

HAPPY HUMMINGBIRDS CHILDCARE CENTRE PARKSVILLE



BROUGHT TO YOU BY SHELLY CLARK

Policies and Procedures

Welcome

Welcome to Happy Hummingbirds Child Care. We are so happy to have your children in our care.

Our history

Our founder, Shelly Clark, started our center with a vision of providing affordable, quality childcare at the highest level, letting kids be kids. Having raised her own two children, primarily as a single parent, Shelly is always eager to help parents “make things work”.

Philosophy

Here at Happy Hummingbirds, we take pride in the statement "It takes a village". We provide an all-inclusive center...that includes parents, children and extended family. We want everyone to be involved because it takes us all to support the growth and development of the children. Here at the center, we do this using play-based learning. We will be playing in the great outdoors, kitchen, through music and movement and so much more!

Shelly's philosophy,

As a mother of two grown children, and as an Early Childhood Educator, Shelly also puts the needs of the child ahead of anything else. She loves children and watching how they grow and progress, and truly believes that every child is special and unique and as such, should be allowed to learn and develop their own strengths and interests. No two children are the same.

Our program

We have designed our licensed childcare center to support many different types of play both indoors and outdoors following the Early Learning Framework (ELF) of British Columbia. The children will learn through reading, circle time, music and movement, art, learning counting and textures, as well as discovering on their own during free play time.

Outside the children have the opportunity to build their fine and gross motor skills by running around and exploring as well as learning textures in the sandbox, science through blowing bubbles, and discovering the creatures in our neighborhood. Any information provided to the center about children, families, staff and our executive director will be kept confidential even after the event that the staff, child or family no longer attends the center. Information will not be shared outside the center under any circumstances.

Following the Canada Food Guide, we are happy to offer nutritious and delicious snacks and drinks to the children. Healthy lunches and snacks must be sent from home.

Nap/Quiet Time

We have a 30 minute quiet time after lunch where all the children lie down on their own sleep bag in order to give their body a rest, as they play hard all morning long. During this time if they fall asleep, we do not wake them as they need the rest. We have quite a few little ones, under the age of 3 and they require naps, this quiet time allows the ones who need the rest to fall asleep.

Why nap time is important in daycare?



Most full time child care programs that include children under five years old schedule a supervised nap or rest time* as an important component in their day. Rest time **gives children a midday chance to physically rest and emotionally unwind, and it also helps children to stay healthy and alert during the afternoon.**

Our Staff

Happy Hummingbirds has an intimate and dedicated staff with very low child-to-staff ratios.

We have an Executive Director/ licensee, Shelly, who is an ECE. Acacia is our Manager who is a full-time ECE running her own room. Virginia is a full-time ECE running her own room. Ashley is a full-time ECE running her own room. We then have Michelle who is an ECEA and Christine who is a ECE for our extra hands on support and help.

Our executive director Shelly has a bachelor in Business Administration, and an Early Childhood Education diploma, with more than 20 years of experience. We all have level 2 first aid and food safe level 1. Shelly handles all of our administration duties like registration, collecting subsidies and fees, insurance, payroll and any forms that are required to be filled out. She is also responsible for all staff relations and public relations. If parents have any questions about the program, she is the person you can talk to.

All of us have had our Criminal record checks and working with vulnerable persons checks completed.

Happy Hummingbirds Childcare Daily Staff Shifts

7:45am-5pm: Full Time Staff – ECE - Acacia

8:30am-4:30pm: Full Time Staff – ECE – Ashley

8 – 4:15pm: Full time staff – ECE - Virginia

8:30am-5pm: Part Time Staff – Support as needed –Michelle and Christine

We are happy to welcome volunteer parents and/or students as well as practicum students under the direct supervision of our certified staff. Criminal record checks are required in advance.

Operations

We are open 5 days a week, Monday to Friday.

With the exceptions of the following holidays:

- Labor Day
- Truth and Reconciliation Day
- Thanksgiving
- Remembrance Day
- Christmas Day
- Boxing Day
- New Year's Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day

We close between Christmas and New Year's, one week of spring break in March and for two weeks in the summer.

When a child starts at the center

We recommend that all children starting at Happy Hummingbirds come to meet the staff, tour the entire location, all rooms, bathrooms, kitchen and outdoor space. This will give them a chance to see all the wonderful toys, games, books and reading material ahead of time so that they will feel more comfortable on their first day.

