



# Children's Services Family Handbook

March 5, 2025

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## Welcome



We are pleased to welcome you and your child to our children's centres. The Burnaby Association for Community Inclusion (BACI) operates our centres. 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 Centres administer the child care programs, with support from BACI's Co-CEOs.

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 our Family Handbook because it has valuable information about your child's care and the centres' 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 centre.



## 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	Co-CEO, 604-299-7851
Richard Faucher	Co-CEO, 604-299-7851
Jennifer Ghioda	Assistant Manager, Children & Family Services, 604-657-5846
Samantha Young	Supervisor, Brentwood Park Plus, 604-294-6060
Anna Tran	Supervisor, Fairhaven, 604-437-0171
Lesley Cannon	Supervisor, Little Eagles, 604-336-9484
Jagjit Kaur	Supervisor, South Slope, 604-419-0806
Sharon Lin	Supervisor, Little Friends, 778-888-4738

## Program Philosophy and Commitment to Quality Service



Upon registering at a BACI children's centre, 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 centre.

### 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 centres. These gatherings also give families the opportunity to meet with other families, children and staff.

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



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 centres. 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 centre, I have the right to the following:

- (1) Receive a Family Handbook at the time of enrolment;
- (2) Enter the child care centre to visit with my child or inspect the centre without advance notice;
- (3) Review, at the child care centre, 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 centre 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 child care centres. As a family member with a child enrolled at a BACI child care centre, 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 centre of any anticipated changes to my child's regular schedule;



- (5) Ensure that the child care centre 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;
- (9) Ensure that fees are paid on or before the required date;
- (10) Engage in positive, respectful, and professional interactions with other families and staff.

Please note that any communication, conduct or actions towards BACI staff members or other child care families that would be considered disrespectful, threatening or discriminatory in nature will not be tolerated and may result in the immediate termination of services.

## 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 CEO Tanya Sather at 604-299-7851 or visit our website at [gobaci.com](http://gobaci.com) for further information.

## Staff Qualifications

All of our child care centres are unionized centres. The child care staff have a wide range of educational training that may include, but are not limited to: Early Childhood Education, Early Learning Framework, Special Needs Training, Infant/Toddler Training, School Age Program Education, Community Support and Child and Youth Care, Medication Training, First Aid & CPR. 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 centres (i.e. strike at public school). BACI's employees can honour the picket lines with no recourse. If the OOSC centres remain open during job actions, the same operation hours apply (i.e. 7-9, 2-6pm).

Many of our child care staff attend workshops and courses with various Early Intervention Programs and community training groups as part of their ongoing professional development.

The staff in our centres 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 centres 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 of Ethics 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 centre Supervisor to obtain a copy of the 'ECEBC Code of Ethics' booklet.

## Guidance

The guidance and support strategies implemented at the centres 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 centre 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 1<sup>st</sup> through Sept 30<sup>th</sup> 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 centres is provided by the Ministry of Education and Child Care, the United Way of the Lower Mainland, the Sharing Our Future Foundation, individual centre fundraising and child care fees.

**As non-profit centres, we need every family's help and expertise to assist with fundraising extra dollars.** In the past, families have helped our centres raise thousands of dollars. These dollars aid in the successful on-going operation of all our centres. 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. Any contribution you can make to our centres is very much valued and greatly appreciated!

## Supported Child Development



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

- Child care centres
- Family child care providers
- Pre-schools
- 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 SCD consultants will assist all children to participate as fully as possible in their child care program. Upon the request of our children's centres, the SCD 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 SCD 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 CEO will receive a completed Supported Child Development Support Guide, completed by centre staff and SCD consultants. Once this Guide is completed, a family meeting will occur. Supported Child Development 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 Development and the Ministry of Education and Child Care.

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.

If extra support (ES) is provided by Supported Child Development as a result of a child's assessed developmental supports needs, the role of the extra staff (on a day to day basis) is as follows:

- The ES functions to support community child care programs in ensuring the full inclusion of children who require extra support.
- The role of the ES should be included into the individual child's Support Guide and/or Goal Plan. These strategies that have been discussed are then implemented within the program by all of the staff.
- The ES's role also includes modeling strategies from the goal plan, training staff on the floor and day to day communication between ES/staff/consultant.
- In the context of supporting the child's needs, ES should NOT be viewed as providing one to one support to the child on a long-term basis
- The ES functions as an additional staff in the centre. Although an ES is deployed to a child care program in order to address the needs of a child who requires extra support, the ES should not be identified as a child's assistance. The ES needs to establish a rapport with all of the children in the setting.
- It is imperative that all staff take responsibility for the child who needs extra support by interacting and supporting the child.
- The ES is not counted within the child care setting staff-to child ratios. The role of ES is to provide extra staffing support above and beyond what is provided by you in your baseline staff-to-child ratio. In this way, the extra staffing support is able to ensure that you have the time required to meet the individual needs of the child requiring extra support, with staffing above and beyond your ratio to support this. If your setting has a staff person away, for example, you will need to bring in a substitute. The ES must not be used to fill a position in the baseline staff-to-child ratio at any time
- The ES must avoid shadowing the child within the class room. It is important to respect the child's needs to achieve independence whenever possible as well as their right to make choices regarding the activities in which they wish to participate.

