



**New Generations**  
EARLY LEARNING CENTER

22935 – Fraser Highway, Langley, B.C., V2Z 2T3

# *Parent Handbook*

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## 1. INTRODUCTION

New Generations Early Learning Centre is a child care centre that was founded in 2009 by Roberta and Kevin Baran. It is now owned by the Langley Christian School Society as a community childcare centre. This facility was created to provide inclusive and quality child care for all children ages 3 months old to Kindergarten age.

Our goals are to provide an inclusive, caring and nurturing environment where children learn and grow through both creative expression and play. Our teachers plan and follow the child's interests when implementing programming to help children build a strong and positive self-image. We believe in attachment and connection, modeling to children healthy relationships while encouraging strong social and emotional growth. We wish to guide today's generations of children in learning the skills essential for life in our world as they grow up.

Please ensure you read through the following information thoroughly and keep this handbook in a handy place should you need to refer to it from time to time. We look forward to getting to know your family and thank you for the opportunity to be involved in your child's life.

*"If you want happiness for a lifetime – help the next generation".....Chinese Proverb*

## **2. PHILOSOPHY....**

Our philosophy is simple; We believe in providing an inclusive program for all children, where they learn through play in a safe, supportive and secure environment. Play benefits the cognitive, social, emotional, physical, creative and moral development for all children. Play helps children learn how to problem solve, learn leadership skills and develop a positive self-esteem. It also teaches them negotiation skills, planning, cooperation, advocating their ideas, listening to others, handling frustration and feeling empathy. These skills are vital skills for success in life. We as teachers use children's interests, ideas and abilities to promote learning through playtime, large group time and small group activities. Play is how we at New Generations Early Learning Centre implement our curriculum. A child's curiosity leads them to learn because they are enjoying what they are engaged in thus creating a sense of mastery and motivation which creates future success.

### **2.1 The Teacher.....**

We believe the teacher is the key to a play centered curriculum. It is the teacher's role to provide and model opportunities for the children through play, while being aware of the individual child. Teachers will observe each child's individual developmental needs, meeting each child where they are at. Teachers will support children's learning by setting up an environment that engages all children. The teacher's role is to expand on a child's interests, needs and abilities, and to provide familiar structure and routines. Teachers will offer comfort to children, form relationships with them and provide the best home away from home possible to make children feel safe and secure while having fun and learning.

### **2.2 The Families....**

Ultimately a child's family is the most important influence in their life. Thus we operate as a family centered program;

- Families know their children best.
- Families have the right & responsibility to make choices for their children.
- Families & professionals work as a team.

In order to create the best experience for children it is important for the teachers and families to form a partnership approach in the child's learning and development. This involves sharing ideas, expressing concerns, taking responsibility for each side's role with the child, discussions and negotiation, in order to form supportive, appreciative relationships. This will create a sense of trust and value for the children. Information will be provided to families through newsletters, notice boards, meetings when necessary, daily information exchange and orientation with the facility and teachers. We want to get to know our families and let them get to know us.

*“Creativity is inventing, experimenting, growing, taking risks, breaking rules, making mistakes and having fun”.....Mary Lou Cook*

### **3. PROGRAMS**

The hours of operation are Monday to Friday from 7:00 am to 5:30 pm.

At New Generations Early Learning Centre we offer child care spaces for 28 children. The groups are separated into two rooms; the Infant and Toddler room is licensed for 12 children 3-35 months, maintaining a ratio of one teacher for every 4 children. The Preschool Room is licensed for 16 children from 30 months to Kindergarten age with one teacher for every 8 children.

#### **3.1 Infant Room and Toddler Room Programs**

Our Infant and Toddler Room daily routine is flexible and operates to meet the varying ages and needs of each individual child, we follow a basic daily routine as follows:

7:00 am	Facility opens
7:00 am -8:45 am	Children dropped off and engaged in choice activities (free play, exploration and art)
8:45 am - 9:00am	Clean up and circle time
9:00 am – 9:30 am	Am snack
9:30 am – 10:00 am	Toileting and diaper changing
10:00am - 11:00 am	Outdoor time
11:00 am- 11:20 am	Circle time and hand washing for lunch
11:20 am -11:45 am	Lunch
11:45 am -12:30 pm	Free play and toileting and diapering
12:30 pm – 2:45 pm	Nap time (Children toileted/diapered as they awaken)
3:00 pm– 3:30 pm	Pm snack
3:30 pm – 5:30pm	Children engaged in choice activities (free play, exploration and circle time) or outdoor time.
5:30 pm	Facility is closed.

As noted in the routine there are scheduled diapering/ toileting times for the children, however this is also done as needed throughout the day. Please send diapers or pull-ups for your child, we suggest sending an entire package. When these items need replenishing we will advise you. Wipes are provided by the centre, however, if your child requires specific wipes, please feel free to send them with the diapers. If your child still receives bottles we ask that you send the bottles prepared and ready to heat, bottles are heated by hot water immersion.

Daily log forms will be completed by the teachers for Infants and Toddlers and will be sent home with the child at the end of the day in their lunch kits.

Programming in the Infant and Toddler room includes arts and crafts, manipulatives, language and literacy, group time, tactile experiences, fine motor activities, gross motor activities, outdoor exploration, dramatic play and much more.

Children in the Infant and Toddler Room will also be encouraged to work on their self-help skills as they begin to show interest. They will be encouraged to put on their own shoes, pull their own pants up and down during toilet learning, do pouring activities, clean up their dishes and garbage after eating and participate in clean-up of the room. These activities help a child to build their self-esteem and independence with an age appropriate approach.