For their first day we will partner them up with a buddy if the parent feels this is best, however we have found that this process takes on a very organic form naturally with the children.

We have implemented a trial period for new children and families, this allows both the daycare and the families to determine if it is a good fit, not all children and families are the right fit for the daycare. This is a 2 to 4 week period where either the daycare or the family can pull out or be asked to look for alternative care, refunds will be given for the paid up portion.

What to bring

We ask that every child at the center bring shoes or slippers for indoor purposes only, and splash suit/muddy buddy so that even on the days that it rains or is wet, we can still enjoy the great outdoors. If still potty training, please bring any training supplies like pull up's etc. as well as an extra change of clothes in case of any incidents. We also ask that you bring a water bottle so that your child has access to water throughout the day.

During the rainy winter months on the occasion that it snows we ask that your child brings:

Hat/Toque
Gloves/mittens
Snow suit/ winter jacket with snow pants
Boots

During the spring/summer months it can get rather warm, so we ask that you bring:

Sunscreen
Hat with a brim to shade your child's face from the sun
Sunglasses (optional)
coverage swim suit
towel
water shoes

We ask that any items brought into the center, including clothing, have the child's name on it to prevent their items getting mixed up with other children's items.

We also ask that all toys stay at home. There are a lot of toys and other items for your child to play with at the center and this is to avoid their toys getting mixed in with ours and lost. There will be times that your child will be allowed to bring their toys in such as days like our Teddy bear picnic. We will provide you with as much notice as possible when these days are coming up.

Policies and procedures

Guidance and discipline policy

At our center we believe in guiding children's behaviors in order to help them develop a positive self-esteem, the ability to respect themselves, respect others, self-control as well as being kind to others by using positive guiding practices. We will respect all care plan instructions under behavioral guidance.

We understand that all children and their families have their own beliefs and preferences around nurturing touch. To ensure the element of touch is safely and appropriately handled, we communicate with children and their families on their wishes and expectations on this topic. As always, we follow the BC Child Care Licensing and Regulation guidelines. Positive touch, such as, holding a child's hand, rubbing their back at nap time to soothe them, or giving a child a hug is permitted at Happy Hummingbirds if the children and their parents/caregivers are comfortable with it. We believe that this approach helps to model, guide and educate children how to respect themselves and their bodies, as well as respecting other children and adults. Everyone has the right to feel safe and secure in their environment and in their interactions with one another.

We teach the children positive self-esteem through different activities and games. We teach the children this also by showing them how to respect themselves and others. They can learn to respect themselves with healthy eating and when something does not work out, we encourage them to try again.

With our all-inclusive center as well as parents and extended families coming into the center the children learn respect for different cultures and abilities, or even their own culture and abilities. This helps the children respects others and themselves better. Through this practice they learn that everyone is different and that is okay.

At Happy Hummingbirds we do not allow bullying, yelling or violence of any kind such as hitting staff or other children, shoving, shaking, physical restraint, spanking etc... No child will go without food or miss out on an activity as a result of punishment. There may be a time of separation from the group (the child will not be restrained) to discuss with the child and about their behavior and how to best behave next time or however their care plan suggest we approach that behavior.

Absolutely no neglect, physical abuse, sexual abuse, financial or emotional abuse will be tolerated by anyone this includes parents, staff, volunteers, and practicum students. If any of the above is suspected towards a child, it will be reported to the MCFD Child Protection and an investigation will take place.

This includes parents and caregivers, absolutely no yelling or loud voices in the daycare will be tolerated. Staff must be treated with respect at all times, or families will be asked to leave the facility.

Arrival & Departure Policy

Please note that drop off or pick up of your child(ren) may be in different room and personnel other than their assigned room. This is usual only for the first hour and a half and the last hour and half of the day, as staff arrive or finish for the day. During these times, licensing ratios are maintained as usual. Arriving at the Centre/Signing In: Please keep your child with you at all times, especially when exiting your vehicle in our parking lot. Do not leave children, regardless of their age, unattended in your car when dropping off or picking up. Lock your car, as we cannot be responsible for any personal belongings taken from your vehicle while it is on our property. You are required to sign in your child on arrival – once on computer and also on the sign-in sheet in the classroom; this is not only a legal requirement but ensures that we have a record of all children in attendance each day.

