

TREE FROG DAYCARE



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PARENT HANDBOOK

Tree Frog Daycare respectfully acknowledges that we work, live, and play on the ancestral and traditional territories of the Coast Salish, SENĆOŦEN and Hul'qumi'num speaking peoples. We recognize that this acknowledgment is but one action we can take towards the larger work of truth and reconciliation.

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WELCOME

Thank you for choosing Tree Frog Daycare, which is operated by Fulford Harbour Child Care Society.

Our mandate is to provide high quality, affordable childcare opportunities for families in our community.

We strive to provide an environment where children are happy and stimulated, staff is valued, and families feel both included and supported. Tree Frog continues to develop as an integral part of our community.

This digital handbook has been prepared for you and your child(ren). Please take the time to read this important information regarding our programs and policies. We suggest you bookmark it for future reference. If you have any questions that are not covered in this handbook, or the Covid-19 specific supplements, our Coordinator will be more than happy to provide you with answers.

Tree Frog came out of a common concern of parents for quality, affordable childcare in Fulford. The Fulford Harbour Child Care Society was formed in 1992. Funding was obtained from the Ministry of Women's Equality, as well as many other generous benefactors. With these funds and countless volunteer hours from parents and members of the community, Tree Frog became a reality, opening in 1994.

Tree Frog is licensed for 4 spaces for children aged newborn to 30 months of age, and for 16 spaces for children aged 31 months to 5 years of age.

Tree Frog is licensed as a group daycare by the Community Care Facilities Licensing Board of the Vancouver Island Health Authority and as such is subject to its standards and regular inspections. The most recent inspection report is always posted on the Office door.

FULFORD HARBOUR CHILD CARE SOCIETY

Fulford Harbour Child Care Society (FHCCS) is a non-profit society administered by a volunteer Board of Directors. The Board of FHCCS may consist of parents and community members. The Board is responsible to the members of the Society, who are the families of the children enrolled in Tree Frog Daycare. The purpose of the Board is to make decisions regarding policies and to support the coordinator and staff in the day-to-day operation of the daycare.

When you enroll your child(ren) at Tree Frog, your family becomes a member of Fulford Harbour Child Care Society. A quarterly membership fee of \$25 will be billed to each family. Your first membership fee will be due upon enrollment, then added to your March, June, September, and December invoices. Your membership entitles you to vote on any motion brought to the Society's Annual General Meeting held each November. Members in good standing, meaning fees must be up to date and you must not have had any infractions resulting in fines or written notices within the last 12 months, are also eligible to run for a Board position at the AGM.

Regular Board meetings are held monthly. Concerns or ideas you wish have brought to the attention of the Board will be considered when submitted in writing. Board meeting minutes are available upon request to the Board Secretary.

PHILOSOPHY STATEMENT

In all its operations, Fulford Harbour Child Care Society bases its actions on the following beliefs:

1. All children have the right to be respected as unique individuals. They are entitled to environments and opportunities that foster positive emotional, social, cognitive, and physical development and allow them to reach their full potential.
2. All parents are entitled to be involved in a meaningful way in their family's childcare experience by working in partnership with staff who are committed to meeting the educational and developmental needs of all children. Parents deserve assurance of quality care for their children while they are involved in work, educational or other commitments and/or personal fulfillment.
3. All staff are entitled to a working environment which recognizes and respects their training, skills, and commitment to childcare, and which demonstrates this through respectful communication and personnel policies.
4. All childcare programs enhance the lives of children, their families, and the community by providing a caring, supportive, and vital community service. Childcare programs are committed to working with community partners to meet the unique needs of all children to the best of their ability.

Parents and Board members at Tree Frog are very proud of the staff. They are very special people who demonstrate a resourceful and loving commitment to children, a high level of skill, education, and experience.

The Board feels it is very important to work towards providing the best possible wages and benefits to our staff. This acknowledgement of their value is evident in our commitment to creating a positive work environment that reflects our trust in their abilities.

The staff consists of the following: a Coordinator, Early Childhood Educators (ECE) and Assistants. The Coordinator is responsible for the overall program at Tree Frog and divides his/her time between teaching the children and administrative responsibilities. The Coordinator has a certificate in Early Childhood Education and many years of experience working with staff, children, and parents.

Qualifications

At any time of the day, there is a minimum of one Early Childhood Educator (ECE) present for each group of children (Infant/Toddler and Preschool). The ECE plans the program of activities and is responsible for the safety and wellbeing of the children in his/her care.

