

Happy Hearts Daycare

Ministry of The Salvation Army Chilliwack Community Church
46420 Brooks Ave.
Chilliwack, B.C.
604-792 – 5285

Welcome

The Salvation Army Community Church and our staff wish to welcome you and your child to our program at Happy Hearts Daycare. We are looking forward to working with you and your family. If at any time you have questions regarding our program or the development of your child, please feel free to speak to any of our staff.

Philosophy

Our program is designed to provide a support system for children and their parents. The emotional, intellectual, social, physical and spiritual growth of each child is our utmost concern, while respecting the child's individual need to develop at their own pace. Children will be encouraged to develop their natural curiosity and wonder, realizing that this is the key to intellectual development.

Goals

1. Provide childcare enabling the parent(s) to pursue their own educational and or employment opportunities and personal goals.
2. The Daycare workers strive to use the abilities the God has given them to assist the children to grow spiritually, physically, emotionally, and mentally and to have the children recognize that they are special people with their own unique gifts and abilities. This will be done through a variety of activities that will help to influence the children in these important areas of their personal growth.

Program

The staff has designed a program that is flexible enough to respond to the needs of each child. The curriculum provided educational quality with an emphasis on the development of a positive self-image.

Children are encouraged to take part in the wide variety of activities offered each day at they

- develop intellectually, socially, emotionally, physically, and spiritually
- learn in a non-sexist, multi cultural atmosphere
- assume independence, self-control and respect for others

We are a Christian Daycare and our program includes Christian songs and Bible stories, along with the usual preschool songs and stories.

If you have any suggestions for improving our Daycare please feel free to discuss them with our staff. It is our desire to make our centre a "FUN" learning experience for you and your child. We are always open to suggestions.

- 5) Sick Child: Parents will be required to keep their children at home or make alternative arrangements for the following conditions:
- Pain - any complaints of unexplained or undiagnosed pain
 - an acute cold with fever, runny nose or eyes, coughing and sore throat
 - difficulty in breathing – wheezing or persistent cough
 - fever over 100 f or 38.3 accompanied by general symptoms such as listlessness sore throat or trouble swallowing
 - infected skin or eyes or undiagnosed rash
 - headache and stiff neck
 - unexplained diarrhea or loose stool within the past 24 hrs combined with nausea, vomiting or abdominal cramps
 - severe itching of the body and scalp
 - a known or suspected communicable disease

If a child becomes ill during the day parents will be notified and expected to arrange for immediate alternative care.

- 6) If your child gets sick at the daycare, we will contact you or an emergency contact from the list you gave us. We will ensure your child is as comfortable as possible on a mat in a quiet area of the daycare (fully supervised) until you or your emergency contact picks your child up.

Lice - Your child will not be allowed to come back to the daycare without a doctor's note stating there are no more lice on your child.

7) Handwashing

- all staff and children must wash their hands prior to food preparation
- all staff and children must wash their hands prior to eating
- all staff and children must wash their hand after playing with playdough, flubber, modeling clay etc.
- all staff and children must wash their hands after toileting
- all staff must wear gloves when helping a child with toileting or when dealing with any body fluids
- all staff must wash their hands after removing gloves
- all staff and children must wash their hands after coughing or sneezing into them
- all staff and children are encouraged to cough or sneeze into their elbows

8) Daycare Cleaning

- all tables are washed and disinfected with a bleach/water solution before and after meals.
- all tables are washed and disinfected after crafts/art
- all floors are swept after every meal and are washed after lunch
- all used bedding is washed once a week including their mats
- toys are washed and sanitized once a week
- We encourage the children to save kisses for their families
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Clothing

Your child will participate in a variety of experiences designed to enhance their development. Many of these activities may leave your child and their clothing soiled. It is therefore important for the children to wear comfortable, washable clothing that will not create stress when spills occur or spots appear. Our policy is to wipe them off, but not be overly troubled knowing the clothing is appropriate for the program.

1. All clothing must be labeled with child's name in order to minimize loss, especially coats, jackets and sweaters.
2. Each child must have an extra change of clothing; labeled with their name to be left at daycare at all times. It is the parent's responsibility to ensure that these clothes are appropriate for the season. **This includes a pair of splash pants for outdoor play.**
3. Please dress your child in clothes they can remove by themselves. This is important for teaching self-sufficiency and will give them a sense of accomplishment when they can do it by themselves.
4. Good sturdy shoes are required. Rubber soled shoes and socks are recommended. **Non-marking shoes are a requirement for gym play.** They will be at left at the daycare for gym days.
5. If your child comes home in "borrowed clothes" please launder them before returning them to the centre.
6. Toothbrushes and toothpaste are to be left at the day care. We brush our teeth after lunch is finished.
7. Please send 2 photos of your child ; one to put in their cubby (to help them recognize their own space) and the other one for the birthday wall.

