

Little Footsteps. Lasting Impressions.



**childcare centre** inc.  
**pathways**

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## dear parents

This information manual outlines Pathways Childcare Centres policies and procedures, the nuts and bolts to our operation. Many of the policies and procedures within this document stem from the regulatory requirements Pathways and other licensed child care centres operate under. These regulatory requirements have been put in place to keep your children safe and in some situations to aid in the understanding between the centre and you. If you have any questions or comments on any of the policies or procedures contained within this package, please feel free to discuss them with our staff.

## philosophy

Pathways was founded on the principal that all children deserve to be nurtured, cared for and loved, and it is with this principal that Pathways operates. Creating a secure, loving environment for children enables us to introduce new things to each child in a way that intrigues, motivates and encourages them to use their God given strengths in exploring their creativity and uniqueness. With each new experience valuable life skills are learned and children acquire the skills needed to develop to their full potential. Pathways looks to foster an appreciation for the world around them through their talents, abilities and their desire to learn, explore and have fun. The early childhood years are full of precious moments of learning and discovery, and Pathways goal is to nurture these moments into lasting life lessons.

## hours of care

7:30 a.m. to 5:30 p.m., Monday to Friday except on the days as mentioned below

## holidays

We will be closed on all statutory holidays and non-statutory holidays as follows;

- New Years Day
- Family Day (3rd Monday in February)
- Good Friday
- Easter Monday
- Victoria Day (Monday preceding May 25)
- Canada Day
- British Columbia Day (first Monday of August)
- Labour Day
- Thanksgiving Day (second Monday of October)
- Remembrance Day
- Christmas eve
- Christmas
- Boxing Day; and
- The week between Christmas and New Years Day

Pathways will be closed during extended power outages and for snow days. Snow days will be determined by the school board and a notice will appear on their website ([www.sd79.bc.ca](http://www.sd79.bc.ca)) and broadcast on 89.7fm. The office answering machine will inform families phoning in of the closure.

# admission & enrollment procedures

## registration package

All parents must read, complete, sign and/or submit the following forms/documents found in their Registration Package before a child will be admitted into care:

- Complete and sign Child Care Registration Form;
- Read this Policies & Procedures Manual;
- Sign child’s Emergency Permission Card; and
- Copies of any court orders regarding custody and/or access (to be submitted if applicable).

Enrollment is conducted on a first come basis. However, Pathways reserves the right to give priority to families requiring greater time commitments for care.

## tuition

All tuition fees are due on the 1st of the month and are based on the type of care you have chosen. Fees not collected by the 1st of the month may result in your child not being received into our care.

Full Time (5 Days):	\$700
Part Time (1 – 4 Days <sup>1</sup> ):	\$40 per day

## deposit

Deposits are used to reserve space further than one month in advance. To reserve a space, a deposit equivalent to half-a-months tuition is required. All deposits are non-refundable and the remaining balance is due prior to the first day of enrolment.

## late pickup

All children are to be picked up prior to closing (5:30pm). Late pickup will result in a late charge of \$10 for every 15 minutes past 5:30. Late Pickup fees will be added to the following month’s tuition.

## nsf charges

A \$20 fee will be charged on any NSF cheques.

## termination of care / refund policy

If you wish to permanently remove your child from Pathways, one month’s written notice is required. Failure to give one month’s written notice will result in being charged for the month that written notice was not given. In the event of an unexpected closure, Pathways will refund fees over and above the first two consecutive days of closure. Refunds will not be issued in the event of child absenteeism.

<sup>1</sup> Part time families receiving 4 days of care per week will be capped at \$700.00 per month. 6 of the 12 months of the year will be less than \$700.00 and the other 6 will be \$700.00.

## arrival and departure

Signing your child “In” and “out” is required each time you pick up or drop off your child. Parents are required to sign the “Child Attendance Record” located in the arrival area during pick-up and drop-off. If you will not be the person picking up your child, please ensure that you have notified our office of the changes and that your alternate is on our list of persons with permission to do so. The list of alternate persons you have identified can be found on page 2 of your child’s Enrolment Form under the heading “Alternates for Child Pick-Up”. Please note that if this person is not familiar to Pathways staff, we will require photo identification prior to releasing your child. If no photo identification can be produced, an alternate from your list of Alternates will be contacted provided all attempts to contact you have failed.

Pathways will at our discretion, refuse to release a child into the care of a person who appears “incapable of providing safe care<sup>2</sup>” to the child. In this event an alternate from your list of Alternates will be contacted provided all attempts to contact you have failed. If the situation warrants, the RCMP will be contacted.

Under no circumstances will a child be released into the care of a person without written permission from the parent. If a child is not picked up ½ hour after closing hours and we are unable to reach you or an alternate, we are obligated to contact the Ministry of Children and Family Services provided no contact can be made with you or your alternates.

Nap time is between 1:00pm and 2:00pm. This gives the children a time to re-energize. We ask that phone calls and pickups not happen during these times as it disrupts the entire group. If you require pickup during this time, please inform us in the morning and we will ensure your child is ready to go at the time you require and will be given other activities to do during this time.