One other staff member assists the Preschool ECE when there are more than eight (8) children in attendance. Assistants are required to hold a valid ECE Assistant License. Assistants are also encouraged by the Board to pursue further education in the field of Early Childhood Education.

All staff are required to be qualified in Standard First Aid and have cleared a Criminal Record Check. First Aid Certificates are posted.

Occasionally, there may also be students on a work experience or volunteers from the community participating in the program. All staff, students and volunteers must go through a regular screening process including a Criminal Record and Reference check.

Professional Development

Professional development is highly valued. Continuing professional development is required on the part of all employees. All ECE staff will be required to complete 8 hours of relevant professional development training per calendar year. All Assistant staff will be required to complete 4 hours of relevant professional development training per calendar year. Continued learning through these opportunities benefit not only the staff, but also the children. Staff members have varied and diverse interests within the field of child development and care, and often incorporate them into the program. Occasionally Tree Frog acts as host to local workshops. At these times, parents will be informed and invited to attend for their own interest.

The planning, building and on-going operation of Tree Frog builds on a tradition of community support and parent participation. Tree Frog would not exist without a huge initiative on the part of parents and community members working volunteer hours.

Parents who participate in daycare activities report feeling more connected to their child's daycare. Children feel there is a connection between home and their daycare. Studies have shown that parent involvement is positively correlated with high quality childcare programs.

Fundraising

In recognition of the demands upon the lives of parents with young children, TreeFrog has drastically minimized our parent participation fundraising events. Instead of asking parents to volunteer for regular fundraisers, we rely almost entirely upon grants and the monthly fundraising fee to meet our fundraising goals. The fundraising fee of \$25 per child, or \$45 per family, will be included on your monthly invoices.

Parent participation in fundraising involves:

- ✚ Making the required monthly payment towards the annual fundraising budget
- ✚ Assisting in the planning of fundraising events for specific projects or purchases should community involvement be deemed necessary, or volunteering hours during events.
- ✚ Donating your refundable drink containers to Tree Frog's account at **The Refund Centre**
- ✚ Placing your grocery tape in Tree Frog's box at **Country Grocer**, and/or tallying tapes for contribution.

Volunteering

In addition to fundraising, there are several other ways parents can participate in the operation of the daycare.

1. **Serve on the Board** Please speak to the Coordinator if you are interested in becoming a Board member. This can be a stimulating and rewarding way to participate in your child's daycare.
2. **Work parties or individual jobs:** Occasionally, we have work parties where we build and maintain play structures and equipment or revitalize the building or yard. These can be fun family events. At times, we also rely on the specialized skills of our parents to assist in specific projects, or general tasks such mowing the lawn or doing recycling. These contributions are a great help to the daycare.
3. **Program Enhancement:** The unique and diverse skills and talents of our parent group are one of Tree Frog's greatest assets. Many parents have special skills or areas of expertise that would enhance the program. If you would like to share your special talents with the children, please let the Coordinator know so that the staff can incorporate this into their program planning.

COMMUNICATION

For day-to-day concerns or information, please speak directly with the caregiver who will be, or has been, with your child for that day. Program staff are available to discuss your child's daily care and education.

Feel free to speak with the Coordinator about any special needs, concerns, or information. Questions or concerns about any of our policies or procedures are to be discussed with the Coordinator and will be directed to the Board if necessary. The Coordinator has scheduled office hours, which are posted on the bulletin board located just inside the front door and can also be reached by email.

All communication is to be conducted in a respectful manner. Tree Frog has zero tolerance for harassment (verbal, sexual, emotional) of staff and board members. Harassment is defined as "repeated and persistent behaviours towards an individual to undermine, frustrate or provoke a reaction from that person. It is a behaviour that with persistence, pressures, frightens, intimidates or incapacitates another person." This behaviour will result in an immediate withdrawal of care.

When you become a TreeFrog Facebook friend, you will be able to receive general and real time updates on what the children are doing, as well as policy reminders, requests, and general information within a closed group for current parents and staff. Pictures of the children are only used with parental consent and are only visible to group members.

E-mail is used our primary way to communicate with parents. Please make sure that your current e-mail address is on-file. The Coordinator, or caregivers may leave notes for you in your child's cubby or lunch bag.

Please make a habit of checking the bulletin boards located inside and outside for important information and daycare news. This will ensure that you are informed about the program of activities as well as about upcoming events.

DAILY PROGRAM OF LEARNING ACTIVITIES

Our program at Tree Frog is set up to meet the children’s daily needs for active and quiet times, group and individual activities, indoor and outdoor play, lunch and snack times, and a time for rest. Our “Learning Through Play” approach takes full advantage of our fully fenced, wooded playground as well as our building, which was designed specifically to be a child care centre.