Rests and Naps

All children will have a quiet rest time. Please let us know if you want your child to have a nap. Resting children are provided with a nap mat, and a blanket labeled with their name. Mat covers and blankets are washed on a weekly basis. Your child may bring their own blanket if they prefer.

First Day Checklist

1. Registration form, including proof of immunization, all permission forms signed as needed. ****In case of an outbreak of a communicable disease, any child that has not been immunized will not be permitted to attend daycare until the incubation period is over. Any fees paid for that month will not be refunded.**
2. One full change of clothing labeled with the child's name and stored in an ice-cream bucket with a lid.
3. A sweater or jacket if needed
4. The daycare fees are to be paid **before** the month starts.

Daycare Fees

Full time Daycare is \$550 per month based on a twenty-day month and it is due before the month starts. Full day is \$27.50

Please note

Receipts for income tax purposes will be issued upon payment. Should your child miss days due to illness, **No refund will be issued**. Costs may change according to guidelines set by the Ministry for Children and Families.

There will be a late fee charged for bills not paid by the first of the month. If an account consistently runs behind, you will not be allowed to bring your child until the account is paid in full.

Absence

If your child will be absent, please be sure to phone the daycare and let us know.

No refund will be given for days missed due to illness.

You are required to give one month written notice of withdrawing your child from the centre or one month's fees will apply.

Eligibility

- The Happy Hearts Daycare Centre welcomes all children regardless of race, color, creed or national origin. They must be at least 30 months old and toilet trained. Unfortunately we do not have the equipment to care for children still in diapers. Please talk to the supervisor if your child is currently being toilet trained.
- Each child must be properly immunized against Diphtheria, Tetanus, Whooping cough, polio, Measles (both Rubella Rubeola). If you have chosen not to immunize your child you will be required to keep your child at home if any of these communicable disease has an outbreak until the incubation period is over.

Arrival and Pick up

1. Please walk your child in the door, help them put their things in their cubby and greet the teacher.
2. Under **no conditions** will a child be released from the daycare to anyone other than those on the authorization sheet, the parent or guardian without written or verbal authorization. We require picture ID from the caregiver if it is someone the daycare staff does not know.
3. The safety of the children is our utmost concern both at daycare and at home. If for any reason we feel that the child is in danger because the pick up person appears incapable of providing safe care, the staff person in charge will offer to call someone else on the authorization list, call a cab, or offer to call a family friend. However, if the pick up person still chooses to take the child, then we will call the RCMP with information about the make/model of the car, the direction the car left from the daycare as well as the name of the pick up person and the name of the child in the car.

4. We will honour all custodial agreements. We will need copies of the documents to be kept in your child/ren's file. Even with a custody order we cannot actually stop that person from taking the child from the daycare as this may place the staff and other children at risk. The best we can do is inform the person we have a custody order and they need to leave; if they still choose to take the child we will tell them that we are going to call the RCMP and then we will do so immediately along with calling the custodial parent.
5. The daycare opens at 7:30 a.m. Monday to Friday. Each child must be picked up no later than 5:45 p.m. A late fee of \$3.00 per 5 minutes per child will be charged beyond the normal pick up time.
6. If you are delayed for any period of time please call the daycare so we may reassure your child with an explanation. When a child is left waiting beyond the normal pick up time, they may become anxious when they see the other children leave. A phone call will help us prepare the child for a late pick up.
7. If your child will be away due to illness, vacation or any other reason please let the staff know.
8. If for any reason a child in our daycare is not picked up by closing time 5:45 p.m. and we have not heard from the pick up person, we will call the custodial parent. If we cannot get a hold of the custodial parent we will begin calling people on your authorization list. If we cannot get a hold of anyone, we will wait until 6:30 p.m. (continually calling the authorization list), then we will call the Ministry of Children and Families.

RELEASE OF CHILDREN INTO PARENTAL CARE

At Happy Hearts Daycare your children's safety is our utmost concern both at daycare and at home. If for any reason we feel that a child is in danger or not properly cared for, we will take additional steps before releasing the child to the caregiver calling for them at daycare.

If it is a parent, we may call the other parent to verify our concern and ask how they feel we should proceed.

If it is a relative or friend of the family, we will phone the primary custodial parent and again ask for guidance in how we should proceed.

