

HERE WE GROW EARLY LEARNING CENTRE

1369 Richter Street, Kelowna, BC

Hours of Operation

The Centre will be open Monday – Friday from 8:30am to 5:30pm. We have an open door policy. Parents are welcome to visit the centre as they please. We ask that you make arrangements or call ahead if you plan on visiting between 12:30 pm and 2:30pm. This is the rest time at the centre and we keep the doors locked. Any other time of the day you are free to come and go as you please.

Statutory Holidays

We will be closed on all statutory holidays. These include:

New Year's Day • Family Day • Victoria Day • Good Friday • Canada Day • BC Day • Labour Day • National Day for Truth and Reconciliation • Thanksgiving Day • Remembrance Day • Christmas Day

Our centre will also be closed on **Easter Monday, the first week of August** and from **December 24 - January 2**

If a holiday falls on a weekend. (A day that the centre is not normally open) The centre will be closed on the next business day.

Payment for daycare closures is still required, as these amounts have been taken into consideration when setting our monthly rates.

Registration

All parts of the registration package must be filled out and dropped off at the centre on or before the child's first day of attendance. Including written acknowledgement of understanding the Parent/Guardian Manual.

Enrolment is on a first come first-serve basis. Special consideration is given to existing families and new siblings.

A non-refundable \$ 100.00 deposit is required to hold a childcare space. This deposit will be deducted from your first month of fees when the child begins at the centre.

Orientation

Parent/Guardian and child will be encouraged to attend the centre prior to the first day of attendance. Visitation days can be arranged with the supervisor of the room you are attending. Please call ahead to set up your orientation times.

Orientation session will include a walkthrough of the centre, parent/guardian and supervisor reviewing the parent/guardian Manual, answering questions and making payment arrangements.

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Fees

Payment is due on the **first day** of each month via e-transfer to herewegrow.elc@gmail.com.

If payment arrangements need to be made, please speak to **Rachel** about this issue.

If payment is not made by the 7th of the month, children will be asked not to attend the centre until the matter is cleared up.

Families receiving childcare subsidy are responsible for the application and renewal of authorizations. The centre upon acceptance of registration will fax a caregiver profile sheet in. If subsidy is not applied for or renewed by the 10th of the month, the child will be asked not to attend until an authorization number is received from the subsidy office.

Subsidy Website: www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/childcarebc-programs/child-care-benefit/information-for-families/

Subsidy Office Hours: Mon-Fri • 8:30am – 4:30pm

Phn: 1-888-338-6622

Arrival and Departure

Upon arrival and departure from the centre the child will need to be signed in and out. The sign in sheet will be posted in a designated area within the centre.

Only people authorized for pick-up on the registration package will be permitted to remove the child from the centre.

If pick-up is necessary by someone not on the registration package, **written permission** from a legal guardian is necessary. The designated pick-up person will be required to show photo identification before leaving the centre with the children. You CANNOT phone in your pick-up people.

Our policy is that any pick-up person leaving the daycare with any child in care is at least 16 years of age. If exceptions need to be made, please speak to the manager of your centre.

Late Pick-up/Late drop-off

If a parent/guardian is going to be dropping a child off later than our designated drop-off time, (8:30am-10:00am) a phone call is necessary to confirm your child's enrolment for that day. (All drop-offs must be completed before 12 pm.) We staff our centre and base our outings on our enrolment at 10:00am. If you have not made arrangements for a late drop-off, the childcare space is not guaranteed for that day. However you will still be billed for that day. CALL US!!!

Our centre closes at 5:30 pm. Any person picking up after the centre closes is subject to a \$2.00 per minute fee (per child) to be paid directly to the staff member who stayed late with your child. This fee is to be paid by the closing of the following business day.

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After 3 late pick-ups, the parent will be informed in writing, and may be asked to leave the centre.

If a parent/guardian are late picking up and cannot be reached, an alternate person on the pick-up sheet will be contacted. If a pick-up person cannot be reached within 30 minutes of the centre closing; the Ministry of Children and Families will be notified and they will provide alternate care until a parent/guardian can be reached.

Impaired Pick-up

In the event that the caregiver believes that the parent/guardian or authorized pick up person is impaired, (alcohol/drugs) the parent/guardian will be advised to arrange for alternate pick-up.

