


B<sup>o</sup>u<sup>n</sup>c<sup>i</sup>n<sup>g</sup>  Babies  
&  
Toddling Tots Child Care

**Parent Handbook**

While we try to teach our children all about life,  
Our children teach us what life is all about.  
~Angela Schwind

## **INTRODUCTION LETTER TO PARENT(S):**

The purpose of this packet is to outline the policies and procedures under which I operate as a licensed daycare provider. I give the children in my care opportunities to learn fine motor, large motor, language, and self-help skills in a family like setting with mixed age groups. Your child will receive quality personal and individualized care in a warm and loving home alongside my own two children.

We are a Christian family who attend church occasionally and practice saying grace before our family dinner meals. My own children often choose to say grace before other meals as well, although it isn't enforced or requested. You may find your own children mimic this behavior. I do not promote any specific religion nor do I ostracize individuals for their faith and/or practices.

I will continue to attend training sessions and workshops sponsored by one of the many child care associations so that I may continue to learn new and innovative ways to ensure the utmost care for our children.

Enrollment Requirements:

Before any child may participate in this program, the parent(s) must complete and return the following forms. I must have these forms fully completed and in my possession before I will accept the responsibility of caring for your child.

### **NO EXCEPTIONS!**

The forms are as follows:

1. Signed Child Care Agreement/Contract
2. Registration Form
3. Complete Record of Immunizations
4. Permission to Apply Skin Products
5. Regular Alternate/Substitute Child Care Provider Consent
6. Consent to Record Child's Image
7. Field Trip Permission Form
8. Before and After School Release
9. Security Deposit (to be used towards last month's fee's upon termination of services)
10. Monthly fees for the month when enrolled.

**\*\*It is very important that you complete these forms thoroughly to help me meet your child's needs.**

Enrollment Contract

**THIS IS A CHILD CARE AGREEMENT BETWEEN:**

Angela Heatley DBA  
Bouncing Babies & Toddling Tots Child Care  
921 Cornell Avenue  
Coquitlam, BC V3J 2Z4  
bbandttchildcare@gmail.com  
Phone / Fax (778) 355-8712 or Cell (778) 789-2270

**AND:**

**Mother's Name:** \_\_\_\_\_  
**Home Phone:** \_\_\_\_\_  
**Work Phone:** \_\_\_\_\_  
**Cell Phone:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Father's Name:** \_\_\_\_\_  
**Home Phone:** \_\_\_\_\_  
**Work Phone:** \_\_\_\_\_  
**Cell Phone:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
(If different than above) \_\_\_\_\_  
\_\_\_\_\_

For the care of the following child(ren): List full name(s) and current age(s).

Name: \_\_\_\_\_ Age: \_\_\_\_\_ DOB: \_\_\_\_\_  
Name: \_\_\_\_\_ Age: \_\_\_\_\_ DOB: \_\_\_\_\_  
Name: \_\_\_\_\_ Age: \_\_\_\_\_ DOB: \_\_\_\_\_

**Emergency Contact** (In the event a parent cannot be reached – List TWO):

\_\_\_\_\_  
\_\_\_\_\_

**The Terms of the Agreement Are as Follows:**

Day(s) of Care: \_\_\_\_\_

\_\_\_\_\_

Hour(s) of Care: \_\_\_\_\_

\_\_\_\_\_

Meal(s) Included: \_\_\_\_\_

\_\_\_\_\_

Full-Time Enrollment: There will be a fee of \$\_\_\_\_\_ per month for full time care, payable in advance, no later than the 1<sup>st</sup> day of care in any given month.

- OR -

There will be a fee of \$\_\_\_\_\_ per day for part time care, payable in advance, no later than the 1<sup>st</sup> day of care in any given month; monthly calculations will be communicated to parents prior to the due date.

There will be a half month deposit required prior to registering your child for care that will be used as the last month of care should the contract be terminated.

Late Pickups (any time after your regular scheduled pick up time) will be charged a fee of \$5.00 for every 15 minutes you are late. This fee is expected to be paid in full prior to commencement of the next month’s services.

Early Drop-offs will be charged an additional fee of \$5.00 for every 15 minutes prior to my opening time of 7:00 am daily.

There will be an added fee of \$25.00 for any late payments or cheques returned NSF. Should the NSF result in any charges to my bank account, you will be expected to cover all costs on top of the \$25.00 fee. Once the fee is paid, you will receive grace for the first cheque returned. A second Non-Sufficient Funds cheque will result in all fees being paid in strictly cash or email money transfer.

**Government’s Child Care Fee Reduction Initiative (CCFRI):**

BB&TT Child Care has opted in to this government program. The BB&TT’s fees will be reduced based on the government guidelines, invoices will be issued monthly.

- Full Time: \$200/month/space for infant/toddler care
- Full Time: \$60/month/space for children aged 3 to Kindergarten
- Part Time: Pro-Rated depending on enrollment, see chart.

**2. Calculation of amount by which Contractors are required to reduce parent fees**

(a) For **full-time enrolments** Contractors must reduce parent fees by:

Category	Monthly Parent Fee Reduction Amount
Under 36 months	\$200.00
3 years to Kindergarten	\$60.00

(b) For **less than full-time (part-time) enrolments** that are consistent month to month, Contractors must reduce parent fees by calculating a monthly (pro-rated) amount. The calculation for a pro-rated amount has been standardized to be based on a 20 day enrolment regardless of number of days per month to ensure that the parent fee reduction amount is stable month to month.