### **3.2 Preschool Aged Program (30m to school age)**

Our Preschool Age program also maintains flexibility to suit the children's interests and what the day brings. The daily schedule is as follows:

7:00 am	Facility opens
7:00 am - 9:20 am	Free play, table activities, free art (8:00 art planned activity)
9:20 am	Clean up and hand washing for snack
9:30 am -9:50 am	Morning Snack, children encouraged to use the toilet as they finish snack
9:50 am -10:20 am	Group Learning Time
10:30 am-12:15 pm	Outside Time
12:15 pm	Hand washing before lunch
12:15 pm -12:50 pm	Lunchtime
12:50 pm -1:00 pm	Toileting
1:00 pm - 3:00 pm	Nap/Rest time
3:00 pm - 5:00 pm	Toileting, table activities, open snack, free play, outdoor play
5:30 pm	Facility is closed

The curriculum of the Preschool Age Room follows a teacher led and child centered approach. This means we teach planned themes and themes based on the interests we observe among the children. Each day, we have a group time where children are exposed to early numeracy, early literacy and many other Kindergarten readiness skills to help in preparing children for Kindergarten.

Children will also have the choice to participate in a daily planned art/craft activity as well. We believe that arts and crafts are all about the process not the product. When we are planning activities, we assess why we are planning this activity and, what the children will learn, develop or practice while engaging in the activity.

Activities that are made available for children throughout the day are different manipulatives, free art, science, dramatic play, math games, gross and fine motor activities, language and literacy centres, music and movement, outdoor exploration and much more.

Teachers of the Preschool Age Room encourage the children to be as independent as possible to strengthen a child's self-esteem and independence and to build on basic motor skills. We do this through cleaning up, dressing and undressing oneself when going outside and coming inside, putting one's own shoes/slippers on and off, helping with snack and lunch clean up, toileting etc. We are however, there to assist, guide and encourage the children through these processes whenever they may need it. All children attending the preschool program must be fully toilet trained, that is, they need to be out of pull-ups and diapers during the day and be able to know when they need to use the restroom.

### **3.3 Preschool program - Napping/Quiet time policy:**

All children must participate in a minimum of a 1 hour nap or rest period. Children are not required to sleep during this time but they are required to stay on their mats. After 30 minutes those children who are not asleep will be given quiet activities to do. Nap time for the preschool program is approximately 1:00 pm to 3:00 pm but will vary depending on the needs of individual children in attendance at the time.

### **Why is Nap/Quiet Time Necessary?**

Daily naps and or rest/quiet time are essential for children under the age of 5 years. Oftentimes it is believed that a child who doesn't nap will sleep better during the night. This may not be in the best interest of the child. Many times this can actually cause negative behavior when a child is overly tired. Children can become stressed, anxious, irritable, and even overactive which can then disrupt a bedtime routine. Nap time is a very beneficial thing for children. Having sufficient rest can help a child's attention span, concentration, creative thinking, help them fight off illness and have positive interactions with others. Our goal is to ensure your child has the best day possible while at daycare, making it a positive experience for them. Sufficient rest will only support this outcome for them. Nap/rest time is an opportunity to regroup oneself to function for the remainder of the day.

## **4. FEE SCHEDULE**

### **Infant and Toddler Program**

*3 months - 35 months*

Space:	Monthly fee:	Fee Reduction Initiative Credit of:	Total Monthly fee:
full time	\$1,300.00	-\$350.00	\$950.00
3 days per week	\$915.00	-\$210.00	\$705.00
2 days per week	\$635.00	-\$140.00	\$495.00

### **Preschool Program (36 months to School age)**

*Children 3-5 years old (please note all children enrolled in this program must be toilet trained)*

Space:	Monthly Fee:	Fee Reduction Initiative Credit of:	Total Monthly fee:
full time	\$968.00	-\$100.00	\$868.00
3 days per week	\$730.00	-\$60.00	\$670.00
2 days per week	\$506.00	-\$40.00	\$466.00

*30 months - 35 months (only for children who are ready and moved to the 3-5 room before their 3rd birthday, please note that fees increase when your child turns 36 months as the Fee Reduction Initiative decreases)*

Space:	Monthly fee:	Fee Reduction Initiative Credit of:	Total Monthly fee:
full time	\$1,043.00	-\$350.00	\$693.00
3 days per week	\$745.00	-\$210.00	\$535.00
2 days per week	\$516.00	-\$140.00	\$376.00

#### **4.1 Additional Charges:**

There is a one time non-refundable administration fee of \$50.00 per child due at time of registration. In order to secure a space for your child, New Generations Early Learning Centre requires a security deposit of \$450.00 per child due at the time of registration. This deposit secures the space for your child exclusively. If one months notice is received upon withdrawal of your child, and there are no outstanding fees owing at the time of withdrawal then the deposit will be applied as a credit to your last month's fees.

If you choose to go on the **waitlist** for a space, there is a non-refundable \$20 fee. This holds your spot on the waitlist should space be available at the time you require care. Unfortunately, we cannot guarantee that a space will be available as we do not hold non paying spaces.

Being late for pick up is unacceptable. A late pick up fee of \$10.00 for every 10 minutes or less is due payable to each teacher who stayed late. This fee is due no later than the next business day. A statement will be issued to you by the teacher for the amount due.

#### **4.2 Withdrawal Procedures**

Parents/guardians must provide one months written notice upon withdrawal of your child. If one month's notice **is not** received upon withdrawal of your child, the parents/guardians will be responsible for one month's fees in lieu of notice. If written notice **is** received upon withdrawal of your child, and there are no outstanding fees owing at the time of withdrawal, your \$450 deposit will be applied as a credit to your last month's fees.

