

# CAMBRIDGE LEARNING CENTRES: PARENT HANDBOOK

## OUR PHILOSOPHY

At Cambridge Learning Centres, we believe that children are unique individuals and need to be inspired through a variety of enjoyable activities in order to achieve their highest potential. Cambridge Learning Centre's highly qualified teachers inspire and encourage the development of children in a safe, supportive, culturally diverse environment that gives children the freedom to explore, cooperate, create and become. Self-esteem is achieved as a result of recognition given to unique talents of each individual.

At Cambridge, we acknowledge and value the differences in our children. As we live in a very diverse society, full of many nationalities, religions and cultures, we believe it is very important to recognize and embrace this. Although many children follow a general pattern of development, each child is unique unto him/herself and may need to be encouraged using various techniques. Through guidance, encouragement and celebration, we work with each child to achieve his/her highest potential.

In order to achieve optimal growth, we recognize that all areas of development are equally important. We foster independence and critical thinking. Students work co-operatively, as well as, independently, learning to respect the needs of others and their own. We encourage a love for nature, a deep sense of responsibility for all living things and the environment in which we live. A strong focus is placed on using good manners. Teachers role-play the use of good manners with their students. All students are taught to respect their school environment, classmates and teachers. Our primary focus is always the well being and best interest of the student.

## POLICIES & PROCEDURES

### BEHAVIOURAL GUIDANCE

The purpose of guidance and discipline at Cambridge is to provide a safe, healthy learning environment in which each child can develop their personalities in building self-confidence, self-esteem, self-control and self-discipline while respecting the feelings and property of the other children, teachers and school property and environment.

We believe in a positive approach when guiding children. We view each child as a unique individual and clear guidelines will be established for each child, sometimes jointly in setting clear limits.

The children will be given opportunities to take responsibility, make decisions, and solve their own problems and conflicts within reasonable limits, and to experience the natural consequences of their actions.

For challenging behaviours when intervention may be required, choices may be given to the child to redirect and distract when appropriate, and use of the time away technique will be used only as a last resort in accordance with the Guidelines of the Guidance and Discipline Handbook.

Staff and children work together to create a warm, happy, and relaxed child oriented environment.

Misbehaviour is dealt with in a quiet, calm and personalized way. The child has the right to acknowledge his/her feelings, though he/she may be asked to express them in a more socially acceptable way. The approach taken by the staff will be to:

- Offer a limited choice of activities
- Redirect the child to new activities or play area
- Allow the child, when appropriate, to experience the natural consequences of his/her behaviour.
- Physically control the child if he/she presents a physical danger to either him/herself or peers. This restraint will protect the child until he/she again feels he/she is in control of him/herself.

The staff **DO NOT** use threats, shaming techniques, shouting or physical punishment. Not at any time, will corporal punishment (spanking or hitting) or harsh, belittling language be tolerated. Withholding the use of a toilet, food or rest, as a form of punishment, by staff, will not be tolerated either.

The behaviour of the child is discussed verbally, with both the parents and child. Inappropriate behaviour will be documented in the child's personal file, which is kept under lock and key.

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As partners guiding your child through these important developmental years, it is desirable that staff and parents work closely and honestly. Parents will be informed verbally when their child is not responding to Cambridge Learning Centre's behavioural guidance policy and procedures. If additional resources are required to deal with the child's challenging behaviours, the staff will refer the parents to additional professionals in the community.

Staff will be pleased to discuss any questions you may have about any aspect of this guidance and discipline guidelines.

## NUTRITION

To keep their brains alert and their energy level high children need to eat healthy snacks. At Cambridge Learning Centre we begin teaching this early so our children make good food decisions.

**Cambridge Learning Centre is a Nut Free Zone.** This means any products made with nuts are strictly prohibited. Please check labels on snacks or ask the teachers if you are unsure of its contents.

We ask that you provide a small nutritional snack for your child each day. We encourage fruit and fresh vegetables (for optimum health, children need a large quantity from this food group according to the Canada's Food Guide). Please avoid snacks that are high in sugar as they have a negative impact on children's bodies therefore affecting their learning. Please send a water bottle or a plastic drinking cup, as we will provide water for the children to drink. We encourage the children to drink plenty of water with their snacks in order to meet their daily developmental needs. No juice or other beverages please.

If a child's record includes, or the child has a care plan that includes, instructions respecting food and drink for the child, Cambridge Learning Centre will comply with those instructions.