This means that enrolment is pro-rated by calculating a percentage of the full-time monthly fee amount of \$200.00 per month for Under 36 months and \$60.00 per month for 3 years to Kindergarten. E.g. For Under 36 months 3 days per week (4 hours or less) is 12 days out of a possible 20 days.  $12/20 = 60\%$ .  $60\% \text{ of } \$100 = \$60.00$

Care Category	Days Per Week	Monthly Parent Fee Reduction Amount	
		4 hours or less	More than 4 hours
Under 36 months	5 days	\$100	\$200
	4 days	\$80	\$160
	3 days	\$60	\$120
	2 days	\$40	\$80
	1 day	\$20	\$40
3 years to Kindergarten	5 days	\$30	\$60
	4 days	\$24	\$48
	3 days	\$18	\$36
	2 days	\$12	\$24
	1 day	\$6	\$12

In addition to providing your child(ren)'s daily healthy food, spare clothing and necessary comfort/security items, parent(s) are asked to provide the following:

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**My vacation and attendance-absentee policies are as follows:**

My dates of closure are all statutory holidays as noted below, two weeks in the summer, and one week between Christmas and New Year's. Closure dates will be confirmed a minimum of one month prior. Fees are NOT reduced for these days of closure nor for any days your child(ren) miss due to illness, vacation or any other reason. You're paying for the space, not attendance.

\_\_\_\_\_ (Initials)

**Holidays:**

The following are my Statutory Holidays and are considered days off:

- New Year's Day** – January 1
- Family Day** – 2<sup>nd</sup> Monday in February
- Good Friday** – Friday before Easter Sunday
- Easter Monday** – Monday after Easter
- Victoria Day** – Monday before May 25
- Canada Day** – July 1

- British Columbia Day** – Monday after the 1<sup>st</sup> Sunday of August
- Labour Day** – 1<sup>st</sup> Monday in September
- Thanksgiving Day** – 2<sup>nd</sup> Monday in October
- Remembrance Day** – November 11<sup>th</sup>
- Christmas Day** – December 25<sup>th</sup>
- Boxing Day** – December 26<sup>th</sup>

**Note:** If the holiday falls on a weekend, the regular practice is the following Monday will be the recognized statutory holiday for New Year's Day, Canada Day, and Christmas Day.

**Termination of Care:**

In the event of termination of care, by either party, there is a required minimum of one-month notice. During the month notice time frame, your deposit will be used towards the final month's fee, regardless of whether your child attends or not.

There is a one-month trial period, during which either party may terminate this agreement at any time. At the end of the one-month trial period, the contract will be in full effect. A gradual entry into child care is preferred when at all possible to allow all children time to adjust.

This contract will be up for renewal in \_\_\_\_\_ months. The undersigned agree to the terms of this contract:

Print Parent Name: \_\_\_\_\_

**Parent Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Print Parent Name: \_\_\_\_\_

**Parent Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Care Provider Name: \_\_\_\_\_

**Care Provider Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Date Care Ended: \_\_\_\_\_

## **GUIDANCE POLICY**

**Children's behavior is influenced by their overall development, their health, their environment, their family culture and by their caregivers. As a caregiver, my goal is to assist children in developing respect, self-control, self-discipline, sensitivity and compassion towards others during their interactions.**

### **Purpose of this Policy**

This policy is the guideline that Bouncing Babies and Toddling Tots Child Care will follow to assist children in learning and developing socially acceptable and appropriate behaviours as they grow to maturity. Guidance is required to ensure safety, order and ensure the rights of others are respected.

### **Guidance Strategies**

It is critical that I, as a child care provider, lead by example and provide a positive and nurturing environment and set the stage for successful development and opportunities for growth and desirable behavior. This will be completed by:

1. Gentle and calm explanation to the children what my expectations are, what behavior will be acceptable and the reason(s) for the limits;
2. Focus on the behavior, not on the child;
3. Allowing an adjustment period to learn the new environment and expectations;
4. Reinforcing positive behavior;
5. Providing an open and welcoming atmosphere where children can feel comfortable, safe and supported in talking to me, and;
6. Observing children in order to anticipate and avert potential difficulties.

### **Intervention Strategies**

One or more of the following strategies will be utilized to help create a positive atmosphere and minimize problems in a supportive, rather than punitive way:

1. By using a calm, controlled voice, approaching the child and getting to their level and stating their name to get their attention;
2. By moving close to the child to help calm them and putting arms around the child or on their shoulder for reassurance;
3. By gentle reminding of limits while taking into consideration possible outside influences or stressors, and ensuring to take the time to recognize and acknowledge their feelings;
4. For younger children, or children with limited attention spans and communication skills, I will attempt to change the behavior by distracting or diverting the child.
5. For the older children, I will model problem solving skills by offering verbal or physical assistance, acknowledging the issue, asking a helpful question and allowing the children to suggest a resolution. If and when necessary, I will state or demonstrate a solution, upon resolution, I shall briefly summarize what happened and how it was resolved;

6. By offering children choices to allow them to feel empowered and in control of some part of their lives, for example what will they prefer for lunch that day out of a selection of healthy options, thereby encouraging the children to make decisions and assisting in building their self-esteem and learning a sense of responsibility;
7. By clarifying the natural and logical consequences of the child's behavior and/or actions;
8. If the child is unable to resolve a problem or take responsibility for their actions, they will be re-directed to another activity, or in special circumstances, be limited in the use of a particular piece of equipment or activity;
9. If all else fails, the child will be removed from the situation and placed in a "time out"
  - a. Prior to commencement of "time out", the child will be explained in a calm voice, what it means and what it involves.
  - b. The "time out" area will be located within the play area, where they can still be supervised, but removed from the other children's activities.
  - c. The child will be allowed to determine when they can return to the activity.
  - d. For preschoolers, the 'time out' period will never exceed a five (5) minute time span.
  - e. Appropriate and/or acceptable behaviors of the child following the 'time out' will be recognized and praised.
10. When all parties involved in the situation are ready, the child will be provided with an opportunity to make amends;
11. By reminding children that everyone makes mistakes and it is okay so long as we all learn and grow from them.