As we must look out for the health and safety of all the children enrolled, continued negative behaviours that impact the safety and well being of the children in the group, may be grounds for removal. Our goal is to create a positive and safe environment for every child. In the event that we have exhausted all avenues of support and resources and the negative behaviours/challenges continue to impact the safety of others, we will provide you with one month's notice of termination of care.

### **4.3 Payment Policies:**

New Generations Early Learning Centre relies on the prompt collection of fees to meet its financial obligations to staff and the program. Thus fees are due and payable as follows:

- Monthly fees are payable by submitting a Pre Authorized Debit form which is given to you at the time of enrolment. Fees are debited on the first of each month.
- All NSF's must be replaced immediately via e transfer to [bbowen@langleychristian.com](mailto:bbowen@langleychristian.com) and include a \$40.00 NSF charge. If 3 NSF's occur you may be asked to make alternative child care arrangements. Any NSF fees not received immediately will be charged a \$3 per day late fee.
- We do not accept cash, checks or credit cards.

### **4.4 Affordable Child Care Benefit Program (ACCB)**

The Affordable Child Care Benefit is a new program implemented by the Ministry of Children and Families to assist families in the cost of childcare. This is an income based benefit and you must apply for it. Please go on line to the following website for eligibility and application. We also have applications available at the centre for you.

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>

- A parent who qualifies for the ACCB is responsible for any difference between the fee and what is covered by this incentive – this is referred to as the Parent Portion.
- ACCB approval must be received before your child begins attendance at New Generations Early Learning Centre or full payment can be made until it is received. In this case you will be reimbursed any differences in the amount of subsidy once it is approved or a credit will be applied to following months. You are responsible for ensuring you keep track of when this benefit needs to be renewed, failure to do so will result in full fees being required until funds come in, this can take 2-3 weeks after applying for renewal. ACCB must be received on time just as childcare fees and thus is the responsibility of the enrolling parent/guardian.

### **4.5 Additional Information:**

- Receipts will be issued once a year for tax purposes in January/February via email.
- There will be no reduction of fees for absences due to illnesses, vacation, power outage closures and extreme weather closures. Your family's monthly childcare fees reserve your child's space at New Generations Early Learning Centre and expenses for the centre remain the same regardless of your child's attendance or because of unexpected closures.
- If at any time the fees change you will be given two months' notice minimum. Fees will be assessed every year.

## **5. REGISTRATION AND ATTENDANCE**

### **5.1 Waitlist Procedure**

Registration, admission or readmission into the programs is based on space availability and the following priorities:

1. Staff children
2. Siblings of children currently enrolled.
3. Children currently attending part time and increasing to full time. Requests must be made in writing.
4. Child or sibling of a child who has attended in the past.
5. The child is on the waitlist for a full time space.
6. The child is on the waitlist for a part time space.

### **5.2 Attendance**

- Please contact the centre by 9:00 am if your child is going to be absent. You are welcome to leave us a voice mail or send an email if outside of business hours.
- Please note there is no reduction of fees for days absent due to illness, vacation, and unforeseen closures due to extreme weather or power outages.
- Please drop off your child no later than 9:30 am.

## **6. GUIDANCE AND BEHAVIORAL MANAGEMENT POLICY**

We recognize that growth involves making mistakes and that differences are a normal, expected part of a child's development. Therefore we remain respectful in difficult situations and take the time to offer verbal explanations and guidance to help your child gain confidence. Schedules, routines and transitions serve as a framework for which children gain trust, security and order. While these are flexible they provide children with clear guidelines about what is expected. Meeting children's needs throughout the day requires that time be appropriately balanced between active and restful periods, individual and group activities and child initiated and adult initiated content.

We appreciate these principles of child development and have developed attitudes and practices which are based on realistic expectations of children's needs and abilities.

Teachers will:

- Establish clear, consistent and simple limits.
- Offer straightforward explanations for limits.
- State limits in a positive, rather than negative way.
- Focus on the behavior, rather than the child.
- Make statements of expectation, rather than pose questions.
- Allow time for children to respond to expectations.

- Reinforce appropriate behavior with words and gestures.
- Encourage children to use teachers when in need of assistance.
- Remind children of limits.
- Remain calm and kind in tone of voice and body language
- Acknowledge feelings before applying consequences.
- Redirect children when necessary
- Offer choices to a child when appropriate
- Use natural and logical consequences
- Prevention.
- Teach children to problem solve among each other.
- Teach children to take responsibility for their actions.

Corporal punishment is considered to be an unacceptable method of dealing with children's behaviors at New Generations Early Learning Centre. Children will under no circumstances be hit, slapped, spanked or shoved in any manner. Children will not be subject to harsh or belittling treatment nor will they be deprived of snacks, playtime, rest or necessary diaper changes as a form of punishment. We focus on positive guidance techniques only.

As we must look out for the health and safety of all the children enrolled, continued negative behaviors that impact the safety and well being of other children in the group may be grounds for removal of the child carrying out such actions. This may occur only after attempts to rectify the behavior have been made by working with the child's family and other professionals who may be able to offer some assistance and support.

**Damage** – New Generations Early Learning Centre will repair or replace broken daycare equipment and toys due to normal wear and tear. However should your child purposely damage or break equipment or toys, then the item will be required to be repaired or replaced at the cost of the parents/guardians.

