

Happy Kids World Childcare Inc. - Parents Hand-Book (2017-Apr-07)

Purpose and Philosophy

Happy Kids World Childcare Inc. believes that all the children should have happy time to develop full their own pace.

The company recognizes the importance of early child education and dedicated to providing happy time to their developmental growth in the area of intellectual, social, physical and emotional skills through a variety of group activities and individual play. We also recognize that 25% of children brain development rate is done by the age of two and 95% is done by the age of five.

Our program will provide them many play and learning materials that help the children gain self esteem, confidence, and leadership to be successful into the next educational stage.

General Information

Happy Kids World Childcare Inc. is licensed by Fraser Health. The company licensed to care for no more than 41 children and inspected regularly to ensure to meet licensing requirement. Basically, the company will provide care for children between the ages of 1 to 5 years old. However when conditions allow will provide service for before and after school program for 5 to 10 years. Parents are welcome to visit my child care program at any time during the hours of operation unless parental access is prohibited or restricted by a court order. If so, I will need a copy of the order. Please understand that I can not legally limit access to a parent if there is not a copy of a court order on file at the center. To protect each family's confidentiality, the company will not disclose any personal information regarding a child or facts learned about a child or a child's family to anyone who is not authorized to receive the information.

Happy Kids World Childcare Inc is covered by liability insurance for the company's premises.

Happy Kids World Childcare Inc. is covered by liability insurance for the company's operations

Behavior Guidance

At our childcare, we understand misbehavior as mistaken behavior and mistaken behavior is natural occurrence for inexperienced child. We see the mistaken behavior as an opportunity to teach and learn through positive guide. The goal of guidance is to assist children in developing respect, self-control, self-confidence and sensitivity in their interaction with other.

Prevention:

- *Clear and simple limits are in place to protect self, other and the environment
- *Limits are explained to children, in a positive way
- * The focus is on the behavior not the child
- *Choices will be offered
- *Minor incidents will be ignored
- *Children can ask adults for help

Intervention

- *Gain the child's attention in a respectful way
- * Encourage children to solve problem themselves
- * Appropriate choices will be offered
- * Limiting the use of equipment may be used
- * Redirection
- * Time away – when a child loses self-control, the child will be guided to play on their own in a quiet place within the room. When the child has regained control they may choose to return to the group.

Prohibited Discipline

Children will never be subjected to, including as a form of punishment;

- *Pushing, hitting, shaking, spanking or any other punishment
- *Harsh or degrading treatment, whether verbal, emotional or physical that would humiliate the child or undermine the child's self respect.
- *Confined, physically restrained or department, without adult supervision, apart from other children.

Parents will be informed if;

- *If child's behavior escalates and the child may require an individual behavior management plan.
- *Behaviors management plan will be developed collaboratively with parents and community professionals, signed by parents.

At the centre

Inappropriate behavior

1. State the behavior that is inappropriate and what is the appropriate behavior.
2. Use redirection.
3. Be a role model.
4. Initiate problem solving.

Sample Daily Schedule

Subject to change according to the different programs

DAILY SCHEDULE (3 to 5 years)	
7:00 a.m.	Arrival, Parents sign in on daily attendance record. Help children remove boots and coats and put on indoor shoes. Breakfast if needed.
8:30 a.m.	Self-chosen activity
9:00 a.m.	Dance with music for stretching and exercise
9:30 a.m.	Morning Snack - Washroom and wash hands in advance.

10:00 a.m.	Circle time based on the theme(puppet play, stories)
10:30 a.m.	Outdoor Play(Get ready to play outside: Wash hand after play)
11:30 a.m.	Story time
12:00 p.m.	Lunch
12:30 p.m.	Washroom and brush teeth
1:00 p.m.	Nap time
2:30 p.m.	Afternoon Snack – Washroom and wash hands in advance
3:00 p.m.	Learning Activity (English, Math, Science)
3:30 p.m.	Outdoor Play
4:30 p.m.	Group Activity(Art, Craft, Music, Dancing, Games)
5:00 p.m.	Free play and Pick up
6:00 p.m.	Closing