### **Practices Which Are Unacceptable**

Bouncing Babies and Toddling Tots considers the following punishments as unacceptable and will not tolerate their use:

- Corporal punishment i.e. Shoving, hitting, shaking, spanking
- Harsh, belittling, or degrading treatment
- Confinement, unsupervised separation from others, physical restraint
- Depriving children of meals, snacks, fluids, rest or necessary use of the toilet

***"Children are great imitators. So give them something great to imitate."*** – Anonymous

***"Safety and security don't just happen; they are the result of collective consensus and public investment. We owe our children, the most vulnerable citizens in our society, a life free of violence and fear."*** – Nelson Mandela



## ILLNESS/WELLNESS POLICY

The health and wellbeing of the children is my first concern. In order to promote a healthy environment, I will undertake to ensure:

- Proper hygiene is maintained;
- Universal precautions are used for handling all bodily fluids;
- Proper hand washing techniques are used by all children and adults; and
- Families are informed of any outbreak of a contagious disease.

Families are advised to keep their child at home or to seek alternate care arrangements for the following conditions:

- Pain - any complaints of unexplained or undiagnosed pain;
- A common cold with listlessness, runny nose and eyes, coughing and/or sore throat. Once the child's temperature, after 24 hours of the wellbeing and energy returning to normal, the child is likely no longer contagious, he/she may return to daycare, though coughing and runny nose may persist.
- Difficulty in breathing - wheezing or a persistent cough;
- Fever (100 degrees F/38.3 degrees C or more);
- Sore throat or trouble swallowing;
- Infected skin or eyes, or an undiagnosed rash;
- Headache and stiff neck (should see physician);
- Unexplained diarrhea or loose stool (may or may not be combined with nausea, vomiting or stomach cramps). These symptoms may indicate a bacterial or viral gastrointestinal infection which is very easily passed from one child to another via the fecal-oral route. The child should be kept home until all symptoms have stopped;
- Nausea and vomiting;
- Severe itching, dry skin of either body or scalp if caused by head or body lice or scabies; or
- Children with known or suspected communicable diseases. A doctor's note may be required before the child can return.

In Summary, a child must be kept at home (or taken home) when the child:

- Is suffering from one or more of the above symptoms; or
- Is not well enough to take part in the regular activities of the program,
- Cannot return to daycare until a full 24 hours symptom free.

Ultimately, the care of a child who is ill is the parent's responsibility.

If your child becomes ill at child care, I will call you or your alternate to come and pick up the child. I will endeavor to keep the child quiet and comfortable until you arrive. If I feel it is an emergency situation, I will call an ambulance for the child and contact you or your alternate immediately.

### **Immunization Records and Emergency Contact Information:**

It is recommended that all childhood immunizations are current.

Parents will be asked to provide information on their children's immunization status on enrolment in the facility, (including if their child is *not* immunized).

Parents are advised that un-immunized children may be excluded from the daycare.

Parents are also required to provide emergency contact information for the child, including the child's physician and the parent authorization for the child-care provider to consent to medical treatment if the parent cannot be reached.

All information to be held on file must be current and updated by the parent as necessary.

### **Administering Medication:**

Signed parental consent is required before any medication can be administered by the child care provider. The parent must also provide in writing the following information:

- The name of the medication
- How often it is to be given
- The dosage
- Any special instructions
- Possible symptoms or side effects
- The expiry date of the medication

Prescription medication must have the original prescription label adhered to the bottle and must be clearly marked with the child's name, date of prescription, doctor's name, name of medication and dosage.

All medication will be stored as per instructions and will be kept out of children's reach at all times.

**If a child presents with a serious disease, child care providers and parents have a responsibility to share information with each other and with the appropriate authorities.**

A parent must inform the facility within 24 hours of:

- a) the diagnosis of a serious illness or communicable disease in their child, or
- b) the exposure of their child to a serious illness or communicable disease in any other member of their family.

The parent should inform the facility about this diagnosis or exposure so they can warn other families about the potential spread of illness or disease.

The facility will notify the Local Medical Health Officer with 24 hours of it coming to their attention that a child enrolled in the facility has a reportable communicable disease. Appropriate follow up measures by the health authority will then be taken as necessary (e.g. vaccines for other children at the facility). This is a requirement of Section 19 (2) (b) of the Child Care Licensing Regulation, B.C. Reg. 319/89

*Reportable Diseases:*

- Food borne illnesses (all causes e.g. salmonella)
- Diphtheria
- Giardiasis
- Hepatitis A, B and C
- Measles
- German Measles (Rubella)
- Bacterial or viral meningitis
- Hemolytic Uremic Syndrome (the E-Coli toxin of Haemorrhagic Colitis or Hamburger Disease)
- Meningococcal disease (bacteraemia or meningitis)
- Mumps
- Pertussis (Whooping Cough)
- Tuberculosis
- Waterborne illness (all causes)

If I am too ill to care for the children, or if one or both of my children are contagious, the child care program will be closed. I will endeavor to give you as much notice as possible. I am permitted a total of five (5) sick days annually, where the child care program will be closed, which will not be deducted from your monthly fee. In the event that I require closure over and above the five (5) days due to illness, I will reimburse you the daily rate for the days I am closed or will apply the amount towards the following month's fee. It is your responsibility to make alternative child care arrangements.

## **SMOKING POLICY**

PLEASE no smoking on my property. This is an absolute smoke free environment. PLEASE refrain from smoking prior to picking up and dropping off your children, the contaminants stick to clothing, hair and other personal belongings that can cause irritants for my family and others in my care.