## **7. ACTIVE PLAY POLICY**

The Canadian Physical Activity Guidelines suggest the following:

- Infants engage in floor based play several times per day
- Toddlers and preschoolers should engage in a minimum 180 minutes of physical activity daily

The Licensing mandate is to ensure a total of 60 minutes of active outdoor play should be implemented in all programs. To support this requirement our programs provide facilitated and unfacilitated opportunities on a daily basis for a minimum of 60 minutes total but strive for more. Through these opportunities children learn balance,

coordination, locomotor skills, team work skills, negotiation, cooperation and planning, as well as it supports the natural growth and gross motor development of children's bodies. A huge part of our programming and daily activities is implemented outdoors to allow children to experience nature and be freely active. This being said, please ensure your child at all times has the necessary outdoor clothing to allow them to freely participate in these experiences.

## **8. CHILD ABUSE AND NEGLECT POLICY**

All children are entitled to be protected from emotional, physical or sexual abuse, neglect and harm or the threat of harm as stated in the Child, Family and Community Service Act. It also states that any "person who has reason to believe that a child needs protection must promptly report the matter to a director or person designated by a director.

### **8.1 Teachers Responsibility:**

As teachers and caregivers we are legally responsible to report suspected child abuse and neglect. We are required to report the following:

1. The child has been or is likely to be, physically harmed, neglected, sexually abused or emotionally harmed by anyone.
2. The child is deprived of necessary health care.
3. The parent/guardian is unwilling or unable to provide protection for the child from another person who presents a danger to the child.
4. The child has been abandoned and adequate provision has not been made for the child's care.

*\*\*The duty to report does not mean proving allegations. \*\**

The following procedure will be followed in the event of any alleged abuse or concerns regarding the above information:

- 1. Documentation**
- 2. Notify Manger or Assistant Manager**
- 3. Contact the Ministry for Children and Family Development – 604-514-2711**
- 4. Contact Licensing Officer OC - 604-587-3936**

**\*\*Any person claiming to be a Social Worker, Licensing Officer or Police Officer who comes to the facility must provide Identification.\*\***

## **9. CHILD RELEASE POLICY**

### **9.1 Identification:**

Any unrecognized person picking up a child will be asked to provide photo identification. In some circumstances you may think you have met all the teachers but in some unanticipated situations we may have substitute teachers, so please ensure you always have photo identification on you. Please also ensure anyone else picking up your child (this includes person(s) on the Emergency Contact/Authorized Persons to pick up list) also brings photo identification. Under NO circumstances will we release a child to someone without identification.

### **9.2 Late Pick Up**

New Generations Early Learning Centre closes at 5:30 sharp. It is therefore imperative that your child be picked up by closing time. Being late is unacceptable. We ask that you come at least 5 minutes before closing to allow yourself enough time to gather your child and their things. If an emergency situation arises parents are required to notify the teachers as soon as possible and make arrangements for someone on the 'Emergency Contact and those Authorized to Pick Up' list located in the registration package. There is a late fee of \$10 charged for every 10 minutes or less interval per teacher that stayed late, due payable to the teachers who stayed late, no later than the next business day. If payment is not received by the next business day there will be a \$5 per day additional charge due payable to the teachers who stayed late. If tardiness becomes a consistent problem you will be asked to reconsider your childcare arrangements with us. This policy is in place for consideration of the teachers and the impact of staying past their shift end on their personal time.

In the event that no one has come to pick up your child by 5:30 pm we will contact the parent/guardian. If the parent/guardian cannot be reached your emergency contact person will be contacted to come and pick up your child. If no contact has been made with parents or emergency contacts by 6:30pm the Ministry for Children and Family Development will be contacted to pick up your child.

### **9.3 Alleged Impairment:**

It is the teacher's responsibility, to the extent that is possible, not to release a child to an authorized person who is unable to adequately care for a child. If a teacher believes a child may be at risk, the teacher in charge will do the following:

1. Offer to call a relative or friend to pick up the person and the child.
2. If the person is unreasonable or poses a threat in any way to the child, other children in care or the teachers they will be asked to leave the premises and the police will be contacted.
3. If the person is driving a vehicle, the teacher will explain our concerns and that we are obligated to ensure the safety and well-being of the child and the adult and police will have to be contacted if they insist upon driving.

#### **9.4 Unauthorized Person:**

It is the teacher's responsibility to the extent that is possible not to allow an unauthorized person to pick up a child. If an unauthorized person arrives one teacher will supervise the child while the other teacher explains our policy that no child is to be released without written authorization received from the enrolling parent/guardian. It is therefore important to ensure that we have a copy of any custody orders that may be in place should we have to contact police for unforeseen situations. It is also helpful to us for parents to provide specific information on anyone not allowed to pick up their child such as a picture, full name and address, etc.

#### **9.5 Emergency Circumstances:**

In very rare emergency situations verbal permission via the telephone with the secret password, will be accepted as permission for another person not on the "Emergency Contact/Authorized to Pick Up" list, to pick up their child. The person picking up must present photo ID and state the secret password. Teachers will document the time of the call and conversation with the parent as well as when the child was picked up. Whenever a difficult situation as this occurs, all reasonable efforts will be made to ensure the safety of the child. Each family will choose a secret password when enrolling their child (indicated in the registration package) this password will be required in this process.

### **10. SCREEN USE POLICY**

Our philosophy states that we believe in providing a play based environment where children are free to explore and express their creativity. We believe that children learn best about the world around them through play. There may be a short video that complements the theme at circle time we may use as a teaching tool or a song with actions we want to teach the children. Screen time will never be at the discretion of the child and only used to enhance teaching and learning.