This nutrition policy encourages the building of the tie between home and school. Snack time is more than just a time to feed our children; this is an opportunity for them to experience flavours, colours and textures and learn about good nutrition. Involve your child in the process of picking out and making the snack.

### At Cambridge Learning Centre:

- Children are not left unsupervised while eating or drinking. Teachers interact with children and encourage meals to be pleasant, social times. We sit with the children during snack and facilitate conversation. Children are encouraged to eat but not forced.
- Food and drink is not used as a form of reward or punishment. Snacks provide the opportunity for modeling and learning appropriate healthy eating habits.
- Food is presented in a very positive and objective manner. Children are introduced to nutrition and health education in a natural and matter-of-fact manner: "Oranges have lots of Vitamin C."
- Children feed and clean up after themselves. Spills and droppings are treated as accidents. Children are helped to clean up accidents but are not made to feel guilty. A natural consequence of spilling is cleaning up.

## REPAYMENT AGREEMENT

All fees are payable by post dated cheques dated for the first of each month (September to June), due at time of registration. **NO EXCEPTIONS.** Cambridge requires one month's notice (30 days) or one month's payment in lieu of notice. If notice is given part way through the month, you will be charged in full for the following month. This allows us the necessary time to fill your spot. Please note registration fees are non-refundable and are not applied towards the monthly fees owing. In addition, any withdrawals after April 1st will also forfeit the June deposit.

Fees are based on a 20 day per month school year. The calculation has been based on counting the number of school days in a year including stats but not including Christmas Break, Spring Break or summer. Before & after school children fees include early dismissals. You will not be charged any other fees during the school year and payments are the same from September to June meaning that the fees remain the same for shorter months as well as longer months.

Your childcare fees are used for operational costs such as staff (we believe in fair, competitive wages for our hard working and experienced staff), rent, insurance, materials, toys, games, cleaning supplies and much more overhead costs. Your fees ensure quality throughout our center and keep our standard of fun and care our top priority.

**There will be a \$35.00 charge for all returned NSF cheques.**

Refunds are not given for illness, vacation, etc; NOR will the monthly fees be prorated. In order to ensure a space for your child full monthly payments must be made regardless of absence due to sickness or vacation, etc.

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## SUBSIDY

Our Centre accepts government subsidy claims for tuition costs only in cases where we have received your completed registration and the government approvals are received by our program director. The following is our policy and procedure for families requiring childcare subsidy here at Cambridge Learning Centres.

If you require information or assistance in completing your subsidy application, please feel free to contact us.

The first month's tuition cheque will be cashed and placed in an account called parent's portion. Tuition costs are not covered by the government contracts will be deducted from your first month's tuition cheque. For each subsidy approval, accounts for childcare will be reviewed and determined if parent's portion has exceeded first month's tuition. A new tuition cheque will need to be provided should you account is in arrears. Upon withdrawal from Cambridge Learning Centres, any monies in your parent's portion will be returned to you.

Parents are responsible for all tuitions costs not approved by the British Columbia Subsidy claims office. (i.e. - weeks at Christmas, Spring Break).

## HOURS

We are open from 7:30 am – 5:30 pm Monday through Friday for our Before & Afterschool Care program and AM Preschool (9:00am-11:00am) and PM Preschool (12:00pm-2:00pm). We are closed during Christmas vacation, spring break and summer. We are also closed on the following statutory holidays:

- |                              |                 |              |
|------------------------------|-----------------|--------------|
| • Labour Day                 | • Family Day    | • Canada Day |
| • Thanksgiving Day           | • Good Friday   | • B.C. Day   |
| • Remembrance Day            | • Easter Monday |              |
| • Christmas to New Years Day | • Victoria Day  |              |

We are closed early on: Christmas Eve (closed at 4:00 pm)(regular fees are in effect for early closures).

*\* If a statutory holiday falls on a weekend then we will be closed on the appropriate weekday*

## SAFE RELEASE OF CHILDREN

Staff must ensure that a child is not released from the centre to anyone except the parent, or a person authorized to pick up the child. All persons able to pick up the child must be on the registration from as an authorized pick up person.

Staff must ensure ID is used with unfamiliar people who come to pick up the child. A copy of the ID is taken and kept on file and verified against those on the authorized pick up person list.

If someone unfamiliar that is not on the list of authorized persons arrives to pick up the child, you must call the parent or emergency contact. The child is not to be released in these circumstances without authorization. Upon verbal instruction from the parent and confirmation with legal government picture ID the child will be released.

In case of a custody agreement, the custody agreement is on the child's registration form and must be read carefully before release of the child.