## **PET POLICY**

Bouncing Babies & Toddling Tots is a family home environment which does have pets. We have two older Chihuahua's, a younger mixed breed medium sized dog, as well as a Crested Gecko and two cats. Although our pets are our family, I understand that not all children are raised around animals and therefore may express fear around them.

The dogs are kept in the master bedroom during the day when children are in my home, this reduces everyone's anxiety. The dogs are brought out for bathroom breaks in the morning before opening hours, during nap/quiet time, and afterhours. When new children are introduced to our home, gradual, supervised introduction of the dogs is conducted until both the children and our pets become accustomed to each other. The playroom is deemed a "pet-free" zone, albeit the cats occasionally have managed to sneak in but are extricated as soon as they're caught. The children outdoors play area is kept clear of all animal fecal matter as we maintain our yard and ensure proper disposal daily.

## **ACTIVE PLAY & SCREEN TIME POLICY**

Bouncing Babies & Toddling Tots supports legislative regulations put forth for by the CCLR in regards to ensuring children in licensed centers have access to, and are encouraged to, actively play for a minimum of 60 minutes outdoors unless weather is poor, in this event Active Play will be encouraged indoors in the playroom space. This time may be dispersed into separate segments of time, 30 minutes in the morning and 30 minutes in the afternoon, for example. Bouncing Babies & Toddling Tots ensures children do not have access to screen time (TV, computer, electronic games) when under the age of two, and in addition ensures children over the age of two have screen time limited to less than 30 minutes per day.

Active Play is any activities where:

- Toddler/preschool aged children are encouraged and provided with opportunity to run, jump and expend high amounts of energy through games and activities such as Go-Go-Stop, Follow the Leader, Simon Says, Oliver Twist, Ring Around the Rosie and many others including games using our parachute or balloons.
- Infants and less mobile children are encouraged and provided with opportunities for tummy time, to roll, crawl, pull to standing, appropriate toys are provided such as rattles, spoons and pots and other various age appropriate toys that encourage movement and exploration.

## **EMERGENCY PREPAREDNESS PLAN**

The need for emergency planning and preparedness is vitally important for everyone and therefore the child care facility develops a plan that will meet their home and areas uniqueness. There are many types of hazardous or disaster which impacts child care. Natural hazardous could include earth quake, flood, blizzards, technological or human made hazardous could include chemical spill, power outage, forest fire and explosion. As a child care provider, it's my responsibility to ensure that my home is a safe environment and my facility promotes safe practice and injury prevention among children. I practice active and proximal supervision at all the time both in door and outdoors that is appropriate to the child's level of development.

### **My facility is equipped with functioning safety equipment including:**

- Hard wired smoke and carbon monoxide alarms, one on each floor and one in the designated sleeping room.
- Fire extinguishers, all the members in my home know how to use it.
- Electrical outlets are covered.
- Has a well-equipped first aid kit that are available and each of my family members know where the emergency supplies such as flash light, candle and matches, and water are stored.
- Evacuation plans are put up on the wall for a variety of emergencies
- Familiar with resource and emergency supports with in my community

### **Emergency supplies that I will have on hand:**

#### **In the Storage Room by Stairs:**

- First aid kit
- plastic tarp
- 4 x 2-man survival blankets
- A solar powered/hand crank multi tool (phone charger, flashlight, radio and alarm)
- Additional battery powered flashlight with 2 sets of extra batteries and screw driver to replace
- Whistle
- Papers and pencils
- Each child's Emergency Kit as supplied by the parents
- 1 roll of Paper towel
- 1 container antibacterial wet wipes
- 1 container hand sanitizers
- Minimum of 3 x 18.9 Filled Water Containers, water purification tablets for 50L of water

**IN ADDITION** to Parent provided food I will carry the following:

- 2 Cases of Ravioli
- 1 box of oatmeal
- 1 box of chicken noodle soup
- 2 boxes of peanut free granola bars
- 2 boxes of fruit leather
- 1 box of sesame snaps
- All water and food will be rotated on a minimum monthly basis to ensure fresh supplies available when needed

#### **In the Storage Room in the Carport:**

- Minimum of 3 Propane Bottles
- Large Tent
- Cooking Supplies
- Propane Grill

I will practice my evacuation procedures once a month, fire drills are to be held on the second Thursday of every month. My drill procedure will teach children the Stop, Drop (down to the floor or ground) and roll (on the ground to put out the flames as well as place hands over their face) procedure if there's any fire caught on their clothes or part of their body. To assist the children in understanding, I will plan an annual visit to a local fire station and/or contact the local fire station to invite a member to come and talk with the children.

Always be consistent in my response to the smoke detector, even if it is inconvenient.

If the alarm goes off, we will be practicing our drill and never consider it just okay and ignore it – we will **RESPOND! Children will be taught to always respond quickly.**

Whenever smoke alarm goes, we will immediately evacuate the house. I will demonstrate to the children what we take outside with us: our bodies. We don't worry about toys or blankets.

All drills will be recorded with the date, time, and number of children in attendance and the outcome of the drill. This record will be available for inspection by Licensing.

## **EARTHQUAKE PLAN**

Emergency preparedness drills will be performed once a month on the third Thursday of every month, to reinforce children's knowledge of our meeting place and safety rules. When I yell, "EARTHQUAKE!" the children will be taught to crawl under the large table in the dining room or to stand in a doorway, or whatever is open for them to fit under. I will talk to the children as this is happening, saying things like, "Keep tucked in until I say," and "It's okay boys and girls, stay where you are," in a calm, reassuring voice. Once the shaking has stopped and I feel it is safe to do so, I will exit from my safe spot. My responsibility is to walk around the room to ensure the room is safe for the children to come out and exit. The children and I will exit the building through the nearest and safest exit. If safe to do so I will collect the emergency disaster kit before exiting the building.