Before leaving the Centre, ensure that communication has been made with the Educator in the classroom. In order to maximize your child's experience, we ask that children are in attendance by 9:30 am daily, as we may go to the park on a walk, etc. If you cannot drop your child off by 9:30 am, we ask that you contact the Centre.

Picking up your Child:

When you arrive to pick up your child, allow time for your child to complete whatever activity he or she is participating in. Please remember to let the child care educator know your child is leaving and to sign out in the room as you exit the building. Once transfer of care has taken place and the possession of the child has changed over, all responsibilities lie with the parent.

We must ask you to make every effort to pick up your child before closing time. A late fee of \$10 for every 15 minutes or part thereof will be charged to any family who has not collected their child(ren) from the Centre by closing time, 5:40 PM. This late fee must be paid to the Centre directly and not the educator. If you are going to be late, please call the Centre immediately. If we do not receive a call from you and cannot reach your emergency release contacts, we may be required to call local authorities to assist with the situation.

Releasing your Child:

We will only release your child to his or her parents/guardians and the authorized persons listed on your child's Enrollment Form and Emergency Card. Transfer of care is once the child has been signed out of classroom and into parent(s) possession. We require any release authorizations to be given to us in writing prior to releasing your child to any persons who are not listed on your emergency contact. Government issued photo identification must be shown for any person not positively known to us before we can release your child. We will not release a child to anyone (other than a parent/guardian) under the age of sixteen (16) including siblings. If a parent/guardian wishes us to release their child to anyone under the age of sixteen (18), written permission will be required.

INTOXICATION POLICY

If a parent/guardian or emergency contact who appears to be intoxicated or unfit to drive, arrives at the Centre to pick up a child: Procedure: Daycare staff will: Offer to call a relative or friend to pick up the parent and child. Offer to call a cab. Inform the parent that if he/she chooses to drive with or without the child, the educator will inform the police immediately. Call The Ministry for Children & Family Development if they believe the child is in need of protection. Refuse release to any person appearing to be intoxicated that is not the parent and call parents for alternate pick-up to be arranged

Health and safety policies

If a child is sick or has any of the following symptoms, we ask that you keep them home:

Any contact with people known to have COVID-19

Runny nose with green discharge.

Persistent Cough

Fever

Diarrhea

Vomiting

Rashes like chicken pox, hand and foot mouth disease etc., or any unexplainable

Head lice

Please DO NOT medicate your child and bring in to daycare, as Tylenol etc, wears off in 3 to 4 hours and we will just end up sending them home. Only medication for teething please.

In the event that a staff member has any of the above symptoms the same rules as the children will apply. We will then call on our casual support to fill in for the staff member.

The child can return to the center after a health care provider lets you know that your child is no longer contagious or when signs/symptoms have been gone for 48 hours. Although this may pose an inconvenience, these policies are in place to ensure your child, other children and staff remain healthy to provide the best experience possible.

In the event that your child becomes ill at the center, the parents/caregiver will be notified immediately. The child will then be placed in the naptime/quiet area until they are able to be picked up by their caregiver/emergency contact.

Immunizations are not mandatory in BC and as diverse facility we understand that not everyone believes in immunizations but if your child has immunizations, you can download and print and fill out a copy of this format <https://immunizebc.ca/sites/default/files/docs/bccdc-childhood-record-card.pdf> to ensure that we have proof of their immunizations in their files. Our staff have all had negative TB tests and have all their up-to-date immunizations as well as flu shots and Covid vaccines. This is information that is kept on file and we use the same form as you have to fill out for your child.

Communicable Disease Prevention Plan-

It is our policy not to admit any child who has a communicable disease. We require the child to be symptom free for 48 hours or a doctor's clearance stating that they are no longer infectious before they can be re-admitted to the Centre. Please notify the Centre if your child has been exposed to or has a communicable disease. We will advise parents/guardians of a communicable disease in the Centre by placing a notice in each room and emailing. The Centre Director reserves the right to send home or refuse attendance to any child that is considered not well enough to attend. If your child is unwell or showing signs of an infectious or contagious disease, we will contact you immediately and you will be required to pick them up from the Centre. If illness occurs while a school-aged child is at school, the school must contact the parent/guardian directly. You must then advise the Centre of the situation.

