Children's Services Family Handbook

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Welcome

We are pleased to welcome you and your child to our children's centers. The Burnaby Association for Community Inclusion (BACI) operates our centers. BACI is a non-profit community based society which has been providing services in Burnaby since 1956. We have been offering child care and out of school care services for almost 30 years. We look forward to working with you to provide quality child care for your child in a safe and caring environment.

The Supervisors of the Children's Centers administer the child care programs, with support from the Executive Directors.

This Family Handbook is designed to provide you with information to help you understand our philosophy, our commitment and how we operate. **We strongly recommend you read the Family Handbook because it has valuable information about your child's care and the centers' operations and practices.** If you have any questions about information in the Handbook or if you have unanswered questions after you read it, please speak with the Supervisor of your child's center.

Our Mission Statement

At BACI, Children's Services will:

- Recognize the intrinsic value of every child
- Provide quality, inclusive child care and endeavour to meet the individual needs of all children
- Maximize children's opportunities to grow physically, socially, cognitively & emotionally
- Recognize and value the diversity among families and children
- Encourage and recognize family and community contributions
- Recognize the value of our staff and support their growth through training opportunities

Key Staff

Tanya Sather	Executive Director, 604-292-1292
Richard Faucher	Executive Director, 604-299-7851
Jennifer Ghioda	Assistant Manager, Children & Family Services, 604-292-1290
Anna Tran	Acting Supervisor, Brentwood Park Plus, 604-294-6060
Anna Tran	Supervisor, Fair Haven, 604-437-0171
Lesley Cannon	Supervisor, Variety Cariboo, 604-544-1355
Melina Krupic	Contact person, South Slope, 604-419-0806

Program Philosophy and Commitment to Quality Service

Upon registering at a BACI children's center, parents and the society enter into an agreement whereby both parties agree to work together for the benefit of the children and the child care center.

Our Philosophy

We believe that play is the essence of our program. Through play, children learn to take appropriate risks and accept challenges, while interacting with the environment in a safe manner. Our children's programs offer high quality child care for all children and provide nurturing, responsive and individualized care.

We believe that all children have the right to develop to their fullest potential emotionally, socially, physically and intellectually.

We believe that inclusion is beneficial. BACI recognizes all children as distinct individuals with a variety of strengths, needs, talents and interests. Inclusion is the opportunity for all children to accept each other and work together in the community.

We encourage and support the child's natural curiosity.

BACI encourages multiculturalism and supports children from all ethnic groups. Many of our employees are bi-lingual and bi-cultural. Being part of a multicultural and inclusive program offers unlimited benefits. We believe in the importance of understanding, accepting and empowering all children. We encourage the development of a healthy self-awareness and value inclusivity, multiculturalism and respect for others.

Family and Friends

BACI values the partnership between families and caregivers. We believe in working together closely with our families by sharing ideas, needs and concerns. We believe that our child care programs are enriched by the contributions of individual children and families. A positive and supportive relationship between all of a child's caregivers is of utmost importance. We support this belief by planning family social gatherings throughout the year. During the holiday season, our children's programs host parties at their individual centers. These gatherings also give families the opportunity to meet with other families, children and staff. Our Infant/Toddler and 3-5 programs organize an annual summer family picnic at local parks. These gatherings give us the opportunity to bid farewells to children who are graduating to other programs and to continue to connect with our families and friends.

Burnaby Association For Community Inclusion Notification of Family's Rights and Responsibilities In The Child Care Center

The Burnaby Association for Community Inclusion provides quality inclusive child care programs in a safe, nurturing environment.

BACI strongly values and supports the partnership between families and the child care centers. We believe that the child care programs are enriched by the contributions of individual children and their families. We also believe that our quality interactions with children are enhanced by strengthening our relationship with families.

Family Rights:
As a family member with a child enrolled at a BACI child care center, I have the right to the following:

(1) Receive a Family Handbook at the time of enrolment;
(2) Enter the child care center to visit with my child or inspect the center without advance notice;
(3) Review, at the child care center, Licensing reports issued in the last year;
(4) Issue a complaint to Community Care Facilities Licensing without discrimination or retaliation to me or my child;
(5) Receive from the licensee the name, address and telephone number of the local Community Care Facilities Branch;
(6) Have access to my child's personal file by contacting the center Supervisor;
(7) Ask questions and receive answers in a timely manner regarding my child's child care program;
(8) Receive services in an environment that is free from prejudice, stereotyping, discrimination and personal harassment;
(9) Receive information on the conflict resolution process at the time of enrolment;

(10) Receive information on community resources available to me and my family;
(11) Discontinue services with two (2) calendar month's notice;
(12) Know that all staff have been screened by having passed a criminal record search, completing the BACI orientation process and having completed 2 thorough employer reference checks;
(13) Have access to the Child Care Licensing Regulations.

Confidentiality

(1) Have all information on my child or my family be treated and held in the strictest confidence;
(2) Know that any information on my child and my family will not be released without my consent as per BACI's Privacy Policy (Except, in cases of reporting incidents of abuse. All BACI staff abide by the legal duties and responsibilities outlined in the Child, Family and Community Service Act).

Family Responsibilities

BACI encourages all families to become actively involved with the daycares. As a family member with a child enrolled at a BACI child care center, I have the responsibility to:

(1) Share my child's individual strengths, needs, and interests at the time of enrolment and as needed thereafter;
(2) Participate in any scheduled team meetings to provide input on my child's development;
(3) Provide periodic written or verbal feedback on the child care services

(4) Inform the child care center of any anticipated changes to my child's regular schedule;
(5) Ensure that the child care center has up to date and current medical and emergency information;
(6) Work with the Association to identify any communication barriers when English is not my first language;
(7) Be informed about my child's possibility of movement to the next program. I understand it is my responsibility to speak to the supervisor at least 3-4 months before my child's possible program change;
(8) Read and comply with the terms and expectations outlined.