In executing the earthquake procedure, **I will do:**

- ✚ Must try to get the emergency disaster kit before exiting the daycare.
- ✚ Must try to get the attendance clip board and registration binder.
- ✚ I will try to stay calm through the situation to help children stay calm.
- ✚ I will yell out to the children when an earthquake occurs to tell them to get under the tables.
- ✚ I will stay with children at all times.
- ✚ I will follow any direction from an emergency responder.
- ✚ I will care for children if needing medical attention or comfort.
- ✚ I will ensure all decisions are made in the safest way as possible.
- ✚ I will to practice the earthquake drill once a month on the third Thursday of every month.

All drills will be recorded with the date, time, and number of children in attendance and the outcome of the drill. This record will be available for inspection by Licensing.

I will do a head count when exiting the building to ensure all children are accounted for. Once children and I are in the emergency meeting place I again ensure all children are accounted for using the attendance record.

**Attention should be paid to the message left by the door to tell the parents about where the alternative meeting location is.**

If parents are unable to find me at the meeting place, contacts are provided below to find our current location and status of any injuries.

**WHAT PARENTS CAN DO:**

As part of my Earthquake/Emergency plan I request your assistance by providing a kit for your child(ren) at the beginning of September, food is to be replaced annually at the beginning of September should care of your child extend beyond a year. These kits will be returned to you when you withdraw your child. The purpose of this kit is to ensure children have something to help provide them with a bit of comfort while separated from their families and help mitigate stress during a disaster. These kits will be kept in a large Rubbermaid type container along with my other emergency supplies.

In a Ziploc plastic bag include the following items and write your child's name on it

- 3 fruit leather or equivalent fruit snacks
- 3 granola bars or equivalent food bars (no chocolate bars)
- 1 sesame snap or equivalent high calorie snack
- 1 large plastic garbage bag (to be used as a rain coat)
- 1 shower cap or small plastic bag (to be used as a rain hat)
- 1 pocket size Kleenex pack
- 1 small juice pack
- A family photo (optional)
- A personal note addressed to your children (optional)
- A small game, book, stuffed animal, paper and crayons (optional)

**BASIC INFORMATION IN CASE OF EMERGENCY:**

**Initial Meeting Place:** Northwest side of residence on the laneway.

**Final Meeting Place:** Coquitlam Presbyterian Church

**Address:** 948 Como Lake Ave Coquitlam, BC V3J 7P9 Phone: (604) 939-6136

Coquitlam Presbyterian Church is located 850 meters away from my residence at the corner of Como Lake Ave and Blue Mountain Street.

**Phone Contacts (local):**

- 1. Denise Akester (604) 818-2376
- 2. Jessica Loepky (604) 358-5934

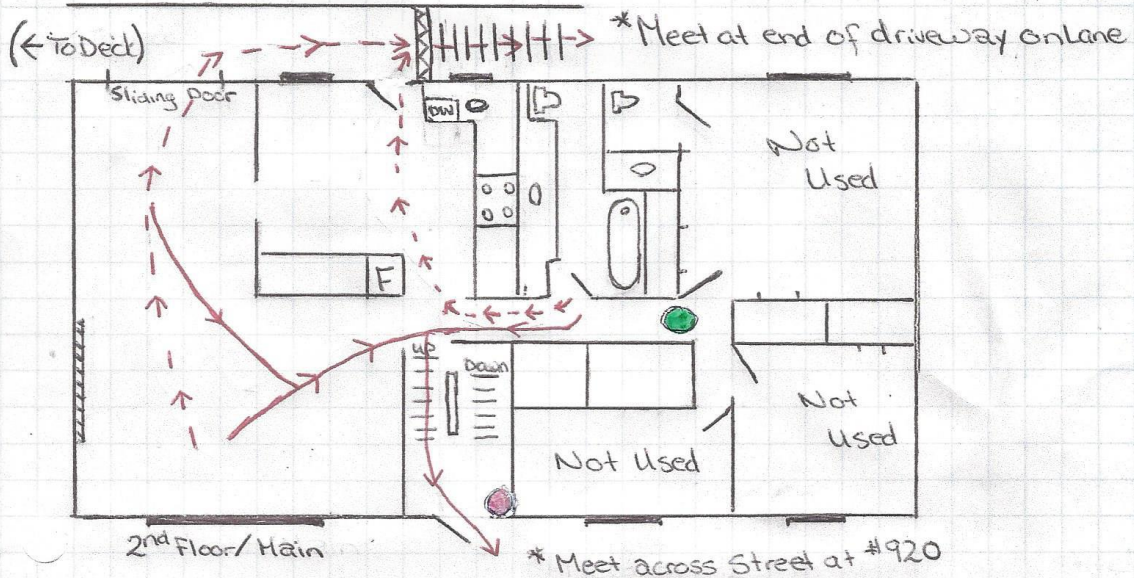
**Phone Contacts (outside disaster area):**