DAILY SCHEDULE (Infant and Toddler)	
7:00 a.m.	Arrival, Parents sign in on daily attendance record
8:30 a.m.	Free Play
9:00a.m.	Morning Snack – Diaper change, Washroom and wash hands in advance
9:30a.m.	Circle time based on the theme(dancing, music, puppet play, stories)
10:00a.m.	Outdoor Play
11:00a.m	Group Activity(Art, Craft, Science)
11:30a.m.	Lunch
12:00p.m.	Nap time
2:30p.m.	Afternoon Snack -Diaper change, Washroom and wash hands in advance
3:00p.m.	Group Activity (puppet play, stories, game, puzzle, dramatic)
3:30p.m.	Outdoor Play
4:30p.m.	Free play and pick up
6:00p.m.	Closing

Fees and Payment

There will be a registration fee \$50 and half of the first month fee for the deposit.

The \$50 registration fee is non-refundable and deposit will be refundable with 30days notice.

Fees are due by the 1st of each month with post-dated cheques. Fees may also be paid by cash. Any fees received later than the first (1st) day of the service month are subject to the \$5 a day late charge and any returned cheques are subject to a \$20 service charge. If parents do not pay for 2 week parents will have termination notice for next attendance. Any parents paying fees late twice or more may be subject to paying fees by a pre-payment policy. Returned cheques may result in cash only payment policy for future services. Full fees are due regardless of a child's illness, statutory holidays or holiday days off. A receipt for fees paid will be provided at the end of each year for tax purposes. Fees are subject to increase with a minimum of a full

calendar month notice.

Vacation: The company will have one each week of summer and winter vacation. This vacation will be paid vacation since fee schedule is set by monthly. The vacation days will be notified to parents one month prior.

Late fee: If children are not picked up by closing time, parents will be charged \$1 per minute (based on the daycare center's clock) until the child is picked up. This is payable at the time of pick-up and cannot be added to the monthly bill. If parent can not pay a late fee on the spot, it must be paid the following day.

Return payment:

If the company is closed or unable to provide service.

If care giver is sick and unable to provide care

Drop off and Pick up (Safe release of children)

Drop-off: Children will be dropped off at the centre between 7:00am, and 9:30am. Parents should park designated spaces only, and limit their time to 10 minutes max. Please help your child place their outdoor clothes and shoes in their cubby before entering the playroom. Please place all labeled lunch items in the refrigerator, and sign in your child on the daily sign-in sheet.

Pick-up: Children will be picked up from the centre when they needed. Parents should park in designated spots and limit their time to 10 minutes max. Parents should sign out their child on the daily sign-in sheet and check their child's cubby for any items that need to go home.

Releasing: Unless staffs are instructed in writing to do otherwise, the centre will only release a child to the following persons: (1) the child's parent(s) (2) the emergency contact person who designated by parents in written form in advance. (3) Any other guardian who allows us to release the child by way of a written authorization. We should ask photo ID with written authorization if the person is not their parents. We reserve the right to keep a child at the center if we are not completely certain about any person who has come to pick up the child. The parents will be contacted immediately if this happens. For the safety of the child, we will also not release a child to a parent/guardian who appears intoxicated or who does not have the proper child restraint seats in their vehicle. Instead another authorized contact person from the child's registration form will be contacted to come get the child and individual. In the event that there is no one available to come get the child, the Ministry for Children and Families Development (MCFD) and/or the Police will be contacted for further instruction. Such steps will also be taken in the event that a child is not picked up from child care at the end of the day, and all attempts to contact all other authorized contact persons has been made.

Emergency plan

Emergency telephone numbers are posted at each telephone, as are our emergency evacuation plans. Parents are requested to review these plans. Once a month the children and the staff will practice fire, once a year for Earthquake evacuation plans.