Staff members will gladly contact an alternate pick-up person from the registration list. If an alternate pick-up cannot be arranged, taxi service will be arranged at the expense of the parent/guardian.

If the parent/guardian still insists on leaving the facility with the child, the caregiver will notify the parent/guardian that the RCMP will be notified of their departure.

Car seats are mandatory for transporting children under the age of 9 to and from the daycare. If you are transporting children to and from the centre without a car seat, first you will be reminded of our policy. The next occurrence will result in the notification to the RCMP upon your arrival or departure from the centre without a car seat.

Smoking

Smoking is not permitted on any of our premises. If someone is found smoking on the premises; they will be asked to extinguish immediately, or leave the grounds.

Behaviour Guidance

The purpose of our guiding techniques is to provide children with positive self-image, independence, problem solving skills, and enhance self-esteem.

The staff at Here We Grow will use the following techniques:

- Promoting child initiated problem solving
- Setting clear and consistent limits
- Active listening
- Redirecting child's interests/energy
- Modelling appropriate behaviour
- Give children time to respond to direction

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- Acknowledging feelings and needs
- Respecting children's personality and individuality
- Provide choices that are real and appropriate
- Promote autonomy
- Share power with children
- Logical and natural consequences
- Reinforce positive behaviour
- Removing a child from a situation or area if their behaviour is endangering themselves, others or the environment.

Corporal punishment, physical discipline, isolation and verbal threats are not acceptable and will not be used under any circumstance.

If any staff, supervisor, volunteer or parent/guardian witnesses inappropriate guidance techniques they must report it to a staff member. If a child continually exhibits harmful, hurtful or inappropriate behaviour to other children, themselves, or staff members the following steps will be taken.

- Parent/Guardian will be informed by supervisor or staff involved and informed about the situation.
- Staff and parents will have a meeting to address the issue and problem-solve together to create a plan that will attempt to change the child's detrimental behaviour. (It is necessary that all children directly involved in the care of the child attend the meeting.)
- Caregivers will implement the plan at the centre and the parents/guardians will implement their part of the plan at home.
- Parents/Guardians and caregivers will exchange progress and review the plan once a week, and decide if further action need to be taken.
- Once a mutually agreed upon time period has passed, and there seems to be little or no progress with in the centre, the parents will be asked to find alternate care for their child and will be referred to other resources that may be better able to help them.

Illness

Children must have alternate care when they have any communicable disease. Parents must phone the centre and give notice if the child will be absent from the centre. Please notify us of the disease.

We follow Interior Health's guidelines and advice for all communicable diseases so if unsure we refer to their booklet on how long children should be away from daycare.

If the child shows symptoms that require attention while at the facility, the parent/guardian or authorized

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pick-up person will be phoned to pick up the child immediately.

If your child is too sick to keep up with the program (Including outdoor play time), they are too sick to attend the facility.

It is not a requirement of daycare that your child be immunized; however, we do need a record of any immunizations that they do have. In the event of a breakout and your child is not immunized or we do not have a record that they have been immunized, you will be asked to leave the centre for 30 days.

Our head lice policy is as such: If we find head lice in your child's hair, you will be notified at the end of the day. Your child will not be permitted back into the centre until proof of treatment has been shown and the child's hair has been picked free of both live lice and eggs. This treatment needs to be on going and retreated every 10 days. After the initial notification, if we find lice in your child's hair, you will be contacted immediately for retreatment.

Medication

For the protection of the children, Here We Grow will only administer medication that is in the original container and prescribed by a doctor. Pain relievers and cold medications will not be administered unless accompanied by a doctor's note and the parent medication form is completed.

Medication needs to be put into the locked boxes in the daycare. Please do not leave medications in your lunch kits or backpacks. This is a big hazard.

Toys From Home

At Here We Grow, we ask that children do not bring toys from home to avoid conflict and loss of toys. There will be designated "show and tell" days, which can be found in the newsletter for each centre. On these days your child is welcome to bring ONE toy from home on this day.

Field Trips

At Here We Grow Early, field trips will be a regular part of our programming. Any scheduled field trips will be posted.

Spontaneous field trips will be made to local area parks. Blanket permission forms are required for all children.

Occasionally your child may have to be transported to and from the local schools to do the drop-offs and pick-ups.