We will only release children in the care of a parent or persons designated by the parent in written form. In last minute emergencies, verbal permission may be accepted. When it is a new or different person we do not know, we will ask for picture Id from the person and verify with the child ("Oh Joey, who came for you today?")

We will honour all custodial agreements as long as all legal documentation is given to the day care. If any questions arise, we will err on the side of caution.

It is very important to sign your child into the sign-in book on arrival at the day care. Please indicate the approximate pick-up time.

At pick-up time, please sign your child out indicating the time they were picked up. **THIS IS VERY IMPORTANT TO DO EACH DAY.**

Holidays

Happy Hearts Daycare will be opened Monday to Friday with the exception of the following holidays:

New Years Day	Good Friday/Easter Monday
Victoria Day	Canada Day
B.C. Day	Labor Day
Thanksgiving Day	Remembrance Day
Christmas and Boxing Day	

If we have to be closed on any other day, we will give proper notice to ensure that you can make other arrangements.

CHILD ABUSE POLICY

We acknowledge that it is our legal and moral obligation to report any suspicions concerning any form of abuse that we may have about a child. This would include physical, sexual, emotional, neglect and/or failure to thrive.

These are defined as:

Emotional Abuse: any act or lack of action which may diminish the sense of well-being of a person in care, perpetuated by a person not in care such as verbal harassment, yelling and confinement.

Physical Abuse: any physical force that is excessive for, or is inappropriate to; a situation involving a person in care and perpetuated by a person not in care.

Sexual Abuse: any sexual behaviour directed towards a person in care by an employee of the licensee, a volunteer or any other person in a position of trust, power or authority and includes:

- Any sexual exploitation, whether consensual or not
- Sexual activity between persons in care if the difference in age or power is so significant that the older or more powerful person in care is clearly taking advantage of the younger or less powerful person in care, but does not include consenting sexual behaviour between adult person in care.

Neglect: the failure of a care provider to meet the needs of a person in care; including food, shelter, care or supervision.

Behaviours that will not be tolerated or permitted by an employee of the licensee, a volunteer, or any other person including any child are: hitting, shoving, kicking, biting and/or belittling any person in care.

We are required to report any allegations, concerns and incidents that happen outside the daycare to the Ministry for Children and Families at 1-800-663-9122 as well as the R.C.M.P.

We are required to report any allegations, concerns and incidents that happen within the daycare to Community Care Facilities Licensing at 604-702-4959 within 24 hours by phone and a Reportable Incident Form will be filled out and sent in within 24 hours.

We will also report any concerns, allegations or incidents to the Supervisor of the daycare and the Pastor of the church. If allegations, concerns or incidents involve a staff member, the alleged offender will be suspended pending the outcome of the investigation. A Sub will be hired until or if the staff member returns.

The parent/s of the child will be informed immediately if the allegations, concerns or incidents occurred in the daycare.

If the allegations, concerns or incidents occur outside the daycare, we will not inform the parent/s unless directed to by the Social Worker.

We will ensure our support the family that requires extra assistance in abuse issues that have risen in their family. We will provide early support and early intervention through referral to parenting education, home support, professional assessment, and counseling, respite care for parents, and extra childcare. These services may be through The Salvation Army Community Church or Chilliwack Community Services.

A strict policy of privacy will be maintained around any concerns, allegations or incidents. We will not share information with anyone that does not have any part or business knowing about the issue.

Any breach of privacy will be dealt with.

All documentation will be written in an objective manner. The documentation will be recorded in our book and a copy will also be kept in the child's file. We will also be using a Reportable Incident Form, which will be sent to licensing and the church office. A copy of the Reportable Incident Form will be kept in the child's file.

All staff will be required to read and initial this policy. This policy will be kept in with the Employment Files with an initialed copy kept in each employee file.

EARTHQUAKE PREPAREDNESS

- ❖ We will ensure that the children have a safe place to go in case of an emergency.
- ❖ We will ensure that all staff including subs have knowledge of and can carry out all procedures in our Earthquake Policy and Procedure Manual.
- ❖ We will ensure that all the children's families will be informed of and receive a copy of our Earthquake Policies. They will know exactly where to find us and/or how to contact us or contact phone number outside of B.C. for the information.
- ❖ We will ensure that all the children in our care will have the knowledge of our procedures and able to carry them out.
- ❖ We will ensure that we have enough supplies/foodstuffs/water for each child and staff members in our daycare for a three day period and that they are stored in an area that is easily accessible.
- ❖ We will ensure that all the safety and guidelines set out in the licensing manual will be adhered to.
- ❖ We will ensure that each child has a comfort bag in with our supplies/foodstuffs/water.
- ◆ We will ensure that our first aid kit is kept full and supplied with everything we could possibly need and is kept with all supplies.
- ◆ We will ensure that foodstuffs and water will be refreshed every six months to a year.
- ◆ We will ensure that emergency numbers are in with supplies along with a master list of supplies.