We do thorough covid cleaning daily, cleaning of all surfaces, as well as the toys and equipment used at the center. Regular hand washing is done with the children as well as the staff, all dishes are run through a commercial dishwasher before use, and no sharing of any dishes or utensils of any kind is allowed. Weekly deep cleaning is done on the whole center, including disinfecting all high touch surfaces with a bleach solution.

If your child tests positive for Covid, they must stay home until they test negative and are symptom free for 48 hours.

Administration of medication policy

In the event that your child requires medication while under our care there are forms that are required to be filled out by your doctor, the child's caregiver and the staff members. When you fill out your child's care plan, we need to know the times of day they are needing their medication so we can make sure there is staff designated to your child at that time to ensure your child gets their medication as well as record that your child has taken the medication at the appropriate time. **We must have the medication administration in writing.** Medications will be stored in the office in a locked bag in a high cupboard. We ask that parents help the staff understand how you would like the medication administered. In the event that your child requires an emergency medication such as an epi-pen we can only use your child's epi-pen not one of another child's, all of our staff has their first aid and are able to respond immediately according to the child's care plan and medication administration form. You can see the medical information form attached at the back of this manual.

Injuries

If any injury occurs while children are under our supervision of any degree, we will record it and any/all steps taken will be recorded. In your child's care forms we ask that you fill out the permission form so that we are able to administer first aid and call 911.

Even if it is a small injury that does not require medical attention, we will record the steps taken, then any medical supplies used and parents will be informed at the end of the day. Our injury logbook is located in the office with our first aid kit and there will be a copy put in your child's file. In the event this happens on a field trip we take a first aid kit with us and have copies of incident forms.

In the event that a major incident happens we will follow the procedures given to us in your child's care plan. We will call the emergency contacts that are in your child's file, while administering first aid if allowed according to their care plan. It will be the emergency contacts responsibility to accompany the child to the hospital. If the injuries are life threatening and no one can be reached, a staff member will accompany the child with the medical information on file.

At the hospital medical professionals will only administer treatment when parents are present unless the injury is life threatening. If we are still unable to contact any of the contacts in the child's file treatment will be administered by the health care professionals. After treatment the child will then return to the center with the staff member or leave with their caregiver. If the child's contacts have still not responded and the child and staff member are back at the center they will be put in the naptime/quiet area until someone is able to pick them up.

At the time a staff member is injured at work a form provided to us by Work safe BC will be filled out. If time off is required a doctor's note will be required. Any time off required will be covered by Work Safe BC.

Emergency Procedures

We are prepared to handle any emergency situation such as a fire or earthquake. We will have fire and earthquake drills in place randomly one of each a month. In the event of an emergency that we are required to leave the building, we will meet in the main pick up/ drop off parking lot. During our fire drills we will practice the different exits we can take and the safest way for the children to get to the exits based on where the fire may occur. As well as practicing how to proceed if there is a lot of smoke in the air, and exit is blocked etc.

During our earthquakes drills we will practice safe places to get under. As well as discuss how long we may have to wait.

This can be a scary for the children and we will provide 24 hours' notice prior to an emergency drill so that you can prepare your child and ensure them that it is safe. We will also provide information so that you and your child can practice at home, which can help make these drills less scary. Parents/caregivers will be notified if a real emergency happens as soon as it is safe to do so.

First aid kits

We have 2 different first aid kits one for in our center and one for field trips they both have different amounts of contents, but both have incident report forms and emergency phone numbers.

First Aid kits include:

Thermometers and fever strips
Band-Aids of assorted sizes
Scissors
Tweezers
Safety pins
Sterile gauze of assorted sizes
Disposable gloves
Non-adherent dressing for injuries such as burns
Gauze rolls
Non-allergenic medical tape
Triangular bandages
First aid book

Safe environment policy

We do 2 safety checks daily both inside and outside. We look to make sure:

Toys are in good condition
Equipment is in good condition (playground and appliances)
Furniture is in good repair
Cleaning supplies are locked away from children's reach
All electrical outlets are covered
Make sure children are signed in/ out in case of an emergency
Emergency exits are not blocked
All necessary childproofing is in place
There is no sharp object in the outdoor play areas like broken glass, needles etc.
Monthly checks to make sure:
First aid kits are stocked or as item become depleted
Fire extinguishers are not expired
Items in our earthquake kits are not expired

Healthy food policy

Happy Hummingbirds will provide all children with access to fresh drinking water (please ensure they bring their own water bottle). As well we have access to a fridge, stove and microwave and our staff would be happy to warm up your child's food.