Parent Participation

BACI Children's Services places a tremendous amount of value in feedback from parents and community. As a BACI Parent, please feel free to take the opportunity to share ideas and concerns, provide ongoing input into new and existing policies, fundraising ideas, service quality, goal planning and the overall future direction for Children's Services. If you are interested in sharing ideas or becoming more involved with the Burnaby Association for Community Inclusion, please contact Tanya Sather at 604-292-1292 or visit our website at gobaci.com for further information.

Staff Qualifications

All of our child care centers are unionized centers. The child care staff have a wide range of educational training that may include, but are not limited to, Early Childhood Education, Special Needs Training, Infant/Toddler Training, School Age Program Education, Community Support and Child and Youth Care. All staff maintain valid First Aid/CPR Certificates and, whenever necessary, a valid Class 4 driver's license in order to transport any children. All child care employees are members of the BCGEU. Families must be aware if there is job action related – directly or indirectly – to the centers (i.e. strike at public school). BACI's employees can honour the picket lines with no recourse. If the OOSC centers remain open during job actions, the same operation hours apply (i.e. 7-9, 2-6pm).

Many of our child care staff have attended workshops and courses with various Early Intervention Programs and community training groups including (but not limited to):

- CBI (Communication, Behaviour, Instruction) - CBI consultants offer training in the areas of lifestyle planning, inclusion, positive approaches to challenging behavior, best practices in supporting children with autism spectrum disorder, child centered planning, augmentative and alternative communication, and instructional techniques. These training workshops reflect current positive approaches to supporting persons with disabilities.

- Wrap-around –This workshop describes how the wrap-around concept and process can be applied effectively by building collaborative teams and comprehensive plans within early intervention programs for children with complex and challenging needs.
- Seeds of Empathy – This program is designed for Early Childhood settings to foster social and emotional competence and early literacy skills and attitudes in children three to five years of age while providing professional development for their educators.
- "My Brain Doesn't Work That Way" – Training offered by local Occupational Therapist (OT) Marc Landry on the different ways in which young children process and integrate the information from the world around them.
- Training provided by the Supported Child Development on development of children with specific special needs.
- Annual Early Childhood Education Conference Programs.
- Anti-bullying.
- Food Safe.
- Health & Safety Training.

The staff in our centers work rotating shifts, which ensures that proper staff to child ratios are maintained at all times, and contributes to effective teamwork.

Qualified substitute child care staff will be called in when regular staff are away for reasons of illness, vacation, professional development, or administrative
duties. This ensures that we maintain the staff to child ratio required by Community Care Licensing.

BACI employs licensed Early Childhood Educators. Caregivers working in specific programs or positions hold a License specific to their position. All Caregivers must also have TB Screening, a valid First Aid Certificate, as well as a Criminal Record Check as specified by Community Care Facilities Licensing.

Code Of Ethics

The staff at our child care centers are trained educators who recognize that their everyday actions and interactions with children and families is of the utmost importance. They acknowledge that this relationship contains a level of commitment, intimacy and confidentiality. To monitor and guide their professional and ethical practices, all early childhood educators incorporate and practice the ECEBC Code Of Ethics. The principles of the code are:

- Early childhood educators promote the health and well-being of all children
- Early childhood educators use developmentally appropriate practices when working with all children

- Early childhood educators demonstrate caring for all children in all aspects of their practice
- Early childhood educators work in partnership with parents, supporting them in meeting their responsibilities to their children
- Early childhood educators work in partnership with colleagues and other service providers in the community to support the well-being of families
- Early childhood educators work in ways that enhance human dignity
- Early childhood educators pursue, on an ongoing basis, the knowledge, skills and self-awareness needed to be professionally competent
- Early childhood educators demonstrate integrity in all of their professional relationships.

For more information and a detailed description of this code of ethics, please contact a center Supervisor to obtain a copy of the 'ECEBC Code of Ethics' booklet.

Guidance

The guidance and support strategies implemented at the centers are based on a positive and non-punitive approach. Our guidance objective is to help children acquire the skills necessary to resolve conflicts:

- In socially acceptable ways
- To the child's own satisfaction, and
- Without loss of pride.

We want to assist children in developing respect, self control, self-confidence, sensitivity in their interactions with others and, ultimately, self-discipline.
As children become self-disciplined they are well on their way to becoming competent and self-confident. We actively encourage verbal expression of feelings. Hitting, biting, and other forms of both physical and verbal abuse are strongly discouraged.

All children differ from one another in terms of their level of activity, distractibility and sensitivity. Because staff understand and respect these differences, they are better able to offer effective and appropriate guidance. Staff intervention and assistance will also be determined by the age and ability of the child and if the staff sees that the conflict has not been resolved.

Staff utilize the prevention and intervention guidance strategies outlined in the Ministry of Health booklet, "Guiding Children's Behavior." Families may obtain a copy of this booklet from the center Supervisor.

Membership in BACI

All registered families are required to become members of BACI. Families will receive a membership form with their enrollment package. Membership runs from Oct 1st through Sept 30th of the following year and the cost is $5.00 per person. Membership entitles families to participate in the election of the BACI Board of Directors, which provides stewardship and leadership to the Association. The election of Directors occurs each September at the Annual General Meeting (AGM). Membership also entitles families to vote for or against resolutions at the AGM and motions at the two General Meetings held each year. A membership form and information pamphlet will be included in your parent package.

Funding and Fundraising

Our children's programs are dedicated to providing quality care for children and their families.