ONLY EVACUATE IF NECESSARY

EVACUATION

- ◆ Turn off all lights / close windows/doors.
- ◆ Get all children out safely to meeting place by fence (backyard) if possible or park across the parking lot by the slide
- ◆ Collect all supplies (kept in shed)
- ◆ Do a head count to ensure everyone has been accounted for
- ◆ Attend to any first aid emergencies that cannot wait.
- ◆ Go to nearest safe meeting place 1) field behind daycare 2) field at end of Brooks by Broadway 3) Airport Call parents if phone is working here, otherwise phone outside contact # 1-780-992-9224
- ◆ Set up camp
- ◆ Take care of children and each other. If local lines are down, contact out of province number with info and/or call parents emergency numbers.

EARTHQUAKE PRACTICE

- ◆ Talk about earthquakes
 - (use a cookie sheet to demonstrate what happens when earth shakes)
- ◆ Practice drop cover hold
 - under table
 - doorways
 - away from heavy /tall furniture
 - away from windows
 - go in hallway if possible
- ◆ Teachers need to practice with children
- ◆ All teachers need to know where everything is
 - garbage cans with supplies kept in shed
 - emergency park (storage room) if you can get to it
 - list of emergency #'s - kept in with supplies

FOR THE PARENTS

- ◆ Make sure all parents know out of province phone numbers
- ◆ Make sure parents are aware of our 3 sites to evacuate to and to contact us directly for info or out of province number for info.
- ◆ Make sure parents are aware of our procedures.
- ◆ Give each new parent a list of items to include in comfort bag.
 - letter
 - picture
 - toy
 - small stuffy
- ◆ Remember to return comfort bag when child/ren leave daycare.

TEACHERS

- ◆ Have a regular earthquake practice once a month
- ◆ All teachers and subs are aware of evacuation sites and out of province phone number.
- ◆ All teachers are aware of emergency procedures
 - severity of earthquake will determine procedure
 - during earthquake, get children safe
 - after earthquake, check to see if we need to evacuate
 - if we do not need to evacuate, make sure there are no gas leaks, water leaks.
 - Check children to make sure they do not need any first aid
 - Give comfort / first aid as needed
- ◆ All teachers will know where supplies are kept.

EARTHQUAKE SUPPLY CONTAINERS

Garbage cans with wheels/lids

- can opener
- portable radio
- batteries
- flash light
- candles
- matches
- first aid kit
- blankets (foil) water purification tablets
- toilet paper
- sani-soap
- large bucket w/lid (toilet)
- axe
- folding shovel
- tape
- large plastic garbage bags (orange/yellow)
- pocket knife
- plastic cutlery
- whistle
- plastic plates/cups
- HELP sign
- OK sign
- 2 tarps
- water
- dried fruit
- canned meats
- pkg food (cheese & crackers)
- peanut butter
- canned beans
- canned soup

FIRE POLICY AND PROCEDURES

- We will ensure each child is safely escorted outside.
- We will ensure that all staff understands and knows where emergency backpack is.
- We will ensure that all staff knows where the meeting place is if a fire should occur.
- We will ensure that parents are notified should a fire happen.
- We will ensure that each parent shall receive a copy of our Fire Drill/Fire Policy and Procedures.
- We will ensure that staff and children will know and understand the procedures in case of a fire, by practicing a monthly fire drill.

FIRE / FIRE DRILL POLICY AND PROCEDURES

- When fire alarm sounds, children and staff drop/stop what they are doing.
(NOTE: alarm is connected to a monitoring company (Paladin) which contacts the Fire Department)
- the children are assembled at the door to the playground (if safe) otherwise we will meet at entrance to daycare (by the cubbies)
- the teachers will do a head count to make sure all children and staff are accounted for.
- One teacher will grab the back pack (if safe to do so) if not the binder from the filing cabinet will be used.
- One teacher will turn off all the lights and shut the windows and doors (if safe to do so)
- One teacher will grab the phone/cellphone.
- Children and staff are evacuated to meeting place by the slide.
- Once at the meeting place, another head count will be done to make sure everyone is accounted for
- first aid will be administered if needed while waiting for emergency vehicle
- comfort will be given to the children until their parent(s) or emergency contact has arrived.
- If a fire drill, all children and staff return to classroom.