For those children not yet eating table food, please bring a day's supply of meals, including prepared bottles that are labelled with the child's name, date and contents. All breast milk must be labeled with mother's name, child's name and date of expression. Please note, any food you supply must be nutritious and follow Canada's Food Guide. Please note, any food you supply must be nutritious and follow Canada's Food Guide. Pack food in a thermos or in a lunch bag with an ice pack. Please let the educator know if food needs to be heated. **No candy, pop, juice, junk food, or food containing high levels of sugar or salt will be allowed into the Centre. These types of foods will be returned home with the child.** Unless it is a special occasion like birthdays, halloween, etc.

PROVINCIAL LICENSING REQUIREMENTS

Provincial licensing requirements and strict enforcement of standards are in the best interest of all children. Our Centre meets or exceeds applicable licensing regulations and standards. These standards relate to our facility, educators, health and safety procedures, nutrition, educator/child ratios, and record keeping. Our Centre is subject to inspection by provincial, health, fire and licensing officials. It is the right of the provincial licensing agency, as well as Child Protective Services, Social Services or Children and Family Services to perform their duties as follows: • Privately interview children and/or educator without prior notice or parental/guardian consent. • Inspect, audit, and copy child and educator records, without prior notice or parental/guardian consent • Observe the physical condition of the child, including conditions that could indicate abuse, neglect, or inappropriate placement and if determined necessary, provide protective custody and /or have a licensed medical professional physically examine the child.

The Centre has carefully developed systems to ensure the comfort and protection of your child. As a parent/guardian, you can always expect our Centre to adhere to all the provincial regulations governing safety, fire, nutrition, and child/educator ratios. Our inspection reports are posted on the parent board and available upon request from the Centre Director. Our goal is to provide a safe and nurturing environment for all children with programs to suit each developmental level. We welcome your comments and suggestions that may help us achieve these goals.

Administration and Financial policies

Enrollment Policy

Our enrollment policy is fairly simple, we accept children from the ages of 12 months to 5 and try to accommodate siblings as often as possible.

We have a gradual entry option for those who want it, it is 2 hours per day for the first week, and then 2 full days the second week, then full time the third week. (No discount in fees.)

Registration Policy

Registration packages are given out to perspective families to fill out and return to us, it is very important that the correct contact information is given to us. This must be kept up to date, as this is our only contact information for you and your emergency back-up.

Fees and Payment Policy:

Fees are calculated by the space you book for your child and must be paid in full, regardless of sickness or vacation days missed. You are paying for their spot in the program, and this ensures you are still guaranteed your spot when you return from any absence. We charge a non-refundable \$50 registration fee for each child.

Our fees are billed monthly and are to be paid within 2 business days of the first day of each month. If you are applying for Child Care Subsidy; it is the parent's responsibility to fill out all the requirements on the Child Care Subsidy application, and send in to the Government Branch responsible for the subsidy. If

not eligible for full subsidy, the parent/guardian is responsible for the fees. Fees are based on enrolment not attendance (NO fee decreases for sick/missed days or statutory holidays).

Billing is based on four-week periods and this is beneficial to you as it provides a regular monthly payment that does not fluctuate.

We accept cheques, Interac E-transfer, and cash.

We charge a \$50.00 fee for all returned payments.

We will provide receipts upon request.

Monthly fees must be paid within the first 2 business day at the beginning of each month.

- 1) If fees are outstanding after the first 3 business days of the month the child will not be accepted at the daycare on the 4th business day or any other day until the fees are paid in full.
- 2) If parent/guardian is eligible for subsidy they must provide copies of application and supporting documents. Subsidy acceptance letter must be received prior to attendance.
- 3) Renewal of subsidy must be started at the beginning of the month that subsidy expires, and copies of forms must be kept on file until acceptance letter is received.
- 4) If parents wish to start their child before subsidy acceptance a payment for the month will be needed. The parent will be reimbursed their fees when subsidy is received.