Funding for our centers is provided by the Ministry for Children and Family Development, the United Way of the Lower Mainland, the Sharing Our Future Foundation, individual center fundraising and child care fees.

As non-profit centers, we need every family's help and expertise to assist with fundraising extra dollars. In the past, families have helped our centers raise thousands of dollars. These dollars aid in the successful on-going operation of all our centers. The children in our out-of-school care programs also plan and implement community fundraisers. This incorporates a sense of community ownership in the children while they have fun. Once you enroll, you will receive a "parent information" form in your package. We encourage all parents to complete this questionnaire. Any contribution you can make to our centers is very much valued and greatly appreciated!

Supported Child Care

The Burnaby Supported Child Care Program provides information, training and assistance to:

- Child care centers
- Family child care providers
- Preschools
- School aged programs

This is done to ensure the successful inclusion of children (aged 0-12 years) with a wide range of abilities and needs. The BSCC consultants will assist all children to participate as fully as possible in their child care program. Upon the request of our children's centers, the BSCC can

provide in-services and workshops for inclusive principles and practices. They can also assist with curriculum planning and adaptations.

Upon the written consent from a parent or guardian, the BSCC will provide assistance to the child care providers for the planning and implementation of individual programs.

Process and Placement

Once it is determined that your child will require extra support, the Executive Director will receive a completed Supported Child Care Support Guide, completed by center staff and BSCC consultants. Once this Guide is completed, a family meeting will occur. Supported Child Care will set the agenda and chair this meeting. If there is enough adequate information presented at this meeting, there may be further discussion on levels of support, staff training, etc.
The level of support and funding will not change without mutual agreement between BACI, Supported Child Care and the Ministry of Children and Family Development.

Where there is agreement that the level of support will change during a placement, BACI will receive a minimum of two weeks notice. Where the placement and support will be terminated, BACI will receive one month's notice.

When providing services to children with special needs, the goal of the Association is to:

1) Provide an environment in which the child has the optimal opportunity to grow and develop to the best of their abilities;
2) Provide maximal opportunity for the child to experience an inclusive environment;
3) Meet the child care and family support needs of the parents.

To obtain further information on Supported Child Care, please contact Burnaby Supported Child Care at 604-451-5511, or the Ministry for Children and Family Development Supported Child Care at 604-660-8124

Financial & Administration Policies

Licensed Programs

Our child care centers are licensed as group child care facilities by the Community Care Facilities Licensing Board and operate under the Provincial Child Care Facilities Regulations. Further information on licensing regulations is available at The Burnaby Health Department, Environmental Health, at 604-918-7683.

Out-of-School Care

Brentwood Park Plus (BPP) was established in 1990, and later relocated to a self-contained portable in September 1992. BPP is located on the East side of Brentwood Park Elementary School. BPP is fully wheelchair accessible and is licensed to care for 20 children from 5-12 years old.

South Slope Out-of-School Care was opened in September 2004. The program is located in South Slope Elementary School. South Slope is fully wheelchair accessible and is licensed to care for 20 children from 5-12 years old.

Our Out-of-School Care programs provide services from Monday to Friday with the exception of statutory holidays. The before school hours are 7:00 a.m. to 9:00 a.m. and after school hours are 2:45 p.m. to 6:00 p.m. On professional days and Spring Break, the hours will be 7:00 a.m. to 6:00 p.m. The Out-of-School Care summer hours are also 7:00 a.m. to 6:00 p.m.

Fees increase in the OOSC in Summer (July and August). It is the family's responsibility to pay for the space, even if care is not required. In order to maintain their child's enrollment in the program, families must pay the additional fees throughout the summer.

Depending on how the end and beginning of school year falls, there may be times when the OOSC programs operate full days in June and September as part of the Summer programs.

The OOSC programs may offer before and after school care to children in kindergarten. The accompanying school establishes a gradual entry program for the kindergarten children. This entry process usually takes place over the month of September, which means the OOSC will offer full day care to the children as they participate in the month-long transition. Therefore, parents will pay the full Summer rate, as per the attached fee schedule, for children attending the OOSC in September.

Infant and Toddler and 3-5 Programs

Variety Hotelier House was established in 1991 and later expanded in 1992 to include a 3-5 program. In 2017, the center moved to a new location and was re-named **Variety Cariboo**. The inclusive Infant Toddler program provides licensed child care for 12 children up to 3 years of age. The 3-5 program provides licensed child care for 25 children, aged three to school entry.

Fair Haven Children's Center was established in 1996. Fair Haven is located on the lower floor of Fair Haven Senior's Center. The inclusive Infant Toddler program provides licensed care for 12 children up to 3 years of age. The 3-5 program provides licensed care for 25 children aged 3 to school entry.

At any given time, our 3-5 programs may enroll a maximum of 2 children between the ages of 30-36 months. Our Infant Toddler and 3-5 programs are open from Monday to Friday, with the exception of statutory holidays. Both Variety and Fair Haven are open from 7:30 am to 5:30 pm.

Statutory Holidays

All centers will be closed on the following statutory holidays:

New Years Day
Family Day
Good Friday
Easter Monday
Victoria Day
Canada Day
BC Day
Labor Day
Thanksgiving
Remembrance Day
Christmas Eve (12:00 noon closure)
Boxing Day
New Years Eve (12:00 noon closure)

Note: Please be advised that the centers may be closed between Christmas and New Year's Day. This is determined on a year to year basis. Families will be notified, in writing, at least 6 months in advance. Fees are not adjusted if the centers are closed (full payments are required).

Professional Development

BACI is committed to increasing the effectiveness and value of all employees by promoting their professional development. The centers will also close one day per year for professional development. This one-day closure generally occurs on the Thursday before the Easter holiday weekend (but not always). All families will receive a notice at the center as a reminder of the upcoming closure date. A continued commitment from our staff and families allows our child care centers to provide the highest quality of care and remain financially stable.