It is requested that all parents notify the office if they will be dropping off their child later than usual to limit confusion between parents and staff who may choose to take children on a morning walk outside of the centres property.

## health and sick child policies

It is for the betterment of all children in care that sick children are kept at home. Therefore, it is imperative that you keep your child home if they exhibit any of the following symptoms;

- Pain – any complaints of unexplained or undiagnosed pain;
- An acute cold with fever, runny nose and eyes, coughing and sore throat. Provided that the child’s temperature and energy levels have returned to normal, the child may return to Pathways with mild coughing and runny nose provided that the symptoms are caused by a known allergic reaction or the child is no longer contagious to others;

<sup>2</sup>“incapable of providing safe care” means an individual's behaviour could be harmful to the person in care, such as when the person appears to be intoxicated, is taking medication, or has just been in a stressful situation.

- Difficulty breathing – wheezing or a persistent cough;
- Fever over 100°F/38.3°C accompanied by general symptoms such as listlessness as this may be an early sign of an illness that requires a physician’s attention. (Note: Children with fevers should be kept at home for a period of 24 hours after the fever subsides);
- Sore throat and trouble swallowing;
- Infected skin or eyes or an undiagnosed rash;
- Headache and stiff neck;
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps. These symptoms may indicate a bacterial or viral infection which is very easily passed from one child to another. The child should be kept home until all symptoms have stopped;
- Severe itching of body and/or scalp; or
- Children with a known or suspected communicable illness (head lice, ringworm, etc.).

A child presenting any of the symptoms noted above while in care will be given a quiet place to rest and the parents or emergency contact person will be notified to pick up the child immediately. Your child will be kept as comfortable as possible until you arrive.

In the event of a child having acute symptoms that, in the opinion of Pathways staff, requires medical attention, the parent of the child will be contacted immediately. An alternate from your list of Alternates will be contacted provided all attempts to contact you have failed.

In the event of a medical emergency that requires immediate professional attention, Pathways staff will phone 911. All parents of children enrolled at Pathways are required to fill out and sign an Emergency Permission Card. This card is used in such instances where medical information may need to follow the child seeking medical attention. In the event that your child requires ambulatory services, you will be responsible for all costs associated with that service.

Parents are required to notify Pathways of any communicable illnesses that the child has been diagnosed with, suspected of having or may have been exposed to. This will enable our staff to inform other parents of the signs and symptoms associated with this illness and to limit it’s potential spread. In the event that children in the centre have been exposed to a communicable illness, all parents will be notified in writing outlining the signs, symptoms, control measures, etc., specific to the illness.

In the event of minor scratches, cuts, bumps and bruises, children will be treated with general first aid practices such as cleaning and dressing wounds. All minor medical incidences will be recorded and relayed to you (the parent) and may also be reported to the Community Care Facilities Licensing office depending on the nature of the incident.

## administering medication

In the event that your child is required to take medication, the following items must be completed prior to Pathways staff administering medications while your child is in our care;

- Parents must complete and sign a Permission to Administer Medication Form. This form will be used to document the times, dosage and any signs of allergic reactions. A separate form must be filled out for each medication your child requires.
- All medication must be in the original container complete with prescription label. Your child's name, relevant dates, administering instructions and Dr.'s name must be printed on the label.
- Parents must take the time to go over the information with Pathways staff so that the instructions are clearly understood.

## emergencies

### fire

Fire drills are conducted monthly and the results of the drills are recorded in our emergency preparedness log book.

### earthquake

Earthquake drills are conducted on the same day as fire drills and are likewise recorded in the emergency preparedness log book.

## child guidance

Guiding children's behaviour is an ongoing endeavour designed to assist children in developing respect, self-control, self-confidence and sensitivity in their interactions with others. Helping to develop these qualities in children offers them the tools to strengthen their self-discipline, one of the basic building blocks required for healthy living.

At Pathways, we look to create a positive atmosphere and maximize opportunities to encourage desirable behaviour. Keeping daily routines and rules clear and consistent helps children realize expectations and minimizes undesired behaviours. All efforts are made to reinforce and acknowledge good behaviour during daily activities.

When guidance and discipline is required, positive, non-punitive methods will be practiced. Gentle reminders, redirection and logical consequences are some of the techniques used to correct inappropriate behaviour. Our strategy is to always guide children in a supportive way, acknowledge and understand their feelings and to help them discover appropriate problem solving and conflict resolutions skills.

## nutrition

At Pathways, we want to see all children eating a variety of healthy foods sufficient to fuel their calorie burning bodies. As some pre-schoolers have fussy appetites, we ask all parents to ensure that your child has two nutritious snacks and a healthy lunch with them each day.

From time to time we will have a pancake lunch or other baked or cooked goodies. On these days we will notify parents in advance so that you do not prepare excess food.