Withdrawal Policy

If you are needing to withdraw your child from the center, we require one months' notice in writing, and fees need to be paid up.

The reasons for withdrawal are as follows:

Child is over the age of 5, and is going to school.

The family is needing to voluntarily withdraw.

The child cannot adjust to the program.

The fees are not paid up.

Repayment/Refunds:

If a person pre-pays part of the cost of child care services provided by the program, the Centre must at the time of prepayment deliver a written statement setting out the terms and conditions on which a refund of all or any of the prepayment will be made. • Refunds will be issued if a parent/guardian pre-pays multiple months in advance and gives one month's notice of termination of care. The remaining un-used months of care will be refunded to that parent/guardian. • Refunds will be issued if an overcharge occurs, and the overcharge is clear or can be proven

BC Affordable Child Care Benefits

The Affordable Child Care Benefit is a monthly payment to help eligible families with the cost of childcare. Factors like income, family size, and type of care determine how much support families can get. Families need to renew their application every year.

Here is the link:

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>

Late pick-up policy

If children are not picked up at the agreed-upon time you will be called. If we cannot get in contact with you, your secondary or emergency contact will be called. If you or your alternate contact cannot be reached in a reasonable amount of time (1 hour); we will consider the child(ren) abandoned and will call the Ministry of Children and Family Development. If we can reach someone, you will be charged \$5 per minute after 5 PM until someone eligible to pick up the child arrives, which will need to be paid at the time of pick up in cash to the ECE with your child(ren).

Termination of Services

Services may be terminated by the center if any of the following applies:

Child does not adjust to the program; at times some children do not adapt to the change or to the program and may cause major disruptions to the other children's program. We will try to work together with the family to solve the situation, but we reserve the right to terminate the agreement.

Fees remain unpaid for longer than 30 days.

If the child is abusive or too aggressive with other children or the staff.

If this should happen fees will be prorated and returned to you.

Suspected Child Abuse Policy

Anyone 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, as Early Childhood Educators we must report any suspected abuse. In British Columbia, a child is anyone under the age of 19." (From The B.C. Handbook for Action on Child Abuse and Neglect).

If any member of our staff has any reason to believe that a child is being neglected or abused, either physically, sexually, or emotionally, we are under obligation to report it. This is the law, and it is always in the best interest of the child to be extra vigilant in this matter.

If a parent or guardian comes to pick up the child and is under the influence of alcohol or drugs, we reserve the right to refuse relinquishing the child. If this should happen, we will contact the other parent or emergency contact to come and pick up the child, and we will hold them until they come. If no one else comes to get the child, then Child Protective Services will be called. If the caregiver gets violent with our staff, we will call the police. If you choose to take your child anyway while under the influence, we will call the police.

Custody Disputes and Orders

We ask that if there is a court order in place that we receive a copy as soon as the child is accepted into the program. We will always follow the court order, no matter what the parents say.

If there are any disputes on the Centre's property, the police will be called immediately, and Child Services will be called if needed.

Field trip policy

At this time, Happy Hummingbirds is not offering field trips, just short walks to the park occasionally.

Visitor policy

At Happy Hummingbirds, we maintain an open-door policy for parents and approved guardians. (Covid dependent)

This means you are always welcome to call or drop in to see your children during regular hours of operation. We encourage parents to come in and see their children throughout the day if they can, maybe even share lunch with them if possible.

Before coming to see your child or children, you are required to let us know of your presence before entering the building. We also appreciate the parents taking into consideration that we do have a nap-quiet time each day for the children, which goes from about 12:30-2:00 pm, so their child may be resting during this time.

Practicum students

All practicum students who study at our daycare have set schedules that they follow when coming to our facility.

If they wish to drop in on a day off, they must abide by the same rules set for parents and respect the nap/quiet time.

Extended family

For extended family visiting we do have specific days that we allow any other family to come visit the children, like Christmas concerts, open house family day and certain holidays.

We do expect that the parents inform us who they wish to bring to the daycare for those specific days and we will have specific times set for those days so that we can accommodate everyone for those special days to create memories for all families.

Volunteers

Volunteers have set schedules of when they come to the daycares and they will need a criminal record check if they would like to make volunteering a recurring practice.