Part-time Care

BACI is working towards meeting families' need for part-time care (2 or 3 days a week). When possible, a family's choice for part-time care will be accommodated if a space is available. A part-time family's days of care do not change due to a child's illness, absence or statutory

holidays. Please discuss any expected changes with your child care needs in advance with the Supervisor.

Please be advised, due to increased administrative and wage costs with part-time spaces, the fee for part-time is calculated at a higher rate than full-time fees.

Please see the Enrolment Change Request policy on page 20 for more information on requesting a change from part-time to full time care or full-time to part-time.

Waiting List

Each child care center maintains a waiting list for spaces in their programs, according to the date of application and desired date of entry. Each time a child care space becomes available, the order of enrolment priority shall be as follows:

1) Families with children requiring extra support that have been in contact with Supported Child Care, and where funding is in place.
2) Any full-time or part-time BACI employees, who have completed their probationary period (please refer to the "Parental Employee" policy).
3) Children currently enrolled in a center, who are part time wanting a full time space in that center.
4) Children enrolled in a BACI child care center, and transitioning from one age group to another age group within the same center, or to one of BACI's School Age Centers.
5) Siblings of children currently enrolled in a BACI child care center.
6) Community families.

Note Regarding Enrollment

We highly recommend families put their child's name on other child care waitlists or make alternative plans for care as BACI cannot guarantee beyond the age limit the program your child attends.

The Program Supervisor is responsible for the final decision of whether a family is able to enrol in the program.

Contacting Families on the Waiting List

When a spot becomes available, the program supervisor will contact families in order of the waitlist procedure. If a family is contacted and refuses an available spot when contaced more than two times, they will be removed from the program waitlist. This meets an administrative and efficiency need for the program.

Deposits & Monthly Payments

Once a space comes available in one of our programs (-3, +3, or Out of School Care), 50% of one month's fees is required to hold your child's spot in the desired program.

If a family provides a deposit, confirms they are enrolling in a spot, then chooses not to enroll but gives at least two month's advance notice in writing, their deposit will be returned in full.

If a family provides a deposit, confirms they are enrolling in a spot, and then chooses not to enroll without giving two month's advance written notice, the deposit is forfeited. (BACI budgets and enrolls children based on availability. If parents do not give sufficient notice, we are unable to fill our open spaces accordingly.)

If a family moves their child from the -3 program to the +3 program in the same center, the orginial up front payment (50% of the -3 program) will be retained and applied to their last month's fee (with the required 60 days notice of withdrawal).

When a family who has been using our child care services provides two month's written notice of withdrawal, the 50% fees paid up front will be applied to the last month's payment. If we do not receive the required two month's notice, the 50% fees are forfeited.

It is a parent's responsibility to place their child on the waiting list if they intend to transfer their child to another program within BACI. If a parent leaves with an outstanding balance, it must be paid before the child can be re-admitted.

Fees

Please refer to Appendix A for monthly fee rates.
Fees are due on the first of the month and are paid via a direct deposit process.

1) Families must complete the Pre-Authorized Debit (PAD) Agreement for Children's Services.
2) They must include:
    a. Their name
    b. Their child's name
    c. Their home address
    d. The name of the center their child is attending
    e. The monthly amount
    f. Signature
    g. An attached VOID Cheque

3) Payment will be processed on the first of every month, or the next business day.
4) If a family completes an NSF, they will have to submit a money order and a $25.00 processing fee as soon as possible.
5) Any changes to a family's monthly amounts do not require a new PAD Agreement.
6) Any changes to a family's bank accounts DO require a new PAD Agreement.
7) The center Supervisor should be notified of all changes by the 15th of every month.

Please note that the fees in all Out of School Care centers (South Slope and Brentwood Park Plus) do increase during the summer months of July and August.

Subsidy

To be considered for a Child Care Subsidy, refer to the Provincial Government Blue Pages of the Telus Directory and locate the nearest Ministry of Human Resources office. You may be eligible for a subsidy, depending on the number of people in your family and the net family income. If your family is eligible for a subsidy, the financial worker will give an authorization form to you. The form needs to be given to the center Supervisor, and then the balance of your fees will be determined. Families will be notified before the authorization renewal is required. Children served through Supported Child Care, who are eligible for a subsidy or the $150 subsidy, may be able to obtain authorizations from the social worker at the Ministry of Human Resources.

(http://www.mhr.gov.bc.ca/contacts/region3.htm#Burnaby)

Outstanding Fees

BACI is sensitive to family circumstances and hardships. However, when fees are not paid on time, it jeopardizes the entire program. If fees not received by the 5th of the month, parents will receive a written note from the program Supervisor confirming that their fees are late and their child care services will be suspended if the fees are not paid within two working days.

If the fees are not paid in full within the advised timelines, parents will receive a second notification informing them that the child care services are suspended effective immediately and until payment is received in full via a guaranteed payment method (i.e. cash, money order, guaranteed cheque, etc).

Receipts

Official receipts for child care fees will be issued annually. An administrative fee of $25.00 will be charged for providing a duplicate receipt.

Policies

Late Pick-up

All families are required to arrive at the center a minimum of 5 minutes prior to the center closing. This allows for a relaxed departure and provides an opportunity for staff and parents to exchange communication before the center closes.