### **11. HEALTH AND ILLNESS POLICY**

At New Generations Early Learning Centre our goal is to ensure the health and safety for all children attending our programs, as well as their families and our teachers. In order to achieve this we uphold a strict illness policy. We acknowledge that it can be difficult to juggle a job and care for a sick child; however it is important that families maintain a focus on the well being of their child (ren) and the other children attending our facility as well as our teachers. Children who are in care are exposed to a larger number of infectious illnesses than they are in their home environment. This is at an age when their immunity is still developing and they need to build up certain resistances. We therefore suggest that upon enrolment you have a backup plan in place should your child become ill and not be able to attend or if you are called to pick up your child if they become ill while at childcare.

## 11.1 When children should stay at home

Children must be kept at home if:

- They are not well enough to participate in outdoor activities
- They have a fever, vomiting, diarrhea, rash, chronic cough, pink eye or any contagious communicable illness.

Please refer to the following illness guide for reference:

Disease	Symptoms	Infectious	Remove from Daycare
Chicken Pox	Fever Blister type rash	YES 5 days after onset	YES From when spots first appear and 5 days after
Cold with Fever	Runny nose, clear discharge, doesn't want to eat, slight cough, plus fever – above 37 C. Runny nose – green discharge, tired, severe cough, hurts all over	YES Before and during symptoms	YES Until symptoms return to common cold 24 Hours
Common Cold	Runny nose, clear discharge, slight cough	YES Before and during symptoms	NO
Diarrhea #1	Runny stools. If no other problems, check with parent. It could be normal or because of diet.	NO	NO
Diarrhea #2	Runny stools, fever about 37 C, bad smell, fussy, cranky, pain and/or vomiting	YES	YES Until symptom free for 24 hours
Ear Infections	Fever, clear discharge from nose, cranky, pulls on ear	NO	YES Until on antibiotics for 24 hours
Flu	Fever is above 37 C, cranky, in pain, may have runny nose, nausea or vomiting	YES	YES Until symptom free for 24 hours
Hand, Foot & Mouth Disease	Spots on palms of hands, fingers and soles of feet. Sometimes on buttocks; for 7-10 days	YES	YES Until doctor says it is not infectious
Herpes Simplex (common cold sore)	Fever, blister or sore around mouth	YES	YES Until symptom free
Impetigo	Crusty rash, mostly on face, arms or legs	YES	YES Until doctor says it is not infectious
Nausea/Vomiting		YES	YES Until symptom free for 24 hours
Pink Eye	Thick discharge from one or both eyes, redness itching of one or both eyes	YES	YES Until on eye drops for min 24 hours and redness and goop is gone

<b>Rashes</b>	Red spots anywhere – can be measles, chicken pox, allergies, impetigo	YES	<b>YES</b> <b>Until doctor says it is not contagious</b>
<b>Sore Throat - With Fever</b>	Fever, red throat, hurts to swallow (could be strep throat)	YES	<b>YES</b> <b>Until on antibiotics for 24 hours</b>
<b>Lice</b>		YES	<b>YES</b> <b>Until all nits are removed</b>

## **11.2 Hand Hygiene**

The following will be done for prevention and general health and hygiene:

- At drop off staff will assist children in washing their hands before engaging in any activities. Hands will be washed on a regular basis throughout the day along with after toileting and before and after diapering, before and after eating, before and after outdoor play, when changing activities, after coughing, sneezing and using a tissue or any contact with any bodily fluids, such as rubbing their nose etc.

## **11.3 COVID-19**

### **During the Covid 19 Pandemic to support the health and safety of the children and staff, the following procedures are in place:**

- At drop off and pick up if necessary, parents of children enrolled in the infant and toddler program will be allowed entry into the front entrance of the facility no more than 2 at a time and this will be monitored by a staff member. You must wear a mask and use hand sanitizer and maintain a 6 ft distance from each other and the entrances to the program rooms.
- Entrance to the programs will be limited to one parent at a time for gradual entry per child for a maximum of 30 minutes. You must wear a mask, remove outdoor shoes, physically distance from any staff or children and sanitize upon entry.
- Emergency personnel, Community Care Facilities Licensing, Public Health officials and any visitors must wear a mask, remove outdoor shoes, physically distance from any staff or children and sanitize upon entry.
- Tours of the facility will be limited and conducted only when children are outdoors and limited to one family member. You must sanitize hands upon entry to the building , remove your shoes, wear a mask and avoid touching anything. There are virtual tours of our programs on our Facebook page.
- Outside shoes must be removed before entering any programs.
- No outside toys to be brought into the facility.
- Toys, activities and furniture will be sanitized daily.
- High touch areas will be sanitized at minimum 2 times daily.
- Washrooms will be cleaned and disinfected daily.
- Tables, counter tops and highchairs are disinfected before and after every use and before snacks and lunch.
- Children do not share beds and bedding.

- All bedding, linens, cots and cribs are washed and sanitized weekly. A clean facility will be maintained.

Please note that although we are diligent in our prevention strategies and practices, your child will more than likely become ill at some time as germs and illnesses are spread in various ways.

**Children must be assessed by parents daily for COVID-19 symptoms.**

1. Symptoms of illness	Does your child have any of the following symptoms?	YES	NO
	Fever	YES	NO
	Chills	YES	NO
	Cough or worsening chronic cough	YES	NO
	Shortness of breath	YES	NO
	Loss of sense of smell or taste	YES	NO
	Diarrhea	YES	NO
	Nausea and vomiting	YES	NO
2. International Travel	Have you or anyone inside your household returned from travel outside of Canada in the last 14 days?	YES	NO
3. Confirmed Contact	Are you or is anyone in your household a confirmed contact of a person confirmed to have COVID-19?	YES	NO

**If you answered “YES” to two or more of the questions included under ‘Key Symptoms of Illness’, or you have a fever or difficulty breathing, seek a health assessment.** A health assessment includes calling 8-1-1, or a primary care provider like a physician or nurse practitioner. If a health assessment is required, you should not return to the child care setting until COVID-19 has been excluded and your symptoms have improved.