Observers

We do expect to be informed before anyone comes to the center or into the center itself, if this is not the case you will be expected to knock before entering and one of our educators will greet you at the door.

Communication policy

Communication is the foundation of relationships and its essential for learning, play and social interactions. Being an affective communicator is essential to forming relationships both personal and professional.

To whom:

Children

Parents

Colleagues

Staff

Staff should give children space and time to explain how they are feeling

Staff should allow the children time to think and staff shall consider their level of knowledge, understanding and languages (if bilingual)

Staff should remember that children take longer to translate, think, respond and communicate to us as educators and other children.

At Happy Hummingbirds, we understand that children have big feelings which need attention and acknowledgement. We practice the Love and Logic approach and therefore will never condemn children for their words or actions, but rather offer empathy and encouragement during their struggles.

Your child will not be made to participate in any activities, they will be encouraged, and they must go outside with the rest of the children and staff during outdoor activity times.

We understand that children may feel scared to participate in activities with educators and new children. As educators we do everything in our power to help and communicate to the children that they are heard, safe and their feelings are acknowledged. Children should never have their feelings belittled.

Staff Communication Rules

- Staff will maintain effective communication with children, team members, parents and visitors
- Staff should not allow personal events or emotions intrude in the professional place of work
- Staff should communicate in a polite manner “speak to others as you’d like to be spoken to”
- Staff should not allow children to be exposed to any friction between staff or parents
- Staff must not discuss individual children in front of children or where it can be heard

At staff meetings all staff shall have the opportunities to discuss issues and views.

Parents/family members

- Staff should be conscientious about how and where they discuss issues about a child
- Staff should speak to parents in a respectful polite manner and discuss any problems or views they may have in a private area away from any children
- Staff should share any specific information relating to the child with the parents when they are arriving or leaving the facility

Contact Us:

If you have any questions or concerns, please contact Shelly on her cell phone or text her at 250-533-9284 or via personal and confidential email at shelly@happyhummingbirds.ca

Meetings

We hold weekly staff meetings to discuss and go over any concerning topics and or issues we may have with children, staff, scheduling etc.

We also invite parents to come talk to us with any concerns they may have and they may also attend our parent teacher meetings we hold every month to discuss any issues they may have or concerns they have for their child and our center.

Confidentiality policy

Procedures for ensuring confidentiality and the appropriate release of information should be reviewed with all staff and be part of the personnel policy and/or staff handbook (sample Staff Confidentiality Agreement attached). In addition, potential measures, or disciplinary repercussions if confidentiality is breached should be reviewed with staff to assist them to understand their role and the expectations of their employer. This will underline the seriousness of their responsibility and will help ensure breaches are limited.

When required by law, there may be instances when staff are required to share information without parent permission (e.g., duty to report suspected child abuse, police investigations etc.)

Informed Consent

Informed consent implies that when parents/guardians give consent to share information about their child, they are aware of the following:

1. Who the information will be shared with
2. What specific information will be shared
3. The purpose of sharing the information
4. How the information will be used

When making a request to formally share information about a child (in a scheduled meeting, reports etc.), staff will review the above with parents and then ask them to sign a consent form that allows for the sharing of information (sample Consent for the Release of Information attached). In addition to these more organized situations, it is beneficial to have parental consent (sample Consent for Informal and Ongoing Sharing of Information attached) to allow less formal information exchanges (e.g., attendance, illness, behavior) between staff if children attend multiple programs (school, child care, family support).

In the case of a family who is unable to understand the consent form(s) it is strongly recommended that an interpreter is used. An interpreter may be defined as another family member, a family friend or another individual agreed upon by the parent. If a parent is unable to read the consent, it is acceptable to read the document and ensure they understand the information prior to signing. The signed original consent will be given to the parents for their records. A copy will be given to the third party named in the consent form and a copy will also be retained in the child's file. Parents/Guardians have the right to cancel or change their consent. It is recommended that this request be made in writing.

How our center will ensure this will be carried out:

Making sure we talk about issues with the appropriate person in a private area where no children may hear the conversation.

Parents sign a confidentiality waiver to make it, so we are bonded by law to not share any confidential information.

All of our staff, volunteers, practicum students and casual support are required to fill out the following statement to ensure the confidentiality of your family and children even after termination.