Late fines apply to families when a child is picked up after closing time. The fine is equal to $1.00 for each minute. Should a parent indicate a desire to pre-arrange a late pick-up, please note that the late fee still applies. Families are responsible for the payment of the late fee. If a child is not picked up by half an hour after closing, he/she is considered abandoned. If a family member has not contacted the center, staff must carry out the following procedure:

- ❑ At closing time, 5:30 p.m. (Variety and Fair Haven) or 6:00 (South Slope and Brentwood) a staff will phone your home and place of employment.
  If there is no answer, the alternate person listed will be contacted.
- ❑ Half an hour after closing – 6:00 p.m. (Variety and Fair Haven) or 6:30 (South Slope and Brentwood) – if no one can be contacted, the Ministry for Children and Family Development (MCFD) will be called to come and pick up your child. You may contact MCFD at 604-660-4927.
- ❑ Children will not be sent home in taxis, nor will staff drive them home.

If a family wishes to appeal a fine, they may discuss this with the Supervisor of the program. When there are two or more instances of late pick up in a four- month period, the Supervisor will contact the family. This telephone contact will be followed up with a letter that will clarify the circumstances, remind the family of the late pick-up policy, suggest options, and notify the family that a continued violation of the policy may jeopardize their child care space.

Withdrawal or Change of Child Care Status

Two month's written notice is required when withdrawing a child from the center. If we do not receive the required two month's notice, the 50% deposit fees are forfeited.

If a child is withdrawn for any period of time, their name may be placed on a waiting list for re-admission upon request. Spaces cannot be saved or reserved for returning children. If the family wishes to maintain a space for any absence, the family will be required to pay for the space.

In the event that a child or family identifies significant issues, the Supervisor will arrange a time to meet with the family to problem solve. In the unlikely event that this is not successful, the family may be required to withdraw the child from the program.

If an increase or decrease in the number of days or hours a child attends is desired, or if the days of attendance need to be changed, please see the **Enrolment Change Request**.

Enrolment Change Request

If a family wants to makes changes to their current enrolment, e.g. from part-time to full-time or vice versa, they must submit a written request to the Program Supervisor with a minimum of three months' notice.

However, please be advised that the request is not automatic and is strictly dependent on space availability and if it works for the program schedule and overall operations, including finances. The program supervisor is responsible for final decision of whether the family is able to enrol in the program.

Also, please be advised that a request from full-time to part-time care presents additional challenges for the program and will likely be denied, unless there is another family who is requesting the spots that will come available at the same time.

Requests will remain on file for up to six months. You will be notified, in writing, regarding your request and whether it was approved or denied (and for what reasons).

Students and volunteers

BACI is committed to ongoing staff development and training. We welcome the opportunity to participate in the practicum portion of training programs for Early Childhood Education students and Community Support Worker students. We also welcome volunteers from BACI.

Volunteers are a welcome asset to our programs and offer invaluable assistance. They are trained to participate in activities that will support and enhance the program. Volunteers may be involved in baking and preparing snacks with the children, accompanying us on field trips, assisting with cleaning/preparation work for special events/activities, or reading to children. Volunteers will not be responsible for the supervision of the children. You will have an opportunity to meet the volunteers as they participate in the program.

From time to time, the centers accept high school students who are participating in work experience. We will ensure that the students are introduced to you and your child.

You have our assurance that although we accept students and volunteers, all are carefully screened and supervised. The needs and welfare of the children are always our first consideration.

Practicum

BACI does not participate in research projects without the written consent of families and the approval of the BACI Board of Directors. However, please be advised that practicum students do school-related projects and assignments related to their educational program and practicum placement.

Criminal Record Searches

All staff, both regular and casual, students and volunteers, will complete the Criminal Record Search process prior to starting at the child care center, in accordance with the Child Care Licensing Regulations.

Forms

Both Community Care Licensing Regulations and standard child care practices require that a number of forms be completed by registered families and maintained at the center. These forms include, but may not be limited to:

- Parent/Society Agreement
- Emergency Card
- Child Care Facilities Registration
- Permission Forms
- Supplementary Child Registration and Physician's form.

It is extremely important that all forms be kept up-to-date, particularly emergency and permission forms. Please notify the staff immediately regarding any changes in information (e.g. telephone numbers, emergency contact, custody information, allergies, etc.).

Program Operations

Gradual Entry

Starting at a new child care center is an important event in your child's life. For some children, this will be their first large group experience and can often be a bit overwhelming and intimidating until your child becomes more familiar with the program.

In order to assist families with the transition to a new child care center, a gradual entry schedule will be set up with the families by the center Supervisor.

Families should be prepared to spend some time with their child during the first few days of gradual entry, in order for your child to establish a comfortable, trusting relationship with staff.

Sample Gradual Entry Week:

Day 1: Child comes to center accompanied by parent or guardian for one or two hours.

Day 2: Child attends, still accompanied by parent or guardian, and stays for one to three hours.

Day 3: Child attends and stays for lunch. Parents may leave and return after Lunch.

Day 4: Child arrives, parent helps to settle child into the program, then says goodbye and lets the child know that they will return after nap or in the afternoon.

Day 5: Depending upon the child's adjustment, the parent or guardian may leave and return in the early afternoon.

This sample schedule is only a guideline for families. Since each child adjusts at their own pace, the gradual entry may need to be increased or decreased depending on the comfort of your child and the age of your child.

Please note that all forms must be completed and returned to the center before parents leave the site. This helps us ensure that if there is an emergency or illness, we have all the necessary information regarding your child readily available. Please also note that once gradual entry has commenced, families are responsible for paying for their child's space at the child care center.

Arrival and Departure

For safety reasons, parents must sign your child in upon arrival at the center, and sign out when departing. Please feel free to take the opportunity to speak with the staff, share information

and ask questions. We encourage parents to be involved in their child's program and welcome visits at any time.