## field trips

At various times throughout the month/year children at Pathways will be able to participate in field trips. Notices outlining each field trip will be sent home with your child so you can ensure they have the appropriate clothing and/or supplies for the day.

Field Trip Permission forms must be completed, signed, dated and returned at least one day prior to the trip. Children whose form is not returned will not take part in the outing. As many field trips are designed to be group activities special arrangements for children not taking part may be required. These arrangements will need to be discussed as each situation occurs.

## general outings

During our daily routine, trips to the neighbouring community park or walks around the neighbourhood may happen without formal notice. In the event that we leave the property for any reason, a written notice will be placed on the front door of the centre. Further, the office phone will be forwarded to a cellular phone which will be with the group in case you require access to your child outside of your scheduled pickup time.

## things to bring

Parents are asked to bring and leave, the following items at Pathways for their child's use;

- change of clothes (underwear, socks, pants, shirt);
- small blanket, pillow and teddy bear for naptime;
- slippers or indoor shoes
- hat and sunscreen during warmer months

Parents are also asked to ensure their children are dressed for the weather. This could include a pair of shorts, running shoes and hat or pants, boots and warm outdoor coat. Children will have access to the playground on a daily basis provided it is safe to do so. Therefore, it is imperative that a change of clothes is provided but also that children are dressed for the weather.

Children's bedding will be sent home with children on Fridays to be laundered and returned Monday. For children who do not nap, nap time will be a quiet time for reading, resting and quiet relaxation.

## things not to bring

Pathways is a well equipped childcare centre. Children have access to all kinds of new and exciting toys, puzzles, games, books, etc. As such, there is no need to bring items from home to play with unless asked to do so. Often toys and other items brought from home lead to disputes among children, this policy serves to limit these occurrences.

## Physical Activity and Screen Time Policy

Physical literacy is motivating, building confidence and physical competence by increasing the knowledge and understanding of the value and responsibility for engagement in physical activities for life. Physically literate persons consistently develop the motivation and ability to understand, communicate, apply, and analyze different forms of movement. They are able to demonstrate a variety of movements confidently, competently, creatively and strategically across a wide range of physical activities. These skills enable individuals to make healthy, active choices that are both beneficial to and respectful of their whole self, others, and their environment.

Active play is physical activity which includes moderate to vigorous bursts of high energy, raises children's heart rate and may make them 'huff and puff' such as running or jumping

Active play helps to promote healthy growth and development and supports body control and movement. Active play can help build strong bones and muscles, improve balance, coordination and assists with the development of gross motor and fine motor skills. Active play also helps to promote children's confidence, improves concentration and thinking and learning skills and provides opportunities to develop social skills and make friends.

At Pathways we will provide at least 2 hours a day of outdoor active play where children will have the opportunity for free play activities and teacher facilitated activities. Teacher facilitated activities will encourage fundamental gross motor skills such as jumping, skipping, catching, throwing and kicking. Teacher facilitated activities will also encourage cooperative games such as "What time is it Mr. Wolf" and "Duck, Duck, Goose". Injuring prevention will be demonstrated through use of helmets for bikes and encouraging children to run down the grassy hill as opposed to the concrete road.

Throughout Pathways daily program staff will take hold of teaching opportunities to demonstrate fundamental movement skills such as in circle time and during indoor free play. Children will be encouraged to move and stretch throughout the day, decreasing prolonged sitting periods, accept during quiet time when their bodies are resting.

### Screen Time

Screen time is limited to 30 minutes a day, however at Pathways screen time is occasional and may be used:

- as a teaching tool during circle or tabletop time
- on special occasions to show a movie

Staff will be limited to using their cell phones for photo taking or as a learning tool as mentioned above.

## toilet training

As there are no diaper change facilities within our centre, we are unable to accept children unless they are at a minimum able to wear training underwear. If a child is accepted into our program and is not fully toilet trained, our staff will work closely with the child and parents to setup a scheduled routine to ensure speedy learning of self toileting habits.

## child abuse and neglect

Child care providers are required by law to report any suspected cases of child abuse or neglect. Pathways staff will not question children who have disclosed personal information; however it is our duty to inform the Ministry for Children and Family Development in the event that a child discloses information that is construed as abusive or neglectful as defined by the Ministry for Children and Family Development.

## terminating enrollment

Pathways reserves the right to terminate a child's enrollment with us at any time provided we have tried to work with the family to overcome the issue that has caused us to consider termination. We strongly believe that this is a last resort measure and expect to never have to use it; however, the need to protect the rights, dignity and health of others in our care supercedes our ability to work with children and/or families without end on matters that do not improve with time. The following circumstances may lead to a child being removed from our program;

- Failure to repeatedly not pick up your child at the agreed upon time.
- Inability of the parents and provider to communicate effectively.
- Inability of the child to adjust to the child care being provided after a reasonable amount of time.
- Provider's inability to meet the needs of the child after exhaustive efforts to do so.
- Child's behaviour is disruptive to the rest of the children and despite efforts to change the behaviour, the child remains disruptive.