**If you answered “YES” to only one of the questions included under ‘Key Symptoms of Illness’ (excluding fever and difficulty breathing), you should stay home for 24 hours from when the symptom started.** If the symptom improves, you may return to a child care facility when you feel well enough. If the symptom persists or worsens, seek a health assessment. A health assessment includes calling 8-1-1, or a primary care provider like a physician or nurse practitioner.

**If you answered “YES” to questions 2 or 3, use the COVID-19 Self-Assessment Tool to determine if you should seek testing for COVID-19.**

**If a COVID-19 test is recommended as a result of the health assessment, self-isolate while waiting for results.**

**-If the COVID-19 test is positive, self-isolate and follow the direction of public health.**

**-If the COVID-19 test is negative,** return to the child care facility once well enough to participate.

**-If a COVID-19 test is recommended but not done,** self-isolate for 10 days after the onset of symptoms and return when you or the child are well enough to participate.

**If a COVID-19 test is not recommended, staff or children may return when well enough to participate.**

#### **11.4 Medication Administration:**

Teachers at New Generations Early Learning Center will administer prescribed medications. Any over the counter medications such as Benadryl, Acetaminophen or Ibuprofen to be administered to a child must be accompanied by a physician's note, stating what symptoms the child requires the medication for and the directions for administering. All medications and medicated creams require the parent/guardian to complete a "Consent to Administer Medication Form" and must come in their original container. These forms can be obtained by a teacher upon request. Teachers will document on the form when medications have been administered. All medications must be handed directly to a teacher and will be placed in a locked box. Please ensure that you do not leave any kind of medications or vitamins in your child's bag or lunch kit where they could be accessible to other children.

## **12. INJURY PROCEDURES/REPORTING INCIDENTS**

Here at New Generations Early Learning Centre, we are required to have policies and procedures in place for documenting minor accidents, illnesses, as well as reportable incidents that will be reported to our Licensing Officer. Some examples of reportable incidents are:

- A child goes missing or is unaccounted for while in the care and supervision of New Generations staff
- A child's aggressive behaviour causes injury to another child
- A parent takes their child to a doctor or hospital for an injury that occurred at daycare.
- A child is diagnosed with a communicable disease
- A child has sustained a serious injury
- Facility evacuation due to fire, flood, etc.

If a reportable incident occurs, the staff at New Generations will:

- Address the immediate safety of children in care (ex: call 911 if child is missing or seriously injured)
- Notify the child's parent/guardian immediately if their child becomes ill or injured, or is involved in a reportable incident while under the care of New Generations Staff
- Notify Licensing within 24 hours
  - ***Immediately if a child is missing or seriously injured***

All minor accidents and illnesses that do not require medical attention and are not reportable incidents are to be recorded in the Minor Incident Book.

### **13. NUTRITION POLICY**

***\*\*Please ensure you make the facility clearly aware of any food allergies and possible reactions.\*\****

We believe that promoting the health of children is an important part of childcare. Parents are to provide a water bottle, lunch and snacks daily for their child and we ask that you ensure that it maintains good nutritional value. Please send fruit and/or yogurt for a morning snack. If you require any suggestions we would be happy to provide you with some. If you have any dairy items in your child's bag, please supply an ice pack. Lunches will be stored in the fridge but not snacks. We ask that you please limit to sending only 1 "treat" snack in their lunch bag (and save candy/chocolate bars for a home treat). Lunches can be heated in the microwave for the children if desired. Please ensure any items to be warmed up are sent in a microwavable dish, as we do not put unmicrowavable dishes in the microwave. We will transfer food to a microwavable dish if needed.

On special occasions such as Halloween, Christmas etc. we may ask parents to bring a snack for sharing. If you would like to participate, sign-up sheets will be posted in advance with a list of items you can bring. We also celebrate children and staff birthdays at the centre. We ask parents to bring a snack that their child chooses to share with their friends. Please be aware of any food related allergies in your child's class.

We will implement the following strategies to support the importance of mealtimes and nutrition:

- We will allow time for children to eat.
- Teachers will eat with the children to model table manners and healthy eating while promoting social interaction.

Water is made readily available to them throughout the day to help themselves if they are thirsty. This is important as water aids in proper digestion and keeps children well hydrated.

**\*NEW GENERATIONS EARLY LEARNING CENTRE IS A NUT FREE ZONE.\***

*If your child enjoys peanut butter we suggest you purchase a jar of pea butter or soy butter, you can hardly tell the difference and they are completely nut free.*

**\*DURING THE COVID-19 PANDEMIC, NO FOOD WILL BE SHARED IN THE CENTRE\***

## 14. FIRE DRILLS

New Generations Early Learning Centre practices monthly planned and unplanned fire drills. Our procedures and evacuation routes are posted at each exit. Please take some time to review them while at the facility. Staff will ensure your child puts on their slippers (preferably with hard soles) as part of the drop off routine in the morning in the event of a fire drill or actual fire.

## 15. EARTHQUAKE/NATURAL DISASTER PREPAREDNESS PLAN

New Generations Early Learning Centre also practices Earthquake/Natural Disaster drills. Please take a moment while at the centre to review the Procedures and Plans we have in place in the event of a disaster. Plans are posted at each exit.

