

Little Footsteps. Lasting Impressions.



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

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## Dear Parents (intro)

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 natural 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.

## Our Program

Pathways Childcare Centre is a “licensed childcare facility.” This means that we are required to follow the guidelines set out by Childcare Licensing standards.

Our program is geared towards children ages 30 months to school age. We offer a program full of social skill building opportunities. These opportunities are presented through “free play,” both indoor and outdoor, and through carefully planned and implemented activities to facilitate early learning.

## Our Staff

Our staff consists of fully licensed early childhood educators and early childhood educator assistants. Pathways Childcare Centre takes pride in hiring only the most qualified and passionate educators.

On occasion, and when presented the opportunity, Pathways Childcare Centre will also mentor aspiring educators through a practicum arrangement with local education institutions. The individuals we mentor are often already enrolled, or in the process of becoming enrolled, to become licensed Early childhood educators. This partnership benefits them greatly and allows them to attain experience in a licensed childcare setting.



All teachers and E.C.E students at Pathways Childcare Centre are held to a strict code of conduct to ensure quality of care our children.

All teachers' certificates will be displayed in a prominent place within our centre.

## Hours of Operation/Holidays

7:30 am to 5:00 pm Monday to Friday *excluding*.

- New Years Day
- Family Day (3rd Monday in February)
- Good Friday
- Easter Monday
- Victoria Day (Monday preceding May 25th)
- Canada Day
- British Columbia Day (first Monday of August)
- Labour Day
- Day of Truth and Reconciliation.
- Thanksgiving Day (Second Monday of October)
- Remembrance Day
- Christmas Eve
- Christmas
- Boxing Day; and
- The week between Christmas and New Year's Day.

Pathways will be closed during extended power outages, the teachers will assist with the situation and do what is best for the children's safety, depending on the temperature inside the daycare. Snow days will be determined by the school board. A notice will be posted on their website ([www.sd79.bc.ca](http://www.sd79.bc.ca)) and broadcast on 89.7 FM and on their related Facebook page.

## Admission and Enrolment

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
- Provide copies of any court orders regarding custody and/or access (to be submitted if applicable).

## Tuitions

- All tuition fees are due on the 1<sup>st</sup> of the month and are based on the type of care you have chosen. Fees not collected by the 1<sup>st</sup> of the month may result in your child not being received into our care.
- Full-time (5 days per week) \$890 per month (minus the current Parent Fee Reduction Grant from the Province BC)
- Part-time (1-4 days per week) \$50 a day (minus the current Parent Fee Reduction Grant from the Province BC)
- Fees will be charged from the first day of your child's gradual entry, regardless of the number of hours attended.
- The full daily fee will apply from the start of gradual entry, without any proration based on hours attended.
- Fees will be charged at the full-day rate, no matter how long your child is present during the day.

## Deposits

Deposits are used to reserve space further than one month in advance. To reserve a space, a deposit equivalent to \$100 tuition is required. All deposits are non-refundable, and the remaining balance is due prior to the first day of enrolment. If the child fees fully covered through the ACCB it will be held until the child's last day of attendance.

Please be aware that, if your child is under 36 months, that there are only two spaces available at a time within our centre. These spaces are in high demand and are more likely to be filled if unreserved.

## Gradual Entry

At Pathways we strongly believe in the importance of children creating secure attachments. This enables them to feel safe in their environment. This belief moves us to suggest planning for a gradual entry when enrolling your children and deciding on a start date.

## Late Pick Up

All children are to be picked up prior to closing (5:00pm). Late pickup will result in a late charge of \$10 for every 15 minutes past 5:00. 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.

## Pick-up and Drop-off

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Staff at Pathways will keep record of your child's arrival and departure time each day on our "child attendance record" sheet.

If you will not be the person picking up your child at the end of their day, 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 registration package under the heading "alternates for child pick up." Please note that if the person is not already 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 provided list of alternates will be contacted given 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" to the child. This simply means that the individuals' behaviour could be harmful to the person or persons in care, such as when the adult appears to be intoxicated, is taking medication, or has just been in a high stress situation. In such an event, an alternate from your provided list will be contacted, given 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 within a half an 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.

Nap time is between 1 pm and 2 pm. We ask that phone calls and pick up do not happen during this period as it can disturb the children's much needed rest time. If you require pick up during these hours, please inform us in the morning and we will make the necessary arrangements.

It is requested that parents notify the office if they will be dropping off later than 9:30 am as we do, on occasion, venture off of Pathway's property for a nature walk or to play at the park.

## Health & Sick Policy

It is for the betterment of all children in care that sick children are kept 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
- 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.
- Difficulty breathing-wheezing or persistent cough
- Fever over 100 F/ 37.8 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 home for a period of 24 hours after the fever subsides)
- Sore throat, trouble swallowing
- Infected skin or eyes or an undiagnosed rash
- Headache and stiff neck
- Unexplained diarrhoea or loose stool combined with nausea, vomiting or abdominal cramps. These symptoms may indicate a bacterial or viral infection which is very easily transmittable. The child should be kept home until symptoms have stopped;
- Severe itching of body or scalp
- Children with a known or suspected communicable illness (head lice, ringworm, etc.)

A child presenting any of the symptoms noted above while in the care of Pathways staff will be given a quiet place to rest while the parents or their primary emergency contact person is 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 provided alternates will be contacted provided all attempts to reach 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 and sign an emergency permission card. This card is used in such instances where medical information may need to follow a 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 its 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 incidents 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.

In the event of a public health crisis, our “Public Health Crises Policy” will override our regular health and sick policy. In such an event please refer to our Public Health crises policy for guidance.