The times when your child is dropped off and picked up are very busy transitions. Please be very careful and cautious regarding your child's safety when you enter and exit the center (e.g. traffic, other children, etc). This is a time when many families are entering and leaving the center at the same time and many exciting activities are under way. If you have questions or concerns that you need a few extra minutes for, please phone the staff or Supervisor later in the day. This will allow the staff to focus their attention and understand your concerns without jeopardizing the safety of the other children in the center.

Please call the center before 9:00 a.m. if your child will not be attending the program. We require the child to arrive at the center by 10:00 a.m.; this provides the child with predictability and comfort in the environment. If planning an appointment, please arrange it for the afternoon, as children find it easier to leave the program early than arrive late.

If you are detained and will therefore be late picking up your child, please phone the center and advise the staff when to expect you. If you or an authorized person can't pick up your child, you can contact the center to give verbal authorization to a specific person. This person will be required to show picture identification to the staff.

Please note: The late pick up fee is still applicable when picking up your child after closing time.

Because the staff at all our centers adhere to child /adult ratios, as set by Community Care Licensing, your agreed upon arrival and departure times are very important.

For OOSC, if children do not attend the morning session, the staff will assume that the child is absent for the entire day unless otherwise notified by the parent.

Confidentiality

Please see the BACI Privacy Policy and Photographing Procedure (both documents are given to families upon enrollment).

With your permission, staff may take pictures of your child to be used at the center for the enjoyment of families and staff, for promotion of the centers or for community education purposes. Our Consent Form permits you to give permission for none, some, or all of these possibilities. Please ensure that your consent is current. We will re-do consent forms at least annually.

Clothing and Possessions

As the children participate in a variety of indoor and outdoor play activities each day, it is helpful if your child wears washable, comfortable clothing that is appropriate for all weather conditions.

For Out-of-School Care, you will need:

- A pair of soft, skid-proof indoor shoes
- For rainy days – boots and rain gear
- In the winter – a pair of mitts, a hat, and warm outdoor clothes
- In the spring – a hat
- In the summer – a hat and sunscreen
- An extra set of clothes (to be left at the center at all times).

For children in the Infant/ Toddler and 3-5 programs, you will need:

- A complete change of clothing (pants, shirt, underpants, socks and a sweater
- A fitted crib sheet, blanket and soft cuddle toy (if desired)
- A waterproof rain suit or muddy buddies and boots
- 2 photographs for their cubby and the Birthday Board
- Disposable diapers (if needed).

While children are toilet training, it is advisable to bring 3 or 4 pairs of training underwear, pants, socks and an extra pair of shoes daily.

In the winter, please ensure that your child has a hat, 2 pairs of mittens and warm outer clothing. In the summer, please bring a bathing suit, towel and sunscreen.

All clothing must be clearly labeled with your child's name. BACI cannot assume responsibility for lost items.

If needed, the center has a supply of extra clothing. If your child wears these home, please return them so we can keep an extra supply available. Also, if your child has outgrown some of their clothes and you would like to donate them, we would be pleased to add them to our collection.

Birthdays

Each child will be acknowledged on his/her birthday. At the Variety and Fairhaven Child Care Centers, families are welcome to bring in **non-edible treats** (e.g. stickers, games, etc.) as a way to celebrate your child's birthday with their friends. However, out of consideration for children with food allergies and/or dietary restrictions, please **do not** bring in cakes or other edible treats for birthdays.

For the Brentwood Park Plus and Southslope Out of School Centers, please speak directly with the Program Supervisor regarding the celebration of your child's birthday and what items (edible or non-edible) are permitted.

Please know it is not an expectation that families bring something to the center to celebrate their child's birthday because the centers will recognize each child's birthday with songs and activities.

If a family chooses to not celebrate a child's birthday, please inform the center staff in advance.

Rest Time

Rest time is a healthy part of a child's development. Infants have individualized rest schedules, while toddlers and children in the 3-5-program rest after lunchtime. Children who do not sleep

can rest on their mats for a short period and then have a quiet activity (books, puzzles, drawing etc.).

Toileting and Diapering

Toileting is done at the centers on a routine basis or as required by a child.
A daily toileting record for children wearing diapers or children toilet training is located in the washroom.

Families are required to provide diapers for their child. A consent form for diaper cream or Vaseline can be obtained from staff.

Children wash their hands after using the toilet or having their diaper changed. Staff will follow Licensing Regulations and Universal Precautions when changing diapers. This includes using gloves, washing hands between each change and cleaning the change table with a disinfectant spray.

Transportation

Within the child care programs, it is sometimes necessary to transport the children to and from field trips. All vehicles used for transportation are insured for transporting children, are regularly safety checked, and are driven by qualified, licensed Class 4 drivers. Rental school buses are insured for $10,000,000. Children are buckled up and safety procedures are reviewed each trip.

Staff are not permitted to drive your child home. Staff with a Class 4 driver's license drive the Association's vehicles only for the purpose of recreational outings.

If your child utilizes HandyDart Services, you are responsible for related costs and for canceling and resumption of services in the event your child does not attend the program for a period of time.

All field trips and local neighbourhood trips are pre-planned and carefully supervised. With the exception of neighborhood walks, families will be informed prior to the trip taking place.

Nutrition

Food is a very important part of your child's day. Staff will not force a child to eat, but will provide encouragement and sufficient support. Staff will provide a non-coercive environment for the children during meals and all routines. Since independence is encouraged, staff will allow the children to make nutritious choices from their lunch with the understanding that families decide what goes in their child's lunch.

Snacks: The Infant/ Toddler and 3-5 Programs will provide two nutritious snacks, one in the morning and one in the afternoon. The Out-of-School Care Programs will provide one nutritious snack in the afternoon. In addition to snacks, milk or water will also be provided. We strive to provide wholesome snacks. Children will have the opportunity to try a variety of foods.