In the event of Fire

- at the signal of the smoke detector all children and staff will stop what they are doing and leave the centre by way of the closest, safest exit
- Staff will take both the 1st Aid Kit (children's emergency info/consent cards included) and Attendance Sheet with them and close all windows/doors on the way out, while checking behind doors, in bathroom etc for children who may be frightened and hiding
- *Children physically incapable of walking out will be carried by staff
- Children and staff will group at the meeting spot (the front gate) and a head count will be done
- 911 will then be called and any medical treatment necessary will be administered

In the event of Earthquake

- If OUTSIDE: children will be instructed to get to the most open area (away from trees, buildings, walls, power lines)
 - If INSIDE: children will be instructed to crawl beneath the closest tables and doorways, and to crouch, heads down, with their hands covering their heads.
 - Children will be instructed to remain in these positions until the shaking stops.
 - When the shaking stops all children and staff will re-group and any medical treatment necessary will be administered.
 - Any unsafe utility lines will be shut off
 - Staff and children will remain in the centre if possible until parents/guardians arrive to pick-up their children.
 - The centre will have enough supplies on hand and in the earthquake kit to comfortably sustain ourselves for 72 hours.
- In all emergencies, children will be cared for by daycare staff until parents or emergency contacts can be reached and children are picked up. Children will only be released to designated parents or emergency pick-up people.

Medication Administration

To ensure that the medication policy is carried out, staff will;

1. Have the enrolling parent/legal guardian fill out a written consent form stating;
 - * The correct dosage
 - * Time to be given
 - * Name of medication
 - * Any additional facts, such as possible side effects
2. Ensure that medication is clearly labeled and in its original container.
3. Check expiry dates on the medication.
4. Maintain a written record of medication administered, stating;
 - * Time and dosage given.
 - * Signature of the staff member involved.
5. Return all unused medication promptly to the enrolling parent or legal guardian.

6. Medications are inaccessible to the children.

Health and Illness

Children attending child care must be well enough to play outside. A child who has had a fever of more than 100 degrees or has been vomiting must not attend the centre and have been well for a period of 24 hours before returning to the centre. If child falls ill at center, we will do everything possible to comfort the child until the parent or emergency contact person arrives to take the child home. We will not administer any medications without parental request. Parents will be notified and be required to take home the child immediately if a child exhibits any of the following symptoms:

- Fever of 100°F (38°C)
- Persistent diarrhea
- Sever coughing
- Difficult or rapid breathing
- Conjunctivitis
- Unusual spots or rashes
- Vomiting
- Any other symptoms which, in the opinion of the caregivers, indicate the possible presence of a contagious disease such as chicken pox, measles etc.

A child with a communicable disease will NOT be readmitted into care until the period of contamination has passed or until the child has fully recovered form his or her illness.

Reportable incidents (Abuse and neglect)

All caregivers are required by law to report any suspected cases of reportable incidents to the Local Licensing Officer.

The reportable incidents are:

Aggressive or Unusual Behavior, Attempted Suicide, Choking, Death of a person in care, Disease Outbreak, Emergency Restraint(any use of restraint that is not approved and documented in the care plan of a person in care), Emotional Abuse(including any act or lack of action which may diminish the sense of well being of a person in the care such as verbal harassment, yelling or confinement), Fall, Financial Abuse, Food Poisoning, Medication Error, Missing or Wandering Person, Motor Vehicle Injury, Neglect(failure of care by the care provider, including food, shelter, and supervision)

Physical Abuse, Sexual Abuse, Unexpected Illness.

Steps to follow to report an incident:

- Fill out the incident report form
- Report the incident to your local licensing office: Tri-cities (604-949-7000)
- Report to your regional director
- Follow up with phone call

Record keeping

Happy Kids World Childcare Inc. will keep a daily record of the following:

- Children's attendance
- Staff hours
- Accident report
- Daily activities
- Unusual incidents such as disciplinary concerns, fire drills etc.
- Illnesses

Will keep a weekly record of the following:

- Food costs and receipts
- Supplies costs and receipts
- Staff costs and timesheets

Will keep a monthly record of the following:

- Utility bills and payments
- Rent or mortgage payments
- Staff payments
- Contacts with licensing authorities, new clients and other outside parties

Daily Educational Activities

We will plan activities and provide children with a variety of experiences. We emphasize the importance of brain growth timing. We will try our best to implement our brain development program to the activities.

Some of the activities will include:

- Language development: Books, music, story time, finger plays, flannel board stories
- Large muscle skills: Balls, hula hoops, bean bags, swinging, outdoor play
- Small muscle skills: Arts / crafts, stringing beads, pegboards, blocks
- Creative expression: Dramatic play, puppets, music / instruments, flannel board
- Self-help skills: Assist with mealtime preparation, dress self for outdoors
- Literacy skills: Books, story board, alphabet and writing games
- Brain development program-Physical, Emotional, Cognitive activities

FUN and HAPPY PLAY is the major component of our program. Enough time, materials and space will be provided for children to actively explore the world around them. Children will have an opportunity to use a variety of art materials and manipulative and housekeeping equipment.