In planning activities, the staff are looking to the development of children’s social skills, their self-esteem, their creativity, and their physical skills within a nurturing environment. Throughout the day, children are offered experiences in:

- Art activities
- Science exploration
- Literacy activities
- Dramatic play opportunities
- Numeracy activities
- Sensory exploration
- Manipulative toys
- Block play
- Music activities
- Puzzles/games

Field trips may be planned occasionally and walks in our local area can take place at any time with parental consent. Sometimes staff will take the children to Fulford Elementary School to the gym, playground, library, or for a special event.

We base our program planning on the needs and interests expressed by the children. This ensures that the children find Tree Frog to be a happy and stimulating place to be, where learning occurs naturally.

INCLUSIVE CHILD CARE POLICY

The Board and staff of Tree Frog Daycare are committed to providing equitable service to all children and families regardless of abilities, physical or mental health needs, gender, race, sexual orientation, ethnic origin, marital status, family structure, nationality, religion, or belief.

Tree Frog Daycare offers fully inclusive care and education, in which children of all abilities can participate meaningfully in all aspects of the childcare program. We are committed to modeling inclusion for the entire childcare centre, and to maintaining an inclusive environment with equitable access, support, and participation for all children in our programs.

The staff at Tree Frog work closely with the Queen Alexandra Centre for Children's Health (QA) to try to include all children, whatever their level of ability. Tree Frog cannot always guarantee placement for children with extra support needs. We will strive to accommodate as many children with Supported Child Development (SCD) as we can, with the understanding that the program and care needs of all children must be met to maintain our high-quality program, and safety standards. All children attending Tree Frog will be treated equally, never isolated, and activities and routines will be modified and adapted to accommodate all ability levels if/when necessary. Whether extra support needs are physical, mental, emotional, behavioural, or dietary, we strive for inclusion and integration with all children in our care.

We are proud to employ staff with training, understanding, and experience in providing an inclusive program, however, to best support all the children in our care, we require a Supported Child Development (SCD) contract be in place, and an inclusion worker hired, prior to care commencing for children with extra support needs. It is the sole responsibility of the parents to arrange the contract with Supported Child Development through the Queen

Alexandra Centre for Children's Health. When this has been completed, and we have signed a contract with QA, the daycare will hire an inclusion worker. The child will not be able to attend the program until a qualified worker has been hired.

In recognition of the importance of inclusive childcare, supported care will be provided by an Early Childhood Educator with their Special Needs license whenever possible, and in accordance with QA's requirements, a SCD employee will have a minimum of Responsible Adult certification. Upon enrolment, the Coordinator will work with the family, QA team, and any other relevant doctors or healthcare professionals, to create a care plan (as required by Licensing) to best support the child's individual needs, which will be reviewed annually, or as developmental needs require.

INFANT-TODDLER PROGRAM

Children in this age group each have their own natural schedule and develop at their own pace. An important aspect of our infant/toddler program is to respect and follow the routine you and your child have established.

We strive to provide a home-like environment while introducing your child to a broader world. Exposure to more children and new adults modeling life skills will encourage your child to try out their own in a safe and supportive setting. With that in mind, we have established a daily program, which offers opportunities throughout the day for children to practice the skills they are developing while following their own individualized routine.

Our program is play-based, and child centered. It will offer developmentally appropriate experiences daily to support the following skills:

Social-Emotional- ex: problem-solving, sharing, peer and adult interaction,

Language- ex: singing, conversation, stories

Fine Motor- ex: puzzles, manipulative toys, sensory play, art

Gross Motor- ex: circle, body movement, outdoor play, climbing

Cognitive- ex: cause & effect, basic concepts, colour & shape recognition

Self Help- ex: feeding, toileting, dressing, hand washing

8:00am –9:45am

Free play time, planned art or science activity – sand/water/rice table, building with blocks of all shapes and sizes, making things with playdough, puzzles and games.

Playtime is the best learning time for children. It helps them to develop hand-eye co-ordination and develop muscles. They can create and investigate/ Play helps children LEARN, understand, and talk about feelings. It helps children develop friendships and learn new words. They can share, talk and listen. During this time, children use small and gross (big) motor skills. They get to explore different things and use their imaginations and minds to create. They use problem solving and math skills. They observe and compare different things as well as learn cause and effect.