In the event of a natural disaster and the facility is unsafe we will proceed to the Langley Christian Elementary School located directly behind New Generations Early Learning Centre @ 22930 48<sup>th</sup> Avenue.

All children are required as per Licensing Regulations to have an earthquake kit available to them at the centre. Food items in the kits will need replacing once a year and we will inform you when this is necessary.

**Below is a list of the supplies WE will supply in the emergency kit:**

- Bottled water
- First aid kit
- Radio
- Hand sanitizer
- Wipes
- Flashlights
- Diapers
- Tent

**Below is a list of supplies YOU will need to supply for your child:**

- Small comfort item (labeled)
- Family picture
- Comforting letter from parents
- Emergency blanket
- 6 fruit/veggie pouches or equivalent
- 6 non-perishable granola bars/ baby crackers (please do not include items that are high in salt or contain nuts)
- Pull cap canned formula with bottles if necessary for your child. We recommend two bottles (please label) and enough formula for two days.
- Pacifier if necessary

## 16. PET POLICY

Due to allergies, asthma and sensitivities of children and staff, pets are not permitted on the grounds or inside the facility. The only exception made to this policy is in the event that a learning opportunity is made available for the children from professionals, in which case you will be notified in advance.

## **17. SMOKING POLICY**

Under no circumstances is smoking permitted in the facility or on the grounds. Please do not dispose of butts on the grounds at any time. These pose health risks for children. This policy will be strictly enforced with zero tolerance.

## **18. TRANSPORTATION POLICY**

At New Generations Early Learning Centre, we do not go on field trips where motorized transportation is needed. Children arrive and are picked up by their parents/guardians or people that have been given prior approval by the parent or guardian.

New Generations Early Learning Centre takes walks in the neighbourhood (not on Fraser Highway, unless advanced, written permission is given for a planned event in the neighborhood, like story time at the Murrayville Library) and on the grounds of Langley Christian Elementary School. When/if we go for walks, children can hold a walking rope as we walk to our destination. The staff are to ensure they have performed a head count before leaving the premises and also consistently during the time they are away from the facility. The staff are also required to bring along the emergency backpack which includes the emergency cards, first aid kit, as well as the attendance sheet and a fully charged cell phone for emergencies. Written consent for the Transportation Policy is located within the Registration Package. Any other activities that would occur outside of the childcare facility will require additional parental written consent.

## **19. BIRTHDAYS**

At New Generations we acknowledge and celebrate birthdays for children and teachers. To celebrate your child's birthday we ask that you bring a sharing snack for this special day for the afternoon snack. We suggest that you ask your child what they would like to bring for this event. Please refrain from bringing a birthday cake. Some suggestions are:

- Fruit
- Cheese and Crackers
- Cookies
- Cheesies
- Rice Krispies

Yes!! It is okay to bring a sharing snack that may not be the healthiest choice for this day. It is after all a special event!! **Please do be aware of the allergies in your child's room, as we hope to include everyone in the special treat!**

**\*DURING THE COVID-19 PANDEMIC, NO FOOD WILL BE SHARED IN THE CENTRE\***

## 20. PHOTO TAKING

Photos at New Generations Early Learning Centre are taken for use within the facility and for parent enjoyment to see what children are doing during the day while attending childcare and to record special events. If photos are to be taken or used for any other reason, written permission is requested in advance from parents in the registration package. There will be times when parents are invited to special events held at the centre and will wish to take pictures. Please check with the manager or assistant manager prior to taking any pictures in such a case. We do not post photos identifying children on Social Media and we request that you do not as well. Please refer to the three different photo contracts in the registration package or at the end of this handbook to review our policies.

## 21. STUDENTS AND VOLUNTEERS

New Generations Early Learning Centre welcomes students completing their Early Childhood Diplomas from various colleges to complete observation assignments and practicums at our facility. All students must provide student ID for observations and criminal record checks for any time they spend at the facility. From time to time volunteers may come to the centre, volunteers also require criminal record checks to be on the premises. ***Please note that under no circumstances will a student or volunteer be left alone or in charge of any children at any time. Children will always be under the supervision of a staff member.***

## 22. PERSONAL ITEMS

We encourage children to bring a comfort snugly item for nap time, however we ask that all other personal items such as toys remain at home. These items can become lost or broken while at the centre and oftentimes can cause difficulties among the group.

## 23. FACILITY CLOSURES

In the event of an unanticipated facility closure due to weather conditions or power outages you will be contacted as soon as possible. There is no reimbursement of fees for any unexpected closures.

We are also closed for the following Holidays indicated below:

- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- B.C. Day
- Labor Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

- Annually between Christmas Eve and New Years Day depending on how the days fall, it varies every year.

## **24. DRESS AND ATTIRE**

We strongly advise that children come to childcare in practical comfortable play clothes. Please do not send them in an outfit you do not wish to get messy. Although we do provide smocks for messy activities we cannot guarantee that your child's clothing will not become dirty or stained and accidents do happen. How dirty your child gets can attest for how much fun they had that day!

Please ensure your child has appropriate clothing for the current outside weather. Refer to the chart below for details. Muddy Buddies and rain boots can be labeled and left at the centre, these can be used all year long.

### **Depending on the season the following labeled items are required:**

Summer:	Fall:	Winter:	Spring:
-rain boots	-rain boots	-Winter boots	-rain boots
-sunhat	-warm hat	-snow pants	-sunhat
-shorts	-light mittens	-warm mittens	-rain pants
-light sweater	-rain pants	-warm hat/toque	-rain coat
-sunscreen	-warm jacket	-winter jacket	

\*Please note during the summer and late spring please apply sunscreen on your child before you bring them to the facility. It can be very time consuming for teachers to apply sunscreen to every child and this takes away valuable outdoor time from the children. We appreciate your cooperation in this area. Sunscreen will however be reapplied in the afternoon by the teachers if necessary. Parents are responsible for providing sunscreen for their children starting in May.