- 1. Anita Loepky (250) 262-9712
- 2. Anita Loepky (250) 787-8712

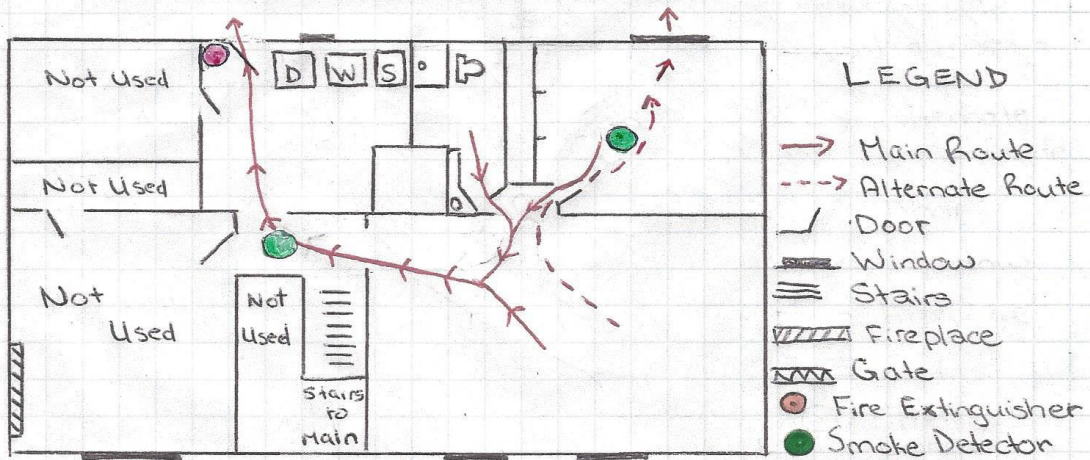
**Location of Emergency Kit:** in the storage room beside the stairs on main floor, additional supplies in the storage room in the carport.

# EXIT PLAN for 921 Cornell Avenue

Fire Drills to be held every 2<sup>nd</sup> Thursday of the month.  
Earthquake Drills to be held every 3<sup>rd</sup> Thursday of the month.



\* Meet at end of driveway on Lane.



Walkout Basement  
1:100 Scale



## **MISSING CHILD POLICY**

Every effort is made to ensure the safety of your child while at Bouncing Babies & Toddling Tots Child Care, as well as on fieldtrips to the library, park, and other destinations. This policy sets out my procedures for maintaining safety and dealing with the unlikely event of a child going missing.

- I will ensure I am always present with the children in my backyard.
- I will ensure that while walking in a public place, that they hold my hand and/or their walking-buddy's hand at all times.
- I will ensure they are under constant visual supervision while at a park, or other public place.
- I will not allow strangers in my home or allow them to come in contact with the children in my care.

If a child does become missing, I will:

- Search for the child for 2 minutes in the area the child was in, while supervising the other children in my care.
- Contact an employee if at a store or library to have the exits locked and search performed.
- Contact the parents.
- Contact the police.

When the child is found, I will:

Talk to the child in a calm voice, bearing in mind that the child might not have realized that wandering off was wrong as it scared me and provide comfort with hugs if the child is in distress.

All of the children in my care will be given verbal reminders of how important it is to not leave the premises, and why.

The incident will be recorded in detail in my business journal, and a detailed account of the incident logged on an Incident Report and sent to my liaison at the Child Care Licensing Department.

## **CONFIDENTIALITY POLICY**

While caring for young children I will be very close with the families, they will likely share their joys and sorrows with me.

Confidentiality is critical to building that trust in my relationship with families, and is my professional responsibility.

Confidentiality will be maintained in the following ways:

- All documents, contracts and information regarding the child will be kept in a filing cabinet, which will be inaccessible to everyone except the caregiver and Licensing.
- At no time will the care provider talk about a child or their family with anyone within the facility, including other clients, and will never talk about a child or their family outside the facility.

## **RELEASE OF A CHILD IN CARE POLICY**

It is my obligation to ensure that children in my care are supervised at all times.

I will not release a child from my care to anyone except the parent of the child or a person authorized by the parent as an alternate, as set out on the Registration Form.

If I feel the person who arrives to pick-up the child appears to be incapable of providing safe care for the child, I will contact the alternate person who has been pre-authorized by the parent, to come and pick-up both the child and person who appears to be incapable of providing safe care for the child.

If someone arrives to pick-up the child who has not been preauthorized by the parent, I will not release the child. Even if the parent calls and authorizes this release of the child to someone who is not listed on the Registration Form, I will still not release the child.

These practices are to ensure the safety of the child in care and provide additional safeguards to the child in care and to facility staff.

With respect to the reference of a person “incapable of providing safe care” this means an individual’s behavior that could potentially be harmful to the child such as when the person appears to be intoxicated, is under the influence of medication or has just been in a stressful situation.

If an authorized person arrives to remove the child from care, who in the opinion of the child care provider or staff feels is incapable of providing safe care, and they insist on removing the child from care and attempt to drive, the child care provider or staff will immediately contact the Police.

At no time will a child in care ever be released to anyone under the age of 19 years.

Please do not put the name of an alternate on the Registration Form if they are not 19 years of age.

If there is a Custody Agreement that has been filed with the Courts, it is mandatory that the child care provider is supplied with a copy of same. This document may be required if the need arises for the child care provider to contact the Police when the non-custodial parent arrives at the child care facility to remove the child from care.

## **CHILD ABUSE AND REPORTING POLICY**

Everyone is legally responsible under the Child, Family and Community Services Act to report any suspected physical, sexual and or neglect of a child or children under the age of 19 in British Columbia. I am required to report any suspicion of abuse and/or neglect to the Community Care Facilities Licensing and/or the Ministry for Children and Family Development.

It is not my responsibility to investigate or question the circumstances of the suspected abuse. I will not inform you or anyone else of my suspicions and subsequent report to the Ministry.

It is the Ministry's responsibility to investigate any report and to inform all those involved of their investigations.

The health and well-being of the children is my first concern.

### **Prevention:**

Within my home, I strive to ensure this is an environment where children can feel safe, respected, secure and encouraged.

I will recognize and support children to express their feelings which will enable them to be in control of their emotions.

I will encourage children's positive self-esteem and self-worth:

- Encouraging them to do things for themselves (with support at first)
- Giving them positive feedback for their efforts
- Providing age appropriate choices
- Respecting their decisions
- Allowing them to exercise control over their lives whenever possible.
- Providing adequate time necessary for each child to express themselves, or complete a task.
- Encouraging, promoting and supporting differences in children, reinforcing that we all have things that make us special and or unique and celebrate these differences.