9:45am – 10:15am

Snack time

10:15am – 10:45am

Circle/group time/show and tell – singing, reading stories, sharing/show and tell, and games

This time helps children to develop language skills. They can tell stories and share things with friends and teachers, as well as listen. They start to notice letters and words and start to learn sequencing of events and tur-taking.

10:45am - 12:00pm	Outside free play time - outside time with bikes, sandboxes, and exploring nature
12:00pm – 12:30pm	Lunch
12:30pm – 12:45pm	Story time - a quiet activity to help the children transition to rest time.
12:45pm -1:30pm	Quiet time - 20 minutes of quiet rest time, followed by 20 minutes of independent books and toys on mats to allow children some down time before beginning the afternoon program.
1:30pm – 2:30pm	Free play time, including planned art or science activity or cooking – sand/water/rice table, building with blocks of all shapes and sizes, making things with playdough, puzzles, and games.
2:30pm – 3:00pm	Shared snack
3:00pm – 3:30pm	Circle/group time – singing, reading stories, sharing/show and tell, and games
3:30pm – 4:30pm	Outside

Please note that, although morning and afternoon program structures are similar, different activities will be offered throughout the day.

ACTIVE PLAY POLICY

Active Play is a vital part of our program, both indoors and out. Children attending TreeFrog will play outdoors twice daily when weather and air quality conditions do not pose a significant health risk. Indoor time will also include frequent opportunities for active play. Indoor and outdoor active play activities will include structured play (led by the adult caregiver) and free play (not led by an adult). Toddlers (12 months to 3 years old) will participate in 60 to 90 minutes per day of moderate to vigorous physical activity. Preschoolers (3 to 6 years old) shall participate in 90 to 120 minutes per day of moderate to vigorous physical activity.

SCREEN TIME POLICY

TreeFrog Daycare has a zero screen time for children policy.

Parents are required to supply a small, light blanket from home if your child takes a nap. The blanket will be kept in your child's cubby and must be sent in, and fit entirely within, either a drawstring bag or a zip lock bag. The blanket will be sent home weekly to be laundered.

For sanitary reasons, the daycare will not supply blankets for children.

NUTRITION POLICY

Children attending Tree Frog Daycare are expected to bring enough food for lunch and two snack periods. Lunch, snacks, and drinks should be sent in a self-contained lunch bag with a cold pack. All containers, including infant bottles, **must be labeled**. Food that requires heating is fine to send, as we have a microwave oven. Juice or milk may be sent in your child's lunch. Please provide a reusable water bottle: we will refill it throughout the day as needed.

In order to reduce both food waste and recycling of single use plastics, we ask parents to send yogurt, apple sauce, juice, etc. in reusable containers. Frequent use of pre-packaged food and drink creates unnecessary waste when the item is not fully consumed and cannot be resealed.

In keeping with the Canada Food Guide model, please send nutritious and healthy foods. Your child's lunch should include: fruits and/or vegetables, grain products, milk or a milk alternative and meat or a meat alternative.

Candy, sweet treats and "junk food" are not to be included in the food children bring to Tree Frog. Arrangements may be made in advance to bring in a treat to celebrate birthdays.

Children in the Preschool Room will need to bring a Shared Snack (**fresh fruit or vegetables only**) for the afternoon snack time. This may need to be kept in a separate place or labeled for that purpose, so your child knows what to share.

Peanuts, popcorn, and many raw vegetables, are serious choking concerns in the Infant/Toddler room. Even if you are confident in your own child's ability to safely eat them, please remember that not all the children can yet. For safety reasons we will not offer these foods to children in that room, they will be sent back home. **Tree Frog Daycare reserves the right to ban peanut products if a child with a peanut allergy is enrolled.**

GUIDANCE AND DISCIPLINE

In our guidance and discipline practices at Tree Frog, we are respectful of each child's individual needs and differences. We base our actions on the desire to help the children develop self-control, self-confidence and ultimately self-discipline and sensitivity in their interactions with others. We use many different strategies of prevention and intervention.

If a child is displaying behaviour that threatens his/her own safety, the safety and wellbeing of other children and/or the staff, staff will intervene by using strategies such as:

- ✓ Acknowledging the child's feelings before setting limits in a calm, controlled voice.
- ✓ Offering appropriate choices
- ✓ Using natural and logical consequences
- ✓ Modeling problem-solving skills.

In the event of on-going incidents, outside supports will be explored. The daycare reserves the right to withdraw care at any time if the safety of the child involved, the other children and/or the staff is at risk, in the opinion of the Coordinator and the Board of Directors (see "Withdrawal Policy, page 33).

