please ensure that all emergency contact information is current and updated.



- If contact person cannot be reached, Day Care is entitled to call a physician or ambulance if necessary. All costs are the responsibility of the Parents/Guardian.
- Day Care will provide a quiet, supervised area for child who becomes sick while arrangements are being made to pick up the child.

It is required to keep (or take) a child home when the child is suffering from 1 or more of the following symptoms or is not well enough to take part in the regular daily routines of the Day Care.

### **Child Abuse/Neglect**

- All preschools, day cares, and elementary schools are required by law to report any case of suspected child abuse. This includes neglect, physical, or sexual abuse.

## **Safety & Emergency Policy**

- Fire drill procedures are to be posted at all exits and approved by the local Fire Department.
- Proceed to the nearest exit, evacuate building, and ensure all the children are accounted for.
- If Day Care must be closed down due to power failure, water main break, etc., parents/guardians will be phoned and the bus will transport the children home, if your child does not ride the bus, the family will be phoned to pick up their child.

## **Fire Drill Evacuation**

- Staff will talk to the children first about what to do in case of a fire and bring them through the step-by-step process, so they know what to do. They will give the children the opportunity to hear what the real fire drill will sound like.
- Staff will ring a bell signalling the children, in place of the fire alarm, and ask them to drop what they are doing and go straight to the door.
- Staff will grab the first aid kit, which will contain all the children's personal information, so they will be able to notify parents of the fire emergency
- Staff will do attendance before leaving the premises and again when the group is at the designated meeting area.

## **Earthquake Evacuation**

- If inside the daycare, staff will help the children to take cover, crouch beside a wall, protect their head and face and avoid doorways.
- If outside, staff will stay where they are unless they are in an unsafe location. The best places to move are away from windows, buildings, overhead wires and telephone poles.
- In the aftermath of an earthquake, check yourself and others for injuries, administer first aid if needed

### **Outdoor Clothing**

- Children must wear clothing suited to the weather (examples; boots when it rains, snow pants when it snows or extreme cold weather). Please ensure all clothing is labeled with your child's name.

### **Field Trips**

- Notices of field trips will be given to parents and guardians in newsletters, calendar and verbal reminders from staff.
- Waiver permission forms must be signed prior to all field trips.
- Transportation will be provided by the GWES bus.
- Parents are welcome to attend and participate.

## Guidance and Discipline Policy

We strongly encourage the growth of appropriate pro-social behaviour in young children. Pro-social behaviour expectations and classroom activities are a part of the environment to promote safety, respect of others, and protection of property. In order for children to learn, they must feel safe and secure. Developmentally, all preschool aged children are in the process of learning self-regulation and pro-social behaviour. As individuals, all children are at different stages of this social-emotional development. It is the desire of all staff to help children have successful experiences. The staff will use positive methods of discipline encouraging choice, self-control, self-direction, self-esteem and cooperation

Staff will be prepared to give follow-up support when children act on their decisions:

- Respect each child as a unique individual.
- Respect each child's culture and development when determining positive guidance and discipline practices.
- Provide consistency in routine and expectations to promote trust, security and comfort for the children in our care.
- Establish clear, consistent, and simple limits in a positive way, such as; "Inside we walk", "chairs are for sitting, please", "hands need to be washed before we eat"
- Offer straight forward explanations for limits; "The sand needs to stay low so it doesn't get into anyone's eyes", "When you put the toy on the shelf, friends can find it when they want to play".
- State limits in a positive manner, saying what we want the children to do: "it's time to put the cars away"; instead of "Do not leave the cars there". Turn the page carefully; instead of "Do not be rough with the book".
- Focus on the behavior, not the child: "I am worried you'll fall"; instead of "You are bad running around".
- State what will happen instead of asking questions: "it's time to go now; instead of "do you want to go home?"
- Encourage children to use staff as a resource, teach problem solving skills, listen and respond in a fair and appropriate manner.

Guidance will be supportive. Redirection and natural consequences are the main strategies used.

### **Harmful Actions Not Permitted**

- Shoving, hitting, or shaking by an employee or another child or confinement or physical restraint by another child;
- Confinement or physical restraint by an employee, except as authorized in a child care's plan if the child care plan includes instructions respecting behavioral guidance;
- Harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self-respect;
- Spanking or any other form of corporal punishment;
- Separation, without supervision by a responsible adult, from other children;
- As a form of punishment, deprivation of meals, snack, rest or necessary use of a toilet.
- No child while under the care and supervision of the Daycare will be subjected to emotional, physical, or sexual abuse or neglect.

### **Adults involve children in the process of finding and choosing a solution for the problem by:**

- Asking children for solutions and encouraging them to choose one together that all can agree on
- Being prepared to give follow-up support when children act on their decisions
- Approach each child on an individual basis, use the child's name, make eye contact, and use a calm controlled voice.
- Move close to a child who is losing self-control (biting, hitting, pinching, and pushing). The staff may have to put an arm around the child. Put the child on their lap, or remain close to child.
- Remind the children of expected behavior.
- Acknowledge child and feelings before setting limits.
- Distract or divert a child's attention with another activity or toy, when appropriate.
- Always try to model coping and problem solving skills.

### **Procedures in event of Harmful Behavior**

- Manager/Licensee will be notified immediately.
- Incident reports will be completed regarding all incidents (minor/major). Serious incident reports are to be completed immediately for submission to Licensing Officer.
- Phone calls will be made to the parent/guardian to discuss the incident, and the parent will be required to sign off on the incident report(s), which will indicate that the parent has been made aware of incident
- Should the behavioral issues continue, the Day Care Centre will request that the child(ren) remain at home for a period of two (2) days. At this time a meeting will be set up with the parents/staff to discuss the issues and come up with action plan to deal with the behaviors.
- Should a parent/staff meeting not be able to be arranged in a timely manner, the child will be requested to remain at home until such a time that the meeting can take place.

### **Parent/Guardian Roles & Responsibilities**

- Assist with fundraising for equipment and special occasions.
- Let the staff know of any skills or interests you can share with the children/program.
- Gradual entry: If parent feels a child needs time at the Center before beginning the program, please let the staff know. We will try and accommodate your child in the most appropriate manner.
- Tell staff of any changes or events in your child's life (sick last night, lack of sleep, moves, family conflicts, separations, expecting a baby, etc.). These can strongly influence a child's behavior and/or ability to cope.
- Advise staff of any special diet due to allergies, cultural, or religious needs.
- Dress your child in clothing you are prepared to get dirty. Sand, water, paints, glue, clay, etc., art are all part of our daily activities.
- Keep a complete change of clothes at SMILES Day Care for your child. Please send clothes as necessary. Please label with your child's name.
- Provide inside shoes or slippers with non-slip bottoms for your child. Velcro or slip on shoes are recommended