Staff are sensitive to food restrictions, food preferences, and cultural food preferences. Please let staff know of any suspected food allergies or cultural preferences.

All centers are nut-free and families must respect this and the risk nut allergies present to children. The centers provide nut-free snacks, but cannot guarantee that all products in the center have not been exposed to nuts or have traces of nut products.

Lunch: Families are asked to provide a nutritious lunch. Small portions of a few items allows for choice. A nutritious lunch may include a sandwich, yogurt, cut up fruit, and biscuits**.** To continue to strive for our commitment to healthy nutrition, we request that candy, chocolate, chips and

pop not be sent to the centers. It is necessary to include an ice pack for the foods that need to be kept cold, and a thermos to keep foods warm.

Families of infants (under 18 months) are asked to provide all food and drinks that your child requires through the day. Please mark your child's name on all containers and bottles. Formula and expressed milk will be discarded 2 hours after heating to prevent spoilage.

Allergies

It is highly recommended that children with documented food allergies **provide all foods/liquids to be consumed**. In certain circumstances where this may be r**equired,** the Supervisor will meet and discuss this directly with individual families.

Due to health and safety, children with food allergies will not consume products that do not come in their original packaging. To recognize and support the involvement of those children in center celebrations, families must provide allergy free treats for their child, which can be kept at the center. If families allow their child to consume the snacks provided in the daycare, there is no guarantee that the allergen is not present in those snacks. Families need to be aware of this risk.

Health and Safety

Please refer to Appendix B. All families must sign Appendix B and return to the Center Supervisor for their child to attend.

In our programs, we do our best to encourage excellent health and safety for the children. A clean, well-maintained and safe environment, balanced with nutritious food and opportunities for both rest and exercise, is provided. Children wash their hands before and after eating, and after using the toilet. The centers follow the guidelines and requirements of the Community Care Licensing and the Simon Fraser Health Region.

Illness

While we are sensitive to the stress that illness may cause for families, we are not licensed to care for children when they are ill.

Children who are not well enough to participate in all program activities, either indoors or outdoors, should be at home.

If your child contracts a communicable disease, please notify center staff at once so that other families can be alerted. A doctor's written health clearance will be required before a child

returns following a communicable illness. The centers comply with Simon Fraser Health Region requirements.

The following are definite indicators that your child should not be at the child care center:

- **A developing or acute cold with fever, runny nose and/or watery eyes, coughing, sore throat**. Once temperature, energy and well-being are normal, coughing and runny nose may continue without the child being infectious.
- Fever over 38 degrees centigrade (100 degrees Fahrenheit) (**24 hour clearance**)
- Communicable disease, infected skin or undiagnosed rash – whether or not the child is infectious – **requires verification by the child's doctor.**
- Vomiting or diarrhea. **(There is a 24-hour clearance from the child care center with the symptoms of diarrhea, vomiting and fever. The child must be without the above symptoms for 24 hours before returning to the child care center.)**
- Has a contagious infection, including pink eye.
- Has something that could present or spread lice.

Because children often become ill rapidly, it is essential that families can be reached by telephone during child care hours. If the parent cannot be available, an alternate emergency contact should be designated. In the event a child becomes ill, the staff will isolate and care for the child until the parent arrives. While every effort will be taken to maintain a healthy environment, it is important for families to plan alternate arrangements in the event of their child's illness.

There must be **24 hours clearance after the initiation of antibiotic medication.** This allows the medication time to take effect, and the child the necessary recuperation time.

Illness or Injury

If your child becomes ill or injured at the center, you will be notified by telephone immediately. If necessary, your alternate contact person and/or family doctor will be called. **Children must be picked up as soon as possible to ensure their immediate comfort and care as well to minimize potential exposure to other children**. In an emergency, we will call an ambulance and a staff member will accompany your child to the hospital.

Immunizations

All children are required to have up-to-date immunizations. In addition to the usual immunization for DPT, polio, measles, and rubella, children between 18 months and 3 years must be immunized with the HIB vaccine (Haemophilus Influenza Type B) to protect against bacterial meningitis which is spread by coughing, sneezing and close face to face contact. Parents MUST complete the immunization form when registering for the program and provide

the center with further confirmed dates of immuinzations (as per the age-related schedule) so the child's file is accurate and up to date at all times.

Prior arrangements must be in place if a parent cannot comply with our Immunization Policy. A child who is not immunized must be withdrawn immediately if there is an outbreak of a communicable disease that is on the immunization list. Families are still responsible for the full payment of fees during the outbreak period. If the child acquires a communicable disease from the list, the child must be withdrawn immediately for the full quarantine period and prior to re-entry, he/she will require a letter from his/her physician confirming complete recovery.

Administration of Medication

The child care centers will administer both prescription and non-prescription drugs to the children, in accordance with regulations. Families are required to provide:

- Written authorization from a physician, including the dosage and times any drug is to be given.
- Medication in the original container, clearly labeled by the pharmacy with the child's name, name of drug, dosage, the date of the purchase, instructions for storage and administration of the drug.

Please note that medical consent is required to allow staff to administer both prescription and non-prescription medication.

Families will be required to sign consents for the application of topical creams (i.e. sunscreen and diaper creams).

The staff may consult with the Community Health Nurse for any medical issues or child specific training or information.

Termination of Services

Staff are committed to providing a caring and supportive environment for all children and families. However, there may be a termination of services if:

- Fees for the services are not paid according to the financial policies in the family agreement and suitable arrangements cannot be made.
- The family does not abide by the expectations in the family agreement and successful resolution of the differences is not achieved.
- A family member harasses, threatens abuse, or commits a violent act toward a staff person, child, or other family involved in the program.
- The center is unable to resolve satisfactorily the issues of late pick-up with a family.