If a person arrives to pick up the child and appears to be incapable of providing safe care, you should recommend an alternate person to pick up the child. If the parent or alternate refuses to have an alternate person called and you feel that the child is at risk, you are required to report this to the Ministry for Children and Families at 604-501-3122.

In the event that a parent or alternate does not arrive to pick up the child, you should attempt to contact the parent and/or the emergency contact. If after two hours you have not been successful in locating either the parent or emergency contact you must call the Ministry for Children and Families at 604-501-3122.

Incidents of this nature must be documented in the daily log and an incident form for licensing should be completed.

**NOTE:** Biological parents cannot be designated as unauthorized without clearly stated legal documentation on file, but can be deemed unauthorized by Cambridge Preschool staff if the are incapable (intoxicated, medicated, etc.) of caring for your child.

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## BEFORE & AFTER SCHOOL CARE - ARRIVAL AND DEPARTURE OF CHILDREN

When you arrive, signing in your child is imperative. Please complete the sign in sheet including time of arrival and/or departure and your signature. The sheet is used as an attendance record in emergency situations and to plan for staffing and outings. If another person other than yourself will be picking up your child please notify the staff. **We will not release your child to a stranger or anyone that has not been authorized by you.**

### Before & After School Pick-Up Policy

Parents will pick up children at main school doors. We ask you to ring the doorbell. A teacher will confirm your identity at bottom of stairs and return to class and a student will then let you in.

### Preschool Drop-Off & Pick-Up:

Parents shall drop their children off at the classroom door for preschool and will wait outside the classroom door to pick them up from preschool at the dismissal of class.

### Late Pick-Up:

It is important to be on time when picking up your child as it can be very difficult for children to wait. We also ask that parents respect the fact that staff have families and commitments of their own outside of the child care center. There will be a \$20.00 service charge for the first 15 minutes and thereafter an additional charge of a \$1.00 per minute for late pick-ups. On rare occasion, if an emergency arises, notify the centre as soon as possible and make arrangements for pickup. If late pickup is repeated problem, the supervisor and the parents will meet to try to address the problem.

## EMERGENCY PLAN

- All staff must be aware of fire and earthquake procedures and evacuation plan.
- The Emergency Evacuation plan must be posted in clear view for staff and reviewed and practiced on a regular basis.
- Emergency cards and/or registration forms must be kept updated and must be kept in the Emergency kit, located next to the emergency exit, and taken on all Emergency drills.
- Emergency numbers must be posted in clear view by all phones:

> Fire, Police, Ambulance	911
> Surrey Memorial Hospital	604-581-2211
> Langley Memorial Hospital	604-535-4121
> Peace Arch Hospital	604-531-5512
> Poison Control Centre	604-682-5050

### Fire Drills:

- Fire drills should be planned on a monthly basis. Some drills should be unannounced to staff and children. Alternative escape routes should be planned and practiced.
- Fire extinguishers should be checked after each drill to ensure that they are in good condition.

### In the event of a real fire:

- Remain calm
- Ensure safety of children and lead to designated exit
- Do head count and verbal check of children

### Earthquake Drills:

- Earthquake drills should be practiced separately from fire drills on a monthly basis.
- The earthquake kit will be located by the exit door. The earthquake kit should be checked after each drill. The water supply should be replenished every three to six months. The food supply will be changed once a year in September.

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- Children will be taught about earthquake safety. They must stay away from windows, shelves and large objects. They must learn to duck, cover and hold. They must wait until the shaking stops then evacuate building only if instructed by staff. Ensure safety of children and lead to designated exit.

## During an Earthquake:

- Instruct children to move away from windows or shelving
- Staff persons take charge of children nearest them and choose most appropriate safety measures
- Take cover under a table or chair.
- In a corner or doorway (away from shelves).
- “Drop and cover” curl into a ball with hands over head and neck.
- Count aloud to 60, as this is calming.

## Immediately following an Earthquake:

- Decide whether it is necessary to evacuate the building.
- Do not evacuate the building unless immediate danger.
- Wait ten minutes for aftershocks before evacuating.

We are equipped to care for your child, provide food, water and clean clothing. If an earthquake occurs, we will keep all children at the centre until a parent, or and emergency contact on your card comes to get your child.

If the school is deemed an unsafe place to keep the children, we will evacuate to an alternative location. Details of the location will be provided to parents at the beginning of the school year and parents will be updated of any changes to the location occur. The alternative location and route will be posted on the parent board at school. The centre staff will have emergency supplies and food for all in the centre's care for up to 72 hours.