We also ask that children do not wear any clothing that others may find offensive, that is, anything that portrays racism, sexism, violence, use of drugs, alcohol or tobacco products.

## **25. LIST OF REQUIRED SUPPLIES:**

This list is intended to make your job easier in ensuring that your child has all the necessary items and supplies for their first day of attendance. Attendance CANNOT begin without the following items. Please check off the items and ensure they are all **clearly labeled**.

- Copy of your child's Birth Certificate
- Copy of any custody agreements or orders
- Completed Registration Package (please ensure all areas are completed and signed so as not to delay the start of their attendance) including a current photo of your child attached
- Immunization Records
- Administration fee of \$50.00 per child

- Security deposit of \$450.00 per child
- Approved Affordable Child Care Benefit
- Signed Parent Contract
- Direct Withdrawal Form completed
- Earthquake Kit in a labeled ziplock bag (list included under emergency procedures section of the Parent Handbook)
- Completed and signed Emergency Contact Form with a current photo of your child attached.
- Diapers or pull-ups for children in our infant and toddler program.
- 2-3 full changes of clothes that are appropriate for the current weather conditions (shirt, pants, socks, undergarments. We also suggest sending a sweater should your child feel cold at any time during the day.)
- Indoor hard soled slippers or shoes.
- Blanket from home.
- Daily lunch and snacks in a lunch kit
- Any outdoor weather gear needed (muddy buddy, boots, hats and gloves can be left at the centre

**26.** Below is a copy of the Parent Agreement Contract. ***THIS COPY IS FOR YOUR RECORDS!*** Upon registration please sign the copy that is in your child's Registration Package.

<b>Parent Agreement</b>	
<p>By signing this document I agree to and understand the following terms and all policies outlined in the Parent Handbook I received including.</p> <ul style="list-style-type: none"> <li>● Health and Illness Policy</li> <li>● Guidance and Behavioural Management Policy</li> <li>● Child Release Policy</li> <li>● Late Pick Up Policy</li> <li>● Nutrition Policy</li> </ul>	
<p>Parent/Guardian Name</p>	
<p>Print_____</p>	<p>Signature_____</p>
<p>Date_____</p>	
<p><b>Enrolment/Fee Contract</b></p>	

I, \_\_\_\_\_ (parents or legal guardians first and last names) agree to be financially responsible for my child's \_\_\_\_\_ (name) space effective \_\_\_\_\_ (starting date M/D/YYYY). I agree to pay and understand that I am financially responsible for the monthly fee of \_\_\_\_\_ for a \_\_\_ Fulltime or \_\_\_ Parttime space for the following days \_\_\_\_\_ and times \_\_\_\_\_ per week.

I have provided a one time, non refundable administration fee of \$50.

I have provided a \$450 deposit which will be applied as a credit to the last month fees or any outstanding balances at the time of withdrawal for your child, providing one months written notice of withdrawal. ***My application will be valid once the deposit and administration fee is paid via e transfer to [bbowen@langleychristian.com](mailto:bbowen@langleychristian.com) password daycare.***

I am aware that there will be *no reduction or reimbursement of fees for the days my child does not attend due to illness, vacation, stat holidays, Easter Monday, the annual Christmas closure and unanticipated closures of the facility due to acts of God, power outages or snowfall etc.*

I agree to provide New Generations Early Learning Centre with *one months written notice on or by the first of the month, upon the withdrawal of my child.* I understand that *if I do not provide one months notice that I am responsible to pay the full months fees* in lieu of notice. Failure to pay any outstanding balance will result in collection action. My deposit will be applied as a credit to the last months fees payable on any outstanding balances. I understand that fees are collected by submitting a pre-authorized debit form/permission. I understand that *monthly fees are due by the first of every month* and that there is a \$3.00 per day late fee charged, as well as a fee of \$40 for any NSF.

Parent/Guardian full name \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_

Date \_\_\_\_\_

Address \_\_\_\_\_ Postal Code \_\_\_\_\_

Phone \_\_\_\_\_ Email Address \_\_\_\_\_

Manager/Director Name \_\_\_\_\_

Manager/Director Signature \_\_\_\_\_ Date \_\_\_\_\_

## Photo Permission

### ON SITE

I give permission for teachers at New Generations Early Learning Centre to take pictures of my child while they are registered. I acknowledge that these pictures will only be used for parent enjoyment and within the facility.

**YES NO**

Parent/Guardian Signature\_\_\_\_\_ Date\_\_\_\_\_

### PRIVATE SHARE

I give the staff at New Generations Early Learning Centre to take photos of my child and share them in a Google Photo app that has an invitation link only shared with the families currently registered in the program. I acknowledge that these photos are for my personal enjoyment as a peek into my child's day and I will not share any of these photos on any social media platform that have children in the photo that are not my own. Please read through Google's privacy policy.

[https://edu.google.com/intl/en\\_ca/why-google/privacy-security/](https://edu.google.com/intl/en_ca/why-google/privacy-security/)

**YES NO**

Parent/Guardian Signature\_\_\_\_\_ Date\_\_\_\_\_

### PUBLIC

I give New Generations Early Learning Centre permission to use my child's photo for advertising purposes on social media, websites and in print. I am also aware that my child's name will not be attached to any photos of them.

**YES NO**

Parent/Guardian Signature\_\_\_\_\_ Date\_\_\_\_\_