FEE SCHEDULE

TreeFrog has a minimum enrollment of 2 days per week

Effective June 1, 2022, the flat rate monthly fees will be:

Infant/Toddler (newborn to 30 months)

	Base Rate	Fee Reduction	Parent Portion
4 days/week	\$925/month	\$720/month	\$250/month
3 days/week	\$690/month	\$540/month	\$150/month
2 days/week	\$465/month	\$360/month	\$105/month

Drop-in (registered) \$60/day
Drop-in (non-registered) \$120/day

Preschooler (31 months to 5 years of age)

	Base Rate	Fee Reduction	Parent Portion
4 days/week	\$820/month	\$545/month	\$477/month
3 days/week	\$615/month	\$327/month	\$288/month
2 days/week	\$410/month	\$218/month	\$192/month

Drop-in (registered) \$60/day
Drop-in (non-registered) \$120/day

Additional Fees:

Invoices will include monthly fees, as well as Quarterly Membership Fees of \$25 (see page 6) and a Monthly Fundraising Fee of \$25/ child or \$45/ family (see page 10).

FEE PAYMENT POLICY

Because we are a non-profit society and operate on a “fee to cover costs” basis, we have developed the following policy to help our society run smoothly and fairly for all families and staff.

You will be required to sign a payment contract as part of the registration process prior to beginning childcare.

All payment issues must be discussed with the Coordinator. Program staff are not authorized to discuss payment issues.

TreeFrog uses paper-free invoicing. Invoices will be sent by e-mail at least one week prior to the beginning of the month and payment is required **by the end of the first business day of the month.**

Examples:

- 1. The 1st falls on a Wednesday. Payment is due no later than close of business on Wednesday.**
- 2. The 1st falls on a Sunday. Payment is due no later than close of business on Monday.**

Payment by e-transfer is strongly encouraged. Alternatively, payments can be made by cheque, or post-dated. We do not accept cash payment.

If a cheque is returned to Tree Frog “NSF”, the parent/guardian will be responsible for reimbursing Tree Frog for the service charge.

DEPOSIT

A non-refundable deposit equal to 50% of the first month’s invoice is due upon registration. The deposit will be put towards the last month of care **if** the required written notice of withdrawal is received

Late Payment of Fees

In the event that payment has not been received by the 1st business day of the month, a penalty of \$25.00 will be charged on the 2nd business day and a penalty of \$10.00 will be charged for each subsequent day fees remain unpaid, until the 10th business day. After the 10th day, care will be suspended until payment in full is received. When payment is not received, the day care will take the following steps:

1. The Coordinator will send a letter to the family
2. The Chairperson of the Board will send a letter to the family
3. The collection agency will take over the payment procedure.

Please note that you are welcome to make arrangements to leave post-dated cheques at the daycare.

WAITING LIST POLICY

When all the available spaces are filled in our programs, Tree Frog maintains separate waitlists for the Infant/Toddler Program and the Preschool Aged Program. Children will be added to the waitlist on the date that all required information has been received by the Coordinator, via email. This information includes:

- ✓ the child's name and date of birth,
- ✓ the parent's name and contact number, and
- ✓ the anticipated date care will be required and a preferred schedule

Waitlist additions will not be confirmed by the Coordinator until complete information is received. There is no fee charged for being added to the waitlist.

Available spaces will be offered to families on the waitlist on a strictly first come, first served basis. Parents will be notified by email of our upcoming availability approximately a month in advance and will be given 7 days from the date of that email to accept or refuse the space before it is offered to the next person on the list. Failure to respond to an offer within 7 days will be considered refusal and will result in removal from the waitlist.

Spaces may be deferred until a later date twice before the child is removed from the waitlist. Once a space has been accepted, a tour of the daycare will be arranged to begin the registration process.

Any child on the Infant/Toddler waitlist who has not received a space by age 2.5 years will automatically be moved to the Preschool Aged waitlist with their original waitlist date.

Parents are asked to notify us if they no longer require a spot on our waitlists.

Waitlist spaces are not transferrable.

INCOME TAX RECEIPTS

Tree Frog does not issue childcare receipts for the purposes of income tax preparation.

Please keep your invoices as your record of childcare costs. Digital copies of monthly invoices will be e-mailed on the billing date each month. Please save these for your record keeping.

Tree Frog **does** issue receipts for monetary donations to Fulford Harbour Child Care Society.

AFFORDABLE CHILD CARE BENEFIT

“Households earning up to \$111,000 (or more with deductions) may be eligible for savings of up to \$1,250 a month per child. Benefit amounts are determined by factors like family size, type of child care and income.