If you do not want your child to participate in spontaneous or scheduled field trips, it is your responsibility to notify the daycare in writing.

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There may be times that your field trip is scheduled to leave prior to the required 10am drop-off time. It is your responsibility to keep yourself informed of any early departures. If your group has already left, you are welcome to meet the group at their location.

Rest Time

In accordance with Licensing we will provide the opportunity for each to child to rest. Children will be given the opportunity to have a security item during rest time only. The parents will provide sheets and blankets. (Crib sheets fit best) They will be sent home for laundering on Fridays each week.

Custody

If custody is an issue, legal documentation is required. A copy of this document is to be given to the supervisor to be put in the child's personal file. The supervisor will inform all staff members of any custody issues.

Snack/Mealtimes

All food and snacks for the children are to be provided by the parent or guardian. Please provide a variety of nutritious choices for your child. (Please be aware that any treats or junk food will not be permitted and will be sent home) Please remember that there are 2 snack times and 1 mealtime throughout the course of the day. You are welcome to send warm-ups for your children; however there are no cooking facilities at the centre. (Please try to limit the amount of microwave cooking we need to do. i.e. Easy Mac as they take along time to cook and to cool.)

ALL food must come prepared to eat. (oranges peeled, apples sliced) All grapes, wieners, and all other choking hazards need to be sliced LENGTHWISE. We will not serve them if they are not sliced.

Please consider the size of your child's lunch box when purchasing. Keep in mind that we have to fit many of them into the fridge so smaller is better.

Water will be supplied throughout the day when the child is thirsty. The parent must provide any other beverages. (i.e. Milk, soy products... we do not encourage sending juice and flavoured crystals.)

On occasion, your child will receive food other than that you have sent. (i.e. Baking and cooking activities, outside food from parents (birthdays and special occasions) and general food shortage in their lunch kits).

Any of these food items will be documented in our daily log in case of allergy or other reasons. If you do not want your child to receive outside food at the centre; it is your responsibility to inform us in writing. We are also required by licensing to ensure that all children have the food and nutrition they require. See quotes below:

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48 (1) A licensee must

- (a) ensure that each child has healthy food and drink according to the Canada's Food Guide, and
- (b) promote healthy eating and nutritional habits

3) A licensee must ensure that the food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, having regard to

- (a) the child's age
- (b) the number of hours the child is under the care of the licensee, and
- (c) the child's food preferences and cultural background

Clothing

Parents must provide children with one set of seasonal, labeled clothing to be left at the centre in a large Ziploc. (socks, undies, pants or shorts and a shirt) Appropriate headwear must be provided according to the season (sun hat, toque) for outside use. Parents with children in diapers will be required to supply diapers, wipes and cream. Please label these items. You will be notified in your lunch kit when anything is running low. Please ensure your child has hard-soled foot wear for inside use only. (Fire Drills)

Emergency Procedures

Our main focus is the safety of the children, fire drills will be held once a month.

In any emergency situation, the staff will notify the parent/guardian or authorized pick-up person upon arrival at the emergency destination.

Please read the Emergency Evacuation Plan posted at the centre.

Child Abuse

All staff members who have reason to believe that a child has been or is in danger of being abused or neglected as defined in the "**Here We Grow Abuse and Neglect Policies**"; will report their concern immediately to their manager and the proper steps will be taken in accordance with the manual.

Alternate Care

I cannot stress the importance of having alternate care. There will be times that your child will become ill or that the centre will have to close for reasons that we have no control over. It is your responsibility to have an alternate care plan. The daycare will not take responsibility for any missed work or school. Things happen and as a parent you must be prepared for these things. Please see refund policy regarding repayment.

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Withdrawal

30 days of written notice is required when a child will be withdrawn from the program. The manager must sign and date the parent/guardians Notice of Termination form to confirm the withdrawal. This form must be completed on the 1st day of the month.

Refund Policy

Only during the first 2-week probation period will a refund be given for unused space. This will be calculated by using the daily drop-in rate for the amount of time used. The \$100 deposit is non-refundable. A minimum of \$100 will be retained by the daycare if the space is terminated prior to the use of the fees. If the daycare has to temporarily close due to unforeseen circumstances, no refunds will be given as all monthly costs will still be in effect. **There are no refunds given for any other reason.**