Meals and Snacks

Providing proper nutrition is very important for children's learning and play.

Our child care centre will provide the children morning snack and afternoon snack.

Everyday will have morning, and afternoon snack time and lunch meal. The children will have enough time for meal and snacks. Snack is a social time for the children and staff. Children will be encouraged to participate in snack but at no time will they be forced to eat or have food withheld as a form of discipline.

Lunch will be provided by parents.

Staff will ensure children wash their hands before eating snacks.

Gradually Entry

Starting child care can be a big adjustment for the child and the whole family. Even children who have been in care before need time to get to know new people before they can become comfortable in a new space. To support the child and the family through the process of adjustment and acquaintance a gradual entry is required. The gradual entry schedule lasts approximately one week and begins with short visits building up to a full day of care. This week is meant to help the child, the parents and the staffs get to know another. We recommend gradual entry for every new registration.

Example of a gradually program

- First day - 1 hour visit
- Second day - 1 to 2.5 hours
- Third day - 2.5 to 4 hours (includes lunch time)
- Forth day - 4 to 6 hours (include lunch/nap)
- Fifth day - regular schedule if child is comfortable

We understand the gradual entry might not be convenient for the working parents, we are flexible in planning it together with you. We want your child to be as happy and as comfortable as possible attending childcare. (If gradual entry occurs before your child's start date there may be a fee involved.)

What parents should supply?

Infant and Toddler

- | | |
|------------------------------|-----------------------|
| *diapers | *wipes |
| *several changes of clothing | *water bottle |
| *sheet and blanket | *indoor shoes |
| *Lunch | *diaper rash ointment |
| *extra socks | *sun cream |
| *rain gear | *sleep toy |

We will notify parents in writing when supplies are getting low. All supplies should be clearly labeled with the child's name.

3 to 5 year

- | | |
|------------------------|--|
| *extra cloth | *indoor shoes |
| *Lunch | *sheet and blanket |
| *tooth brush and paste | *water bottle |
| *extra socks | *sun cream |
| *rain gear | *proper items and clothing for each season |

Transportation and field trips

Happy Kids World Childcare Inc. will take children on one walking field trip as needed and on driving field trip as needed. Walking field trips will be no further than 2km round-trip. Driving field trips will be within Metro Vancouver area, no further than 30km from the childcare. All driving field trips will be in the center vehicle or parents volunteer vehicle or rented school buses.

Parents must sign a blanket permission form, upon registration for all field trips. If a child is not permitted to go on a driving field trip, parents will need to make alternate arrangements for their care or transportation that day. Destination and day for field trip will be posted bulletin board on the first of the month.

Absentee Notice

Parents must give the centre at least one week's notice in writing of any absence due to a vacation. If absence is due to illness or other emergency, parents must phone to the center by 8:00 a.m. to let staff know the child will be away.

Termination Notice

Parents must give the center minimum one month's notice in writing of termination of enrollment. This notice is due by the last day of a month. Child care services will not be terminated in the middle of a month since we work on calendar months only. In the event parents fail to give full termination notice, they are responsible for paying following month fee to make up for lack of proper withdrawal notice. (Ex. If termination notices is given on May 5th – the parents is responsible for both May and Jun full fee)

Parent Agreement – Centre Copy Needed

I/We (the undersigned) have read the parent handbook for Happy Kids World Childcare Inc. and understand all the information, policies and procedures outlined in the handbook. By signing this agreement we consent to all the handbook policies and procedures and agree to them. By signing this agreement I/we acknowledge that the information supplied in the registration form regarding your child(ren) and the information supplied below is true and accurate to the best of our knowledge.

By signing this agreement we also consent to pictures being taken of your child(ren) for the centre photo album.

Child(ren) Name(s):

Type of Care:

Hours of Care:

Monthly Child Care Fees:

Parent/Guardian Name	Signature
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Parent/Guardian Name	Signature
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Staff Witness Name	Signature
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Date _____