You may be eligible if:

- You’re a resident of B.C. and a Canadian citizen, permanent resident, Convention refugee or person in need of protection.
- Your family income is less than \$111,000 (or more with deductions).
- You require care as you’re working, looking for work, attending school, in an employment program, living with a medical condition that impacts your ability to work – or your child is registered in preschool.

Use the online estimator to see if you’re eligible for savings, and apply on-line at: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>”

(Retrieved from https://www2.gov.bc.ca/assets/gov/family-and-social-supports/child-care/running-a-daycare-or-preschool/accb/accb_leaflet.pdf)

HOURS OF OPERATION

Tree Frog is open year-round, Monday to Thursday, 8 a.m. to 4:30 p.m., **with the exception of:**

Statutory Holiday

- ✓ Family Day
- ✓ Good Friday
- ✓ Victoria Day
- ✓ Canada Day
- ✓ B.C. Day
- ✓ Labour Day
- ✓ Thanksgiving Day
- ✓ Remembrance Day

Christmas Closure:

The daycare will close at 4:30pm on December 23. The re-opening date in January will be determined yearly, based on when New Year's Day falls. Parents will be notified of the re-opening date by the beginning of December.

Summer Closure:

The daycare will be closed the first full week of August (beginning with B.C. Day) annually.

Federal Holiday Closures:

The daycare will be closed on Easter Monday and on The Day of Truth and Reconciliation.

Full Day Hours:

Children enrolled for a full day may attend for any number of hours between 8a.m. and 4:30p.m.

LATE PICK-UP POLICY

Please plan to arrive at the day care in sufficient time to pack up and to check in with your child's caregiver before the end of the day. We ask that you keep in mind that late pick-ups impact both our licensing ratios and the closing of the daycare.

The **1st** occurrence of late pick-up may result in a warning.

Additional occurrences will be subject to the following charges:

2nd occurrence: \$25.00 for each 5 minutes or part thereof.
(Ex. 4:32pm - \$50.00)

3rd and all subsequent occurrences: \$50.00 for each 5 minutes or part thereof, which will also include a written warning that further occurrences may result in a modified pickup time for the family and/or the board will consider further action.

These charges will be applied if you have not completed pick-up and left the building by 4:30p.m.

Charges are added to the next monthly invoice.

DROP-IN CARE

Children who are already enrolled at Tree Frog for at least the minimum two (2) days may attend additional days on a drop- in basis.

Drop-in bookings are only accepted when the Coordinator has determined that additional staff will not be required.

Once the Coordinator has informed the parent that the booking has been accepted, the booking cannot be cancelled. If the booking is not used, the fee will still be due.

Fees for all drop-in days booked in a month will be added to the next month's invoice.

VACATION POLICY

Two weeks of vacation, without charge, can be taken within a 12-month period, which will be calculated as of the beginning of the month of enrollment. Vacation time cannot be broken up into less than one-week blocks.

One month's written notice is required when requesting vacation time. This may be done via email.

WITHDRAWAL POLICY

When planning to withdraw your child from Tree Frog, you are required to give one month's written notice or pay one month's fees in lieu of notice. For example, if you plan to withdraw your child on June 15th, written notice must be received no later than May 15th.

Notice to withdraw must be submitted in writing. Withdrawal notice may be sent via email.

If one month's written notice is received, your deposit will be applied towards your last invoice.

The Board of Directors reserves the right to withdraw care with less than one month's notice. This would be done as a last resort only after, in the Board's opinion, all reasonable efforts have been made (and documented) to address the issue.

SIGN-IN/SIGN-OUT

It is the parent/guardian's responsibility to sign the child in and out each day. This includes providing the emergency contact information for the day. The sign-in/sign-out sheet is located inside the front door.

The sign-in/sign-out sheet has three important purposes.

1. Licensing requires Treefrog to have an accurate record of attendance.
2. It serves as an accurate record of who is present at any point in time, in case of emergency evacuation.
3. It ensures staff members know the most effective way to reach parents quickly in the event of illness, accident or weather closure.

Unauthorized Pick-Up

It is the caregiver's responsibility not to release a child to an unauthorized person. This includes anyone not listed on the child's registration form as a parent/guardian, alternate relative or friend, or person authorized to pick up.

The names of the people authorized to pick up your child can be changed by the parent/guardian, in writing.

The parent/guardian is required to notify the Coordinator in writing if someone else will be picking up his/her child.