## Evacuation:

- Follow emergency evacuation plan and procedures posted by the exit door.
- Further information on fire and earthquake safety is available to parents upon request. We encourage all families to have a plan of their own at home to practice on a regular basis.

## HEALTH AND ILLNESS

Our goal is to make the Centre a safe and healthy environment for all children and families. It is imperative that parents and the centre work together in ensuring sick children do not attend and to reduce the risk of exposing healthy children to illness. All staff and children will follow strict procedures regarding hand washing regularly throughout the day. All linen, toys and equipment must be cleaned and sanitized daily.

## Communicable Disease/Illness Policy

Cambridge Learning Centre policy states that any ill child shall not attend preschool until symptoms of the illness dissipate. At Cambridge we consider a communicable disease to involve one or more of the following symptoms and request that the child seek medical advice:

HEALTH & ILLNESS ATTENDANCE CHART	
A child is not permitted to attend preschool when:	A child is permitted to attend preschool when:
• he/she has a fever of 37.8°C (100°F) or higher	• his/her fever has remained below 37.8°C (100°F) for 12 hours without medication
• diarrhea and /or vomiting	• he/she has had at least one normal bowel movement
• running nose, cough, red or runny eyes, sore ears, sore throat	• he/she has been examined by a doctor and has received medical clearance
• green discharge from the nose	• he/she has been examined by a doctor and has received medical clearance

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## HEALTH & ILLNESS ATTENDANCE CHART

• infected skin patches &/or rashes that have not been diagnosed (a note from a doctor needs to be provided to the preschool stating the child's rash is NOT contagious). If the rash transpires to be a communicable illness, this information needs to be provided to the preschool, so other families can be informed (child's name will be withheld)	• he/she has been examined by a doctor and has received medical clearance
• head lice	• he/she has been examined by a doctor and has received medical clearance
• difficult or rapid breathing	• he/she has been examined by a doctor and has received medical clearance
• conjunctivitis (pink eye)	• he/she has been examined by a doctor and has received medical clearance
• stiff neck	• he/she has been examined by a doctor and has received medical clearance
• dark urine/gray or white urine	• he/she has been examined by a doctor and has received medical clearance

If these or any other symptoms arise while your child is in the care of Cambridge Learning Centre, our first priority will be to make the child comfortable. We will attempt to contact a parent to pick up their child. If a parent cannot be contacted after 4 attempts made within one hour, the next emergency contact will be notified.

A child who is suspected of having a communicable disease will be provided with a comfortable place to rest, and, under supervision, will be isolated from the other children. The parent/guardian will be notified to come for their child. The child will be monitored while waiting for a parent to arrive. If a communicable disease is known to be present in the school, a memo will be sent home with each student to notify the parents.

Any child displaying any of these symptoms is asked to stay at home. If any of the above symptoms develops during the day while the child is at preschool, the child will immediately be separated from the rest of the children. The parent will be notified to pick up the child. If the parent is not able to pick up the child, arrangements for someone else to come, as soon as possible, will have to be made.

Once a child has been sent home with a communicable illness, he/she may not return until a doctor says that he/she is no longer contagious. If you have any questions regarding communicable diseases, please ask one of the teachers.

## IMMUNIZATION POLICY

Proof of immunization is required with your child's registration. Generally, this information can be found with your family doctor or your local Public Health Office. You may also sign an authorization record form listing any immunizations your child has had.

## INFORMATION ON ALLERGIES

At Cambridge Learning Centre, parents, children and teachers shall abide to the following policy:

- If a child has an allergy, this information must be disclosed on the registration form.
- Products containing nuts are not to be brought into the centre.
- Scents, including perfumes, deodorants and lotions should be avoided when in the centre.
- If your child potentially could require an Epi-pen, one must be supplied to the Preschool; it is the responsibility of the parent to maintain the expiry date of the medication.

### Symptoms of an allergic reaction:

- Trouble breathing, speaking or swallowing
- Rapid heart beat
- Loss of consciousness
- Flushed face, hives, rash, red or itchy skin
- Swelling of eyes, face, lips, throat and tongue
- Faint, pale or weak
- Cramps, diarrhea or vomiting

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Our staff is trained in the use of an Epi-Pen, and will be notified of children with allergies and steps used to treat the allergy. Lists of children with allergies will be posted around the centre as a constant reminder to all on site.