Emergency Situations

All staff maintain current First-Aid and Child CPR Certification. Fire evacuation drills are held regularly. In the case of fire, long-term power failure, extreme weather conditions or an evacuation due to the safety of the center, families will be notified either by telephone or a posted bulletin at the child care center to explain where the children are and how to pick them up at this location.

Closure of the Child Care Center

On occasion, it is necessary to temporarily close a center when weather conditions might endanger the health and safety of the children or staff. If local conditions are deemed unsafe, it is advisable to call the center, prior to arrival, to ensure it is operational. A voice message will be recorded on each center's phone to update parents. During extreme weather or warnings, the Snow Policy will be posted at each center for families to review. If a mid-day closure is necessary, parents will be phoned. The following are conditions in which the center may be closed:

- ❑ Lack of heat or light, water, water contamination
- ❑ B.C. Hydro, FortisBC (gas) service interruption
- ❑ General safety factors
- ❑ Severe weather conditions or unsafe road conditions

In the event of disaster (i.e. earthquake), and the phones are not working at your child's center, please call our out of area contact in Vernon, BC, at **1-250-542-2374**. This contact is the out of range call center for all of BACI's programs.

In case of a natural disaster that deems the child care buildings unsafe, note the following meeting locations:

- Fair Haven children will move to South Slope School – 4446 Watling St, Burnaby
- South Slope children will move to Fair Haven Seniors' Center – 4341 Rumble St, Burnaby
- Variety Children's Center children will move to The Cariboo Hill Temple – 7195 Cariboo Rd, Burnaby
- Brentwood Park Plus children will move to Brentwood Elementary School.

Suspected Child Abuse

The Child, Family and Community Service Act states that all children in the Province of BC "are entitled to be protected from abuse, neglect and harm or threat of harm." The act also states that any "person who has reason to believe that a child needs protection must promptly report the matter" to the Ministry for Children and Family Development. If you have any questions, or would like more information, we invite you to talk to the center Supervisor.

Parents, please note:

- ❑ We are required by law to report suspected or disclosed abuse.
- ❑ Failure to report abuse can result in prosecution under the Family and Child Services Act.
- ❑ We are not permitted to contact the parents, unless specifically directed to do so by the Ministry for Children and Family Development or the Police.
- ❑ Reporting procedures are designed to protect the child.
- ❑ Our responsibility is to report suspicions and disclosures. It is not our responsibility to determine if abuse has occurred.
- ❑ Our concern is the safety and well being of your child.

Impairment

This policy reflects child protection. Parents who arrive and exhibit signs of drinking or appear impaired will be asked to call an alternate person or a taxi. If the parent declines, the staff is obligated to contact the R.C.M.P. to report the concern to protect the best interests of the child.

Conflict Resolution

BACI and our staff at all the children's centers are committed to working cooperatively with families. Families are encouraged to discuss any questions
or concerns they have regarding the child care program or the facility with staff.
As all staff, including the center Supervisor, are directly involved in providing care for the children, they may suggest that an appointment be made if lengthier discussions are required.

If a concern arises between an individual staff member and a family, they are encouraged to discuss the issue openly and attempt to reach a mutually acceptable resolution. If the issue is not resolved to the satisfaction of both parties, the center Supervisor should be contacted. If mutual resolution is not achieved at this level, then please contact the Executive Directors (Tanya Sather at 604-292-1292 or Richard Faucher at 604-299-7851).

If a family is concerned about programming, BACI policy, or a decision made, the family is encouraged to discuss this concern with the Supervisor. If a mutually agreed upon resolution is not achieved, the above process should be followed.

Thank you for taking the time to read the Family Handbook. Please keep it handy for reference during your child's stay at our various centers.

Appendix A

Burnaby Association for Community Inclusion
Children's Services Family Handbook

Child Care Center Fee Schedule (August 1, 2019)

Fairhaven Child Care Centre has been chosen to be a Universal Child Care Prototype site until March 2020. For intants/toddlers and children aged 3 – 5 years, families pay no more than $200 a month per child for full-time enrolment during regular business hours, regardless of the care type. For some low-income families, child care could be free. More information on the program from the BC Government can be found here.

Variety Child Care Centre has been approved to receive the Child Care Fee Reduction from BC's Ministry of Child and Family Development. Monthly fees are listed in the table below:

	5 Day Rate	4 Day Rate	3 Day Rate	2 Day Rate
Infant Toddler	$1,000	$920	$700	$475
Three-Five Years	$795	$715	$540	$375

Monthly fees for **Brentwood Park Plus** and **Southslope** – BACI's two Out of School Care Centres – are listed in the table below:

Out of School Care	$525	$475	$360	$250
Out of School – Summer	$675	$600	$450	$300
Kindergarten – September only	$675	$600	$450	$300

Appendix B

Burnaby Association for Community Inclusion
Children's Services Family Handbook

Release of Liability Waiver (Effective July 23, 2012)

As a parent, by enrolling your child in the center, you are aware that injury or illness may occur. Please be aware that every effort will be made to prevent illness and injury to your child. The policies mentioned above will be followed.

However, please be advised that should your child sustain an injury or illness, the parent shall:

indemnify and save harmless BACI, Board of Directors, Employees and it's facilities from all liabilities, damages, costs, claims, suits and actions in connection with all injuries to any user, and death resulting therefrom, occurring on or about the facilities as a result of the breach or default under this Agreement, negligence or willful act of the user.

I have read the above and agree with the Terms and Conditions as set out in this document

_____ _____

Signature Date

Note: This waiver must be signed and returned to the Center Supervisor on or before the first day of the child's entry into the center. The child will not be able to attend should Appendix B not be signed.