All people over the age of 12 that live within my home will have Criminal Check's completed.

All families are invited to have conversations in regards to their children's wellbeing, if there is a particular circumstance at home that may cause a child to behave differently (separation, death), please communicate to me as this will provide me with additional insight to potential behavior conflicts.

A licensee must ensure that a child, while under the care or supervision of the licensee, is not subjected to any of the following:

(a) shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child;

(b) confinement or physical restraint by an employee, except as authorized in a child's care plan if the care plan includes instructions respecting behavioural guidance;

(c) harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self respect;

(d) spanking or any other form of corporal punishment;

(e) separation, without supervision by a responsible adult, from other children;

(f) as a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet.

A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Schedule H of the Community Care and Assisted Living Act, Child Care Licensing Regulations.

If abuse or neglect is suspected outside of the child care, we will contact the Ministry of Children and Family Development. If abuse or neglect is suspected within the child care, Community Care Facility Licensing must be contacted.

Below are various authorities/publications that offer assistance in the instance that abuse has occurred or is suspected:

\*Ministry of Children and Family Development - 1-800-663-9122

\*\*\*Help Line for Kids - (24 hours) 310-1234 (there is no area code needed)

HealthLink BC - email [www.HealthLinkBC.ca/healthfiles/index.stm](http://www.HealthLinkBC.ca/healthfiles/index.stm)

\*Call 8-1-1 for non-emergency health information and services in B.C

Community Care Facility Licensing Office phone number: (604) 949-7700

## NUTRITION POLICY

Parents are to provide their child(ren)'s meals for the day. Any unfinished food will be returned when the child(ren) are picked up so the parents can monitor their child(ren)'s food intake. In the event that the child(ren) complete all food provided, I will offer additional healthy foods such as fruits, vegetables and home baking; any additional foods the child(ren) eats will be communicated to the parents at pickup.

- Water will be available all day and water or milk will be offered at snacks and lunch.
- NEVER send juice with your child(ren); due to its high sugar content this is not viewed as a healthy option.
- NEVER send chips, candy, chocolate, and/or gum or any type of foods that are viewed as "junk-foods", not only are these not healthy alternatives for children, it may cause potential issues among the children when only one child has a "treat".

To encourage healthy eating and food choices;

- Understanding there are times parents are unable to feed their child(ren) breakfast, when sending breakfast along with your child(ren) please ensure breakfast includes one item from at least three of the four food groups, (grain products, fruits and vegetables, dairy products, and meat and alternatives).
- Please ensure lunch sent with your child(ren) include one item from each of the four food groups.
- Snacks will include items from at least two of the food groups.
- As this is my home, I do food preparation for our family dinners, I will use food preparation times and mealtimes to talk about food, nutrition, and healthy choices.
- Children will be involved in food preparation whenever possible.

To prevent choking:

- eating will be supervised at all times, and I will model good eating habits
- food will be eaten while sitting
- mealtimes will be relaxed to discourage rushing
- parents, please provide food cut into appropriate bite size pieces; grapes should be cut in halves, peanut butter is spread thinly.

I will never:

- force a child to eat
- threaten or discipline a child for not eating
- use food as a reward, a comfort, or a punishment

## **ROLES AND RESPONSIBILITIES**

The roles and responsibilities of Families are:

- Bring any and all complaints forward;
- Inform of any changes in family situations ie. Custody, access etc;
- Inform of any changes in care hours or days needed or drop-off and pick-up times;
- Provide any special foods, clothing, diapers, and/or infant equipment that is agreed upon;
- Respect my family child care business, home, family, and property;
- Ensure child is picked up at the agreed upon time;
- Provide an emergency back-up person;
- Provide authorization to get emergency medical care;
- Provide appropriate notice before removing their child from my care;
- Ensure child is brought fully rested, fed, healthy and clean with sufficient food and snacks;
- Ensure that you have read and understand the family child care policies and handbook, and have all signed documents as required.

The roles and responsibilities of Bouncing Babies and Toddling Tots are:

- Provide constant supervision while offering an environment that fosters healthy growth and development;
- Provide receipts for all child care fees paid;
- Ensure policies and agreements are followed consistently with all families;
- Provide appropriate notice for vacation and any special holidays;
- Communicate with Families about their child's daily experiences in a positive and respectful manner;
- Maintain necessary confidential records concerning the children in my care;
- Obtain and maintain liability insurance for the children, home and the vehicle;
- Operate in compliance with the child care licensing regulations or CCCR;
- Connect with other child care providers, join a professional association;
- Continue to attend professional development opportunities and maintain required training, such as First Aid.

The joint roles and responsibilities of Families and BB and TT Child Care are:

- Prepare child(ren) for their child care experience using a gradual entry procedure;
- Ensure contact information is current and up to date, to be reviewed together quarterly;
- Inform of any illness or contagious disease that may have been shared among children;
- Respect religion, culture, privacy and need for confidentiality of others in care and their families;
- Develop a collaborative partnership and work together on common goals for the child.