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

## Financial & Administration Policies



### Licensed Programs

Our child care centres 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 and our centres' 2 annual Staff Development Days. 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. There will be an extra charge for attending those full days.

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*

**Fair Haven \$10 a Day Child Care Centre** was established in 1996. Fair Haven is located on the lower floor of Fair Haven Senior's Centre. 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.

**Little Eagles Children's Centre for Excellence** opened in September 2022, offering 37 new inclusive child care spaces in Burnaby. The Infant Toddler Program provides licensed child 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.

**Little Friends \$10 a Day Child Care Centre** (formerly named Variety Cariboo) was established in 1991. In 2025, we were excited to move our centre to a new space at George Derby Centre. The 3-5 program provides licensed child care for 25 children, aged 3 to school entry.

All 3 centres are open from 7:30 am to 5:30 pm, Monday to Friday, with the exception of statutory holidays. At any given time, our 3-5 programs may enroll a maximum of 2 children between the ages of 30-36 months.

## Statutory Holidays

All centres will be closed on the following statutory holidays:

New Year's Day	BC Day
Family Day	Labour Day
Good Friday	National Day for Truth & Reconciliation (Sept 30)
Easter Monday	Thanksgiving
Victoria Day	Remembrance Day
Canada Day	

Please note: The annual winter closure week will be determined each year based on how the holiday stats fall. The closure days will be communicated to families, in writing, by January 31st.

Please also note: Fees are not adjusted if the centres 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 centres will also close two days per year for professional development. One day will focus on health and safety, and one on best practices in child care and child development. These closures generally occur on the Thursday before the Easter holiday weekend and the Friday of the October Thanksgiving weekend. All families will receive a notice at the centre as a reminder of the upcoming closure date.

A continued commitment from our staff and families allows our child care centres to provide the highest quality of care and remain financially stable.

## Waiting List

Each child care centre 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 Development, 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 enrolled in a BACI child care centre, and transitioning from one age group to another age group within the same centre, or to one of BACI’s school age centres.
- 4) Siblings of children currently enrolled in a BACI child care centre.
- 5) 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 contacted 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

Effective May 1, 2024, once a space comes available in one of our:

- **-3 or +3 programs (at Fairhaven, Little Eagles or Little Friends)**, a deposit fee of \$600 is required to hold your child’s spot in the desired program.
- **Out of school care programs (Brentwood Park Plus or South Slope)**, a deposit fee of \$300 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 centre, the original up front deposit payment 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 deposit 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 deposit fees are forfeited.

**Please note:** Any deposits paid prior to May 1, 2024, will remain the same and will be reimbursed accordingly.

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.**

NOTE: BACI's Brentwood Park Plus, Little Eagles and South Slope centres participate in BC's Child Care Fee Reduction Initiative. Our Fairhaven and Little Friends centres are \$10 a Day Child Care Centres.

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 centre 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 centre Supervisor should be notified of all changes by the 15<sup>th</sup> of every month.

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

## Affordable Child Care Benefit

BACI actively participates in the Affordable Child Care Benefit (ACCB) – a monthly benefit to help eligible families with the cost of child care. Please note that it is the family's responsibility to apply – and re-apply – for this benefit. Fees must be paid up front and in full while families wait for approval of their ACCB. The appropriate fee amount will be reimbursed to the family by BACI once the Benefit is received.

Learn more about the ACCB here: <http://bit.ly/3XN6VxX>

## Outstanding Fees

BACI is sensitive to family circumstances and hardships. However, when fees are not paid on time, it jeopardizes the entire program. All fees are paid via pre-authorized debit (PAD). The Supervisor will notify the family in writing if payment is not successfully processed at the beginning of the month. Families will have a maximum of 5 days to provide full payment after they have been notified (i.e. money order, guaranteed cheque, etc). If payment is not received within that timeframe, child care services will be suspended effective immediately and until payment is received in full.

## 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 centre a minimum of 10 minutes prior to the centre closing.** This allows for a relaxed departure and provides an opportunity for staff and parents to exchange communication before the centre closes.