In rare emergency situations, alternate arrangements can be made in writing via e-mail. **Licensing does not allow Tree Frog to accept verbal instructions.** If the person picking up the child is not known to the caregiver, information about the person must be provided by the parent/guardian (e.g. physical description, telephone number). Upon arrival at the daycare, the person will be asked to show photo identification.

If an unauthorized person arrives to pick up a child, the child will remain under the supervision of the caregiver. The Coordinator (or the senior staff person in the Coordinator's absence) will speak to the person and explain the policy. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, the other children in attendance and the staff. If necessary, the police will be called.

Zero Tolerance

Tree Frog Daycare has a zero tolerance policy regarding alcohol and drugs.

The caregivers will not be asked to make any judgment calls as to the degree of a person's sobriety. If a parent or authorized person arrives to pick up and we detect **any** alcohol or drug use the following procedure will be followed:

- The caregiver will address the situation with the person and remind them that we will not be able to allow him/her to drive the child home.
- An offer of an alternative pick up will be extended (call someone to pick them up or call a cab). We will require **designated drivers** to accompany the person into the daycare to complete pick up.
- If the caregiver believes that a child will be at risk, the caregiver will offer to call a relative or friend to pick up the person and the child.
- If the person is driving a vehicle. The caregiver will explain that **driving under the influence of drugs or alcohol is against the law**, and that the caregiver is obligated to ensure the safety and wellbeing of the child. If the person chooses to get in the car with or without the child, the caregiver will immediately notify the police and provide a description of the car and the geographic vicinity.

We strongly request that the staff of our daycare not be put in this position. We will not make any exceptions to this policy. The safety of the children and families of our daycare is too important to us.

If the caregiver believes the child is in need of protection, the caregiver will call the Ministry of Children and Families.

CUSTODY AND RELATED COURT ORDERS

If a custody or court order exists, a copy of the order must be placed in the child's file. The parent/guardian is responsible for providing accurate and up-to-date information concerning the legal guardianship of the child. Without a custody or court order on file at the daycare, the caregiver **cannot** deny access to the non-enrolling parent.

If the non-enrolling parent is not listed on the authorized pickup list, the unauthorized pick-up policy will be implemented.

Accident/Medical Emergency

The staff will, depending on the situation, take one or more of the following actions:

- Call the parent or alternate emergency contact person
- Call the child's family doctor
- Take the child to the hospital
- Call an ambulance to take the child to the hospital

Fire

Staff and children will practice drills monthly to ensure that the building can be evacuated quickly if necessary. The fire drill plan is posted beside the office door. Please familiarize yourself with it so that you know what we are doing and can answer any questions your child may have.

Earthquake/Emergency Drills

Earthquake drills will take place a minimum of once per year to ensure the children are familiar with the procedure. The earthquake drill plan is posted beside the office door. As with the fire drill plan, please familiarize yourself with it so you know what we are doing and can answer any questions your child may have.

The staff and Board are committed to Emergency Preparedness and are pursuing ongoing training in this area.

Our alternate building in case of an emergency evacuation of the daycare is Fulford Elementary School.

During an emergency, your child will only be released into the care of people on the child's authorized pick-up list.

INCLEMENT WEATHER POLICY

In the event of a daycare closure due to unsuitable weather conditions during business hours, parents will be notified that they are required to **immediately** pick up their children or arrange for an approved alternate person to pick up their children.

Tree Frog will be closed, at the Board's discretion, when:

- * The safety of the staff and our children and families is of concern due to bad weather **OR**
- * There is a power outage that is anticipated to last long enough to impact the operation of the daycare (lack of heat, light, running water) and therefore the safety of the children and staff.

Tree Frog's outgoing voicemail message will be changed to inform you of any closures, or delayed openings, that may occur. Parents are asked to call the daycare after 8:00 a.m. to check if the day care is open in the event of bad weather.

Fees will not be reimbursed for closures due to inclement weather.

When children are ill, the active environment of the daycare is not the place for them. They require a more relaxed atmosphere and more individualized attention than the daycare can provide. The following information is intended to minimize the health risks inherent in caring for children in a group setting. All the children, parents and staff benefit when these guidelines are followed.

NOTE: All Public Health guidelines will take precedent over our regular policy until further notice. To ensure consistency, the daycare follows Public Health guidelines and our own policy in all cases, not the directions of individual doctors.