## Registration Form

Child care Provider's Name: \_\_\_\_\_

Child's Last Name: \_\_\_\_\_ Child's First Name: \_\_\_\_\_

Name Child Responds to: \_\_\_\_\_ Home Telephone No.: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postal Code: \_\_\_\_\_

Birthdate: \_\_\_\_\_ Age: \_\_\_\_\_

Child's First Language: \_\_\_\_\_ Second Language: \_\_\_\_\_

Languages Spoken in Home:

\_\_\_\_\_

### ***Parent/Guardian Information:***

Child Resides with:  Mother  Father  Both  Other

**Mother's Name:** \_\_\_\_\_ **Place of Work:** \_\_\_\_\_

Work Phone No.: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Address if different from Child's: \_\_\_\_\_

\_\_\_\_\_ Postal Code: \_\_\_\_\_

**Father's Name:** \_\_\_\_\_ **Place of Work:**

\_\_\_\_\_

Work Phone No.: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Address if different from Child's: \_\_\_\_\_

\_\_\_\_\_ Postal Code: \_\_\_\_\_

(See Child Release Policy) Persons Authorized to Pick Up Child:

Include the names of all persons authorized to pick up child, i.e., Mother, Father, Older Siblings, Relatives:

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Normal hours of work for person picking up child: \_\_\_\_\_

Usual travel time from work: \_\_\_\_\_

***Alternate/Emergency Contacts:***

Persons who may be called when parents cannot be reached:

Name: \_\_\_\_\_ Relationship to Child: \_\_\_\_\_

Telephone: \_\_\_\_\_ Language Spoken: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship to Child: \_\_\_\_\_

Telephone: \_\_\_\_\_ Language Spoken: \_\_\_\_\_

**Child's Health Information:**

Child's Doctor: \_\_\_\_\_ Telephone: \_\_\_\_\_

Child's Health Care #: \_\_\_\_\_

Are the child's immunizations up to date? Yes No

**PLEASE NOTE: ATTACH A COPY OF IMMUNIZATION RECORDS TO THIS FORM**

Please list any known health problems: Allergy Asthma Epilepsy  
Hearing Speech or Language Vision Other \_\_\_\_\_



Does the child take any special medications? Yes No

If Yes, please give details: \_\_\_\_\_

Child's Dentist: \_\_\_\_\_ Telephone: \_\_\_\_\_

Dental Plan Details (if applicable): \_\_\_\_\_

Other Specialist: \_\_\_\_\_ Telephone: \_\_\_\_\_

Details: \_\_\_\_\_

Are there any concerns regarding food that the child care provider should be aware of (i.e., special diet due to Health, Religion, Ethnicity, etc.)? If so, please describe:

\_\_\_\_\_

Child's food likes/dislikes:

\_\_\_\_\_

\_\_\_\_\_

Has your child had any major accidents, illnesses or operations? If so, please describe and give dates:

\_\_\_\_\_

\_\_\_\_\_

Commonly used words for toileting: \_\_\_\_\_

*Custody Agreement Information:*

If there is a Custody Agreement in effect, please give details as they relate to the child in care, and provide a copy of the agreement to be kept in your Family File.

\_\_\_\_\_

\_\_\_\_\_

Additional Information:

Persons living at home with child other than parents/guardians:

Name: \_\_\_\_\_ Age: \_\_\_\_\_

Brother Sister Other: \_\_\_\_\_

Name: \_\_\_\_\_ Age: \_\_\_\_\_

Brother      Sister      Other: \_\_\_\_\_

Name: \_\_\_\_\_ Age: \_\_\_\_\_

Brother      Sister      Other: \_\_\_\_\_

Name: \_\_\_\_\_ Age: \_\_\_\_\_

Brother      Sister      Other: \_\_\_\_\_

Has the child had previous experience away from home?      No      Yes; as follows:

Child Care      Preschool      Nursery School      Sunday School      Kindergarten

Other: \_\_\_\_\_

Name of Facility: \_\_\_\_\_ When did child attend? \_\_\_\_\_

Were there any special concerns? \_\_\_\_\_

School which child attends (if applicable): \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Grade: \_\_\_\_\_

Teacher's Name: \_\_\_\_\_ School Hours: \_\_\_\_\_

Other school contacts (i.e., Learning Assistants, Principal, etc.): \_\_\_\_\_

Other comments/information: \_\_\_\_\_

Date of Enrollment: \_\_\_\_\_ Child's Starting Date: \_\_\_\_\_

Signature of person completing this form: \_\_\_\_\_

Date form completed: \_\_\_\_\_

Date Care Ended: \_\_\_\_\_

**Permission to Apply Skin Care Products**

I hereby give permission for Bouncing Babies & Toddling Tots staff to apply sunscreen or \_\_\_\_\_ to my child as necessary. Please state when it should be applied (ie. 3 x day or if rash on bottom appears etc.)

Parent’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Regular Alternate/Substitute Child Care Provider Consent**

I hereby give consent to for Bouncing Babies & Toddling Tots staff, to leave my child(ren) in the care of an alternate/substitute child care provider as deemed appropriate or necessary. Reasonable effort will be made to ensure that both parents and children have had the opportunity to meet the alternate/substitute child care provider in advance, except in emergency situations.

Parent’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Consent to Record Child’s Image**

I hereby give consent to have my child, \_\_\_\_\_ image recorded in various formats including but not limited to photographs, video, etc. I understand that these images may be used in the regular course of the child care program. (displayed in the centre, used in the creation of arts and crafts projects, or contained in child care related newsletters, bulletins or websites.)

I hereby grant permission to the child care provider to consent on my behalf so that my child(ren)’s image may be used for public distribution (newspaper, TV, etc) at events or outings in which the family child care is involved in.

Parent’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Field Trip/Outing Consent**

I hereby give permission for the for Bouncing Babies & Toddling Tots staff, to take my child \_\_\_\_\_ for walks, field trips and/or away from the child care facility as appropriate. These may or may not include transportation either by the child care or using public transportation.

Parent’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Before & After School Release**

I hereby acknowledge that the Bouncing Babies & Toddling Tots staff are not responsible in any way whatsoever for my child, \_\_\_\_\_, while he/she is walking to and from school. I further acknowledge that I have agreed to, and give permission for, the above child to walk to and from school independent of the care provider.

Parent’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_