Late fines apply to families when a child is picked up after closing time. **If parents are late picking up their child from the centre, there will be a flat fee charge of \$20 with an additional charge of \$1 per minute late.**

We recognize there are isolated incidents like major traffic accidents or bad weather that may cause unforeseen delays. Parents must contact the program supervisor with as much notice as possible if an incident like this occurs. Should a parent indicate a need 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 and a family member has not contacted the centre in advance, they are considered abandoned and the Ministry of Children and Family Development will be called. Staff must carry out the following procedure:

- At closing time, 5:30 p.m. (Fairhaven, Little Eagles and Little Friends) 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. (Fairhaven, Little Eagles and Little Friends) or 6:30 (South Slope and Brentwood) – if no one can be contacted, 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 one-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 centre. 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.

## 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 centres 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 centre, 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 centre. 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 centre 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 centre, a gradual entry schedule will be set up with the families by the centre 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 centre 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 centre 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 centre.



## Arrival and Departure

At drop-off, parents must sign their child in upon arrival at the centre. At pick-up, parents must sign out when departing. The times when your child is dropped off and picked up are busy transitions. Please be careful and cautious regarding your child's and your own safety during this time (e.g. traffic, other children, etc). Please feel free to take the opportunity to briefly speak with the staff, share information and ask questions at these times. However, if you have more in-depth questions or concerns that you need a few extra minutes for, please phone the centre or email the Supervisor during 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 centre.

Please call the centre before 9:00 a.m. if your child will not be attending the program. We require the child to arrive at the centre 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 centre and advise the staff when to expect you. If you or an authorized person can't pick up your child, you can contact the centre to give verbal authorization for 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 centres adhere to child/adult ratios, as set by Community Care Licensing, your agreed-upon arrival and departure times are very important.

For the Out Of School Care centres, 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.

## Accommodations

If families require an accommodation to access BACI's child care services or centres, they should contact the Program Supervisor directly. Accommodations may include, but are not limited to; physical, socio-economic, and communication. The Program Supervisor will work closely with the Quality Assurance team to address the requested accommodation in a reasonable and meaningful way. However, please be advised that not all accommodation requests can be met, but whenever possible, alternative options or solutions will be explored.

## 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 centre for the enjoyment of families and staff, for promotion of the centres, 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 centre 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 centre 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 Little Eagles, Little Friends and Fairhaven Child Care Centres, 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. They are also welcome to bring in **store-bought food that is nut free**.

For the Brentwood Park Plus and Southslope Out of School Centres, 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 centre to celebrate their child's birthday. The centres will recognize each child's birthday with songs and activities. If a family chooses to not celebrate a child's birthday, please inform the centre 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 centres 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 centres are nut-free and families must respect this and the risk nut allergies present to children. The centres provide nut-free snacks, but cannot guarantee that all products in the centre 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 centres. 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 **required**, 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 centre celebrations, families must provide allergy free treats for their child, which can be kept at the centre. 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.

Families must have their doctor complete the allergy form and return it to the centre prior to their child's enrolment. The form must then be updated by the doctor on an annual basis. If children develop new allergies and/or food sensitivities while enrolled in the centre, the family must submit the allergy form, as completed by their doctor, within 30 days of the suspected allergy.

## Health and Safety

**Please refer to Appendix B. All families must sign Appendix B and return to the Centre 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 centres follow the guidelines and requirements of the Community Care Licensing and the Simon Fraser Health Region.

## Illness and Attendance

Children may not attend any of BACI’s child care centres if they exhibit any symptoms of common cold, influenza, or COVID-19. Families should be aware of symptoms related to these illnesses and ensure that their child is not exhibiting any of the symptoms. Children with symptoms will not be allowed to attend until their symptoms have resolved. **Please review the chart below.**

If a child develops symptoms while at a child care centre, the child will be immediately taken to a designated isolation space where they will be cared for by an employee until the child is picked up. Please note that our employees may choose to wear a face mask and other PPE’s while caring for an ill child.

**If called to pick up your child due to illness, please pick up your child as soon as possible – preferably within 1 hour.** If your child has one or more symptoms, you should contact 811 for further direction. To safeguard the health and safety of us all, we expect everyone to be honest and transparent in reporting the health/illness of their children and other family members.

SITUATION:	MAY RETURN WHEN...
Child has one or more of the following symptoms: Shortness of breath; Cough or sore throat; Chills; Loss or change of sense of smell or taste; Headache; Body or muscle aches, for example, aches or pains in their body that they don't normally have; Extreme fatigue or tiredness; Runny nose; Sneezing; Loss of appetite.	Child can return to the child care centre when symptom-free for 24 hours.
Fever higher than 38C; Nausea, vomiting or diarrhea.	Child can return to the child care centre when symptom-free for 48 hours.
A person in the child’s home has COVID-19.	Child can attend the child care centre as long as they are symptom-free.