Your child should not come to daycare with the following conditions. Your child may return to daycare when s/he has been symptom-free for 24 hours without medication, unless otherwise specified:

Acute cold: To help limit the spread of germs, please keep your child at home if they are feverish, coughing a lot, have frequent discharge from the nose that requires wiping more than twice in an hour, or is otherwise obviously unwell. Child may return to daycare when symptoms have subsided for 48 hours without medication

Cough: Frequent bouts (3-5 times per hour) and especially if accompanied by choking or vomiting. Child may return to daycare when symptoms have subsided for 48 hours without medication

Influenza, COVID-19 or other infectious respiratory diseases: Children must remain home if they are showing symptoms including but not limited to fever, chills, cough, shortness of breath, headache, body aches, sore throat, nausea/vomiting, stuffy or runny nose. They may return to the centre once is determined that they do NOT have COVID-19, and their symptoms have resolved for a minimum of 48 hours without medication. If all symptoms have resolved aside from a clear runny nose or post-viral dry cough, please refer to our Health Decision Making document see if your child is ready to return to

care. In the event your child tests positive for COVID-19, follow the guidance on the BCCDC and return when symptoms have improved for 48 hours without medication, and are well enough to participate in regular activities.

Antibiotic Treatment: Child may return after s/he has received 24 hours of treatment.

Communicable Diseases: (chicken pox, etc.) Report to the daycare as soon as possible. Tree Frog will guide you in observing Public Health standards for returning to daycare.

Diarrhea: (more than one abnormally loose bowel movement in 24 hours). Child may return when s/he has had normal bowel movements for 48 hours.

Vomiting: A child will be sent home when vomiting for any reason. The child may return after s/he has not vomited for 48 hours.

Fever: 38 degrees Celsius (101 degrees Fahrenheit) or over, usually accompanied by other symptoms such as listlessness. The child may return when the fever has remained below 38 for 24 hours **without medication**.

Skin or Eye Infection: The child may return when a doctor has examined him and received medical clearance. Pink eye (conjunctivitis) must be treated and eyes clear before the child returns.

Medication: (Tylenol, etc.) The child may return when symptoms have subsided, and the child no longer requires medication for pain or fever. Staff do not administer non-prescription drugs. In the event of a chronic condition (asthma, allergies, etc.) we will require a care plan be completed and reviewed annually.

Parasitic Infestations: (Head Lice, Pinworms, Scabies) Report to the daycare as soon as possible. Tree Frog will guide you in observing Public Health standards for returning to daycare. All members of the household must be treated to prevent re-infestation. **In the case of head lice, the child must be completely nit free before returning to the daycare.**

If a child displays symptoms of any of these conditions at Tree Frog, the parent will be contacted and will be required to pick up the child. If the parent cannot be reached or does not return a message within 30 minutes, Tree Frog will contact the emergency pick-up person on the child's registration form. The child must be picked up within 2 hours of the original call to the parent.

It is extremely important that parents notify the daycare of any illnesses in order to prevent the illness from spreading. This is particularly important concerning communicable diseases, as immunization is not mandatory.

Consequences of non-compliance:

The 1st occurrence of:

- (a) the parent or emergency contact not picking up the sick child within 2 hours of the original call, or
- (b) a parent knowingly bringing their sick child to daycare, or
- (c) a violation of any of the above conditions,

will result in a warning and the parent will be required to sign a copy of the Health Policy.

Additional occurrences will be subject to the following charges:

2nd occurrence: \$25

3rd occurrence: \$50, as well as written notice that there will be withdrawal of care if it happens again.

Charges will be added to the next monthly invoice.

Medical consent is required to allow caregivers to administer prescription medication. The form to authorize staff to administer medication is available from staff.

Staff at Tree Frog will not administer non-prescription medication. Children requiring non-prescription medication to ease pain or symptoms of illness should not attend daycare until they no longer require them.

Prescription medication will only be administered when:

- it is in the original container, and
- it is accompanied by a written order from the child's doctors, and
- the dosages, time of administration and instructions for storage are clearly stated on the doctor's order and/or prescription label.

Licensing requires that a child with a potentially life-threatening allergy (anaphylaxis) have an Anaphylaxis Emergency Plan form on file. This form is available from the Coordinator.

As part of the daycare program, the staff will on occasion take the children for walking field trips. Parents are asked to sign a consent form at the time of registration for us to be able to include their child in short walking trips within the vicinity of the daycare, and to Fulford Elementary School (gym, library, and special events).

Thank you for reading the Tree Frog Daycare Parent Handbook.

The Tree Frog Staff and Board members look forward to welcoming your family and child/children to our Daycare. If you have any questions regarding this Handbook and/or the policies it contains, please contact the Coordinator at treefroglisa@shaw.ca