## Procedures for allergic reaction:

- The teacher will stay with the effected child and keep him or her comfortable.
- If necessary, the Epi-pen will be administered without hesitation to the child. The time this is administered will be noted.
- A designated teacher will call 9-1-1 and then the parents or emergency contacts of the child.
- Upon emergency personnel arrival, a staff member will escort the child to the Emergency Room if a parent has not arrived by the time the ambulance leaves.
- The teacher who accompanies the child to the Emergency Room will stay with the child until a parent or emergency contact has arrived.
- Information will be documented, a copy will remain in the child's file, and a copy will be provided to the parent as well as the Licensing Office.

## MEDICAL ADMINISTRATION

For Preschool children it is preferable that parents give medication to their child prior to arriving so that the next dose is not necessary until after school. Children with medication for fever should be kept at home.

However, if it's necessary for a child to receive medication while at the centre, the following precautions will be taken.

- Staff will only administer medication if the parent has given consent and medicine is clearly labelled with child's name and dose. All administrated meds will be documented in our log book.
- Any adverse reactions to the medication must be noted on the child's file and parents will be advised.
- Medication will not be administrated while on field trips (unless in emergency).
- Medication will be kept in their original container stating the name, frequency and dosage of the medication to be administered.
- Medication will have no hand written changes on the bottle.
- Medication will be kept away from child's reach or in refrigerator per directions.
- Medications that have passed the expiry date will not be administered.
- All medication administered will be documented (who, what, when and amount).

## MEDICAL REPORTING

If a child discloses to any of our staff members that he/she is being abused in any form (sexual, physical, emotional or neglect), Cambridge Learning Centre, by law, will report the allegations to the Ministry of Child and Family Development within a 24-hour period.

If the child shares the information amongst other people (i.e. other students), a teacher or supervisor will immediately remove the child from the situation and discuss the matter in private. Information the child shares will be noted and kept confidential.

## Child Abuse Reporting Policy

"Everyone who has a reason to believe that a child has been or is likely to be physically abused, sexually abused, emotionally abused, and/or neglected is legally responsible (under the Child, Family, and Community Service Act) to report the matter to a child protection worker. In British Columbia, a child is anyone under the age of 19." (Quoted from the B.C. Handbook for Action on Child Abuse and Neglect)

It is our policy at Cambridge Learning Centre, and our responsibility to report any form of abuse imposed on a child. In the event that a staff member believes that a child is being abused in any form, the following steps will take place.

- The noted abuse (i.e. bruises, etc.) will be documented; including area of injury, severity and date it was noticed.
- The child's demeanour, including any comment about the injury or the method in which they obtained the injury will be noted.



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- Cambridge Learning Centre is required by law, to report abuse or suspected abuse to the Ministry of Child and Family Development (MCFD).
- Abuse or suspected abuse will also be reported to licensing.
- All information will remain confidential.

The following information will be provided to the MCFD:

- Your name and phone number.
- Relationship to child.
- Any immediate concerns about the child's safety.
- The location of the child.
- The child's age.
- Information on the situation including all physical and behavioural indicators observed.
- Information about the family, parents and alleged offenders.
- The nature of the child's disability, if any.
- The name of the key support person.
- Other children who may be affected.
- Information about other persons or agencies closely involved with the child and/or family.
- Any other relevant information concerning the child and/or family such as language and culture.

## Incident Reporting Policy

If a child is injured while in the care of Cambridge Learning Centre, the incident will be fully documented. Staff will ensure that the incident is mentioned in the daily logbook, a copy of the incident report is filed with the Centre, and a copy (yellow copy of the incident report) is forwarded to the Licensing Office if injuries require medical care. Information regarding the incident will be conveyed to the parent.

- Food poisoning.
- Disease outbreak or occurrence above incident level that is normally expected, (*i.e. - if 3 or more children affected*).
- Fall or injury of such seriousness, experienced by child to require emergency care by medical practitioner or transfer to hospital
- Missing child, where child wanders away or is missing.
- Medication error in administration which affects child and requires emergency intervention or transfer to hospital.
- Unexpected illness of such seriousness that it requires child to receive care by medical practitioner or transfer to hospital.

In the event a child is seriously injured, per British Columbia licensing regulations, the information will be reported to our licensing officer. A complete list of reportable injuries will be available at the preschool or on the licensing regulations website:

[http://www.hls.gov.bc.ca/ccf/child\\_care.html](http://www.hls.gov.bc.ca/ccf/child_care.html)

Cambridge Learning Centre staff will investigate the cause of the incident and implement necessary policy modifications in order to avoid similar incidents from happening in the future.