## Medications

In the event that your child is required to take medication, you must complete the following prior to Pathways staff administering medication 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, Earthquake)

Pathways childcare centre has an emergency preparedness plan in the event of fire or earthquake. These plans are acted out in a drill on a regular basis to prepare the children, in case such an event occurs while under Pathway’s care and supervision.

In case of fire, the children will be gathered up and escorted out of the building and lined up along the edge of the parking lot. We will then call “911,” attendance will be taken, and parents will be called to come and pick up their children.

In case of earthquake. Children will be assisted to a safe place away from windows and under a secure structure. Teachers will encourage children to assume the appropriate safety position and we will count together to 60 3 times over or until safe for a staff member to check the premises. If no damage has occurred to the building our muster point will be upstairs in the church above us, as it serves as a secondary safety shelter. If the building is unsafe, our muster point will be outside in the middle of the parking lot.

We will call “911,” attendance will be taken, and parents will be called to come and pick up their children.

## 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 understand the importance of nutrition for the developing body and mind. For this reason, we want to see all children eating a variety of healthy whole foods sufficient to fuel their calorie burning bodies.

We have 3 scheduled times per day where both staff and children get to sit together and enjoy some food. At this time, we will encourage the children to eat their “whole foods” first. This consists of all fruits and vegetables, and is often followed by any meat, dairy, and grains. This supports children in making healthy choices that will, in turn, benefit them in all aspects of their development.

At Pathways we save all our processed/packaged foods for afternoon snack as these are often the items that, if left uneaten, can be sent the following day. We kindly ask that families avoid sending any packaged items with the first three ingredients being sugar. These items will be put aside and sent home at the end of the day.

We ask that all parents take this into consideration when packing two nutritious snacks and a healthy lunch to send with their child/children each day.

## Field Trips & Outings

Pathway’s childcare centre is located just in behind a public park and forest and is about a 20–30-minute walk to providence farm. We enjoy taking our group to both on a regular basis and as a result we ask that parents check “yes” in the “permission to attend walks” section on page 3 of your registration package. This will state that you allow our teachers to bring your child off of our licensed childcare premise in the event of one of these general outings. These outings 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 with contact information in case you require access to your child outside of your scheduled pickup time.

Any and all other outings will be arranged ahead of time and details will be sent out to families regarding. You will be asked to sign a separate permission slip for your child in such events. 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.

## Things to Bring

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

- At least one seasonally appropriate change of clothes (underwear, socks, pants, shirt)
- A water bottle.
- A small blanket, and "comfort stuffy" for naptime/rest time (if you wish)
- A close toes indoor and outdoor shoes.
- A hat and sunscreen during warmer months, please note spray sunscreen is not accepted for safety and health concerns.
- For winter your child will need Muddy Buddy or rain pants, mittens, hat coat and boots.

Parents are asked to ensure their children are dressed appropriately for the weather as the group will be playing outside daily, rain or shine, given it is safe to do so. Blankets will be sent home for parent to launder every week.

Pathways is a well-equipped childcare centre with a rotation of all kinds of new and exciting toys, puzzles, games, books, etc. We kindly ask parents not to send their children with items from home to play with. Often toys and other items brought from home can lead to disputes among children, and this policy serves to limit these occurrences.

## Physical Activity

Physical literacy is developing the competence and confidence to move in a variety of physical activities and environments. Like learning the alphabet is essential to reading and writing, learning movement skills and patterns as a child is essential to enjoying sports and other physical activities for the continuation of their life. At Pathways we believe that physical activity improves overall well-being, emotionally, physically and mentally, and that all children, deserve health and well-being through the opportunity to participate in active play!

Active play is physical activity involving moderate to vigorous bursts of high energy such as running, jumping, throwing, kicking and dancing. It helps to promote healthy growth and development and supports the body in building strong bones and muscles, improving 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 provides opportunities to develop social skills and make friends.

At Pathways we will provide at least 2 hours a day of active play, both indoor and outdoor. Outdoor play will consist of free play as well as teacher facilitated activities designed to encourage cooperative play through games and, in some cases, dramatic play. We may, dependent on weather or air quality, be unable to play outdoors on the odd occasion. If that



happens to be the case, we will substitute outdoor active play with indoor active play. During indoor play, children will participate in “obstacle course” “dance party” “yoga” and other structured movement activities.

As a subsection to physical activity, Pathways Childcare Centre has decided to create a “risky play” policy. We recognize that children both need and want to take risks in order to explore and expand their physical limits.

We believe that by giving them the vital opportunity to do so, whilst having close guidance from a confident and capable adult, we can assist in their overall development.

The objective of this policy is to allow children to take calculated risks, in a controlled environment, to increase their physical capabilities, self confidence, risk assessment skills, and independence.

The teachers at Pathways will be responsible, as always, for close and careful guidance during risky play.

Teachers at Pathways will not assist a child to take a risk, during play, that he or she could not accomplish on their own or within their own physical boundaries. An example of this is, not picking a child up to reach a branch on a tree or to reach the monkey bars at the park. If they are not able to do it themselves, they will not be permitted to do so.

## Screen Time

Screen time for children at Pathways is limited. Teachers, on occasion, may use a tablet or cell phone as a teaching tool during circle time or table top activities.

We may also show a movie in segments through out the day or week on special occasions.

Staff will be permitted to use cell phones and tablets as a learning tool, both for program planning and for teaching. They may also use these devices for music, photography and in case of emergency.

## Toilet Training

In our program, all children are expected to be toilet trained. However, in exceptional cases where a child has additional needs requiring the use of diapers, we may consider accepting them into the program. In such instances, our staff will collaborate closely with both the child and their parents to establish a structured routine aimed at facilitating the development of self-toileting habits as swiftly as possible.

## 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 Enrolment

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 supersedes 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.