**Please note:** The timelines listed above are minimum timelines, provided the child is symptom-free. If the child continues to have symptoms, they will not be allowed to return until they are symptom-free.

***Please also note: There are no exceptions to this Illness Policy and this policy will remain in place indefinitely.***

Additionally, our regular practice around illness will stay in effect, so children may not attend child care programs while they have any of the following illnesses:

- Eye infections
- Unexplained rashes *or* any rash that is not confirmed by a doctor to be non-contagious
- Known or suspected communicable diseases (measles, chicken pox, pink eye, hand foot and mouth, etc.)
- Nausea, vomiting and/or diarrhea in the last 48 hours
- Lice
- Worms
- Runny nose that is not clear

***Please note that monthly fees are not refunded or reduced due to illness or absence.***

## **Illness or Injury**

If your child becomes ill or injured at the centre, 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 centre with further confirmed dates of immunizations (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, they will require a letter from his/her physician confirming complete recovery.



## Administration of Medication

The child care centres 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.

## Cleaning and Sanitization

BACI has cleaners who come in twice a week, mid-week and on weekends to do a professional clean. In addition, an extra deep clean is performed every second Saturday. On a daily basis, staff clean and sanitize the centres 2 times daily and additionally as needed. This cleaning involves cleaning all frequently touched surfaces with Lemon Guard or Benefect. Toys are cleaned with soap and water and then sanitized with either Benefect or a 1:9 Bleach and water solution each night.

All dishware and utensils will be cleaned in the dishwasher on the *Sanitize* cycle. At snack and meal times, staff will wash their hands and then place the utensils and dishware out for each child. If children are using cups provided by the child care centre, rather than their own water bottle, staff will wash their hands and then hand out a clean cup to the child. At the end of snack time, staff will wear gloves and place all used utensils and dishware into the dirty basket and place them into the dishwasher. Children will store their water bottles, when not being used, separately in their cubbies or in a hanging organizer in their assigned space (the bottles cannot touch each other). The centres will no longer allow storage of personal water bottles in a shared basket.

## 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 centre 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 centre, families will be notified either by telephone or a posted bulletin at the child care centre to explain where the children are and how to pick them up at this location.

## Closure of the Child Care Centre

On occasion, it is necessary to temporarily close a centre 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 centre, prior to arrival, to ensure it is operational. A voice message will be recorded on each centre's phone to update parents. During extreme weather or warnings, the Snow Policy will be posted at each centre for families to review. If a mid-day closure is necessary, parents will be phoned. The following are conditions in which the centre 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 centre, please call our out of area contact in Vernon, BC, at **1-250-542-2374**. This contact is the out of range call centre for all of BACI's programs.

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

- **Brentwood Park Plus** children will move to Brentwood Elementary School.
- **Fairhaven** children will move to South Slope School – 4446 Watling St, Burnaby
- **Little Eagles** children will move to Canada Way Learning Centre – 5310 Woodsworth St, Burnaby
- **South Slope** children will move to Fairhaven Seniors’ Centre – 4341 Rumble St, Burnaby
- **Little Friends** Children’s Centre children will move to The Cariboo Hill Temple – 7195 Cariboo Rd, Burnaby

## 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 of Children and Family Development. If you have any questions, or would like more information, we invite you to talk to the centre 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 of 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 centres 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 centre 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 centre Supervisor should be contacted. If mutual resolution is not achieved at this level, then please contact the CEOs (Tanya Sather 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 centres.**

# Appendix A

Burnaby Association for Community Inclusion  
Children’s Services Family Handbook

## Child Care Centre Fee Schedule – effective May 1, 2024

**Two of our Child Care Centres – Fairhaven and Little Friends** – are \$10 a Day Child Care Centres. For infants/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](#).

**Little Eagles Child Care Centre** has been approved to receive the Child Care Fee Reduction from BC’s Ministry of Education and Child Care. Monthly fees are listed in the table below:

	Monthly Full-time Rate
Infant-Toddler	
0 – 18 months	<b>\$678</b> (\$1578 - \$900 Fee Reduction)
19 – 36 months	<b>\$590</b> (\$1490 - \$900 Fee Reduction)
Three to Five Years	<b>\$509</b> (\$1054 - \$545 Fee Reduction)

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

	Monthly Full-time Rate
Out of School Care	<b>\$613</b> (\$115 Fee Reduction)
Out of School – Summer	<b>\$840</b> (\$115 Fee Reduction)
Kindergarten	<b>\$293</b> (\$613 - \$320 Fee Reduction)

## Appendix B

Burnaby Association for Community Inclusion  
Children's Services Family Handbook

### Release of Liability Waiver

As a parent, by enrolling your child in the centre, 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 centre Supervisor on or before the first day of the child's entry into the centre. The child will not be able to attend should Appendix B not be signed.*