Confidentiality in Child Care Statement

As an employee of Happy Hummingbirds Childcare, I do hereby certify that I will respect the confidentiality rights of every child who attends this child care facility. I understand that the confidentiality of each child's information is strictly maintained to protect the privacy rights of the parents and children. I pledge that I will not discuss or otherwise communicate any form of information concerning the care or condition of any child with unauthorized individuals. I understand that failure to abide by the child confidentiality requirements may result in my immediate termination.

Print Name: _____

Signature: _____

Date: _____

Your Child's Daily Care Report

Child's Name _____ Date _____

Parents' Section

Time of arrival _____ Time your child woke up _____

How did your child sleep last night? _____

Has your child had breakfast/lunch? _____

Comments _____

Day Care Section

What I ate Today

Meal	How much I ate	What I ate
Breakfast		
Morning Snack		
Lunch		
Afternoon Snack		

Naptime

Today I slept from _____ until _____ . Notes: _____

Potty Times

Time	Wet	BM	Toilet/Diaper


I had fun when we _____

Special Notes _____

Please bring more: ☐ diapers ☐ Clean clothes ☐ other: _____




Feedback from parents



Parent Survey

This information sheet is to help me better understand your child. Please be honest and provide details where necessary.



1. Student Name: _____ Date of Birth: _____
2. Name of Parent (s)/Guardian? _____

3. Home Address: _____
4. Please star the best way for you to be contacted if needed
Home phone: _____
Mom's work: _____ Mom's Cell: _____
Dad's work: _____ Dad's Cell: _____
6. Emergency Contact Person (This information must be on file with the front office). Contact person/relationship to student: _____
Phone number: _____
7. Are any languages other than English spoken at home? _____
8. What is the primary way your child will go home each day? _____
*Please send a note if there are going to be any changes in dismissal.
9. Do you have any special concerns about your child? (academically, socially, medically, etc.)?

10. Please list any foods, stings, etc. that may cause allergic reactions with your child

11. Please list two goals you would like to set for your child this year:

12. Please tell me, in one million words or less, if there anything else I should know about your child. Feel free to brag! Use the back if you need to.

At Happy Hummingbirds we encourage parents to give feed back to us whenever they feel they have something they would like to share good or bad there is always room for improvement continuous learning and growing here at our center.

Ongoing communication

Ongoing communication is very important to maintain a healthy relationship and understanding with anyone in your life.

We make a point to meet with parents/care givers face to face on a daily basis this way parents can stay in the loop on what their children are learning throughout the days they spend at daycare, we believe that the parents should be as involved as possible as they are the number one teacher in their children's life so when having them learning, laughing and sharing together it makes for one happy family and always puts a smile on our faces here at Happy Hummingbirds.

Touch and nurturing policy

We understand that all children and their families have their own beliefs and preferences around nurturing and touch. To ensure the element of touch is safely and appropriately handled, we communicate with children and their families on their wishes and expectations on this topic. As always, we follow the BC Child Care Licensing and Regulation guidelines. Positive touch, such as, holding a child's hand, rubbing their back at nap time to soothe them, or giving a child a hug is permitted at Happy Hummingbirds if the children and their parents/caregivers are comfortable with it. We believe that this approach helps to model, guide and educate children how to respect themselves and their bodies, as well as respecting other children and adults. Everyone has the right to feel safe and secure in their environment and in their interactions with one another.

Active play policy



Active play is a vital element for healthy growth and development. At a minimum, Happy Hummingbirds Child Care provides 90 minutes of active play daily. This includes outdoor play whenever it is reasonable to go outside. We do not stay inside every time it is raining! Please make sure your child has weather appropriate clothing for rain, snow and sun. In the event that the weather does not permit outdoor play, we will incorporate indoor active play. This can include activities such as: gross motor circle time games and music and movement.

"Play is often talked about as if it were a relief from serious learning. But for children, play is serious learning. Play is really the work of childhood." - Fred Rogers

Screen time policy

In compliance with licensing, we do not allow more than 30 minutes of screen time (computer and/or TV) per day for children over 2. We do not rely on television, videos, or computers to fill space in our daily schedules, nor are screens used on a regular daily basis. On days when the children do have screen time, it will be age-appropriate. We will only have a movie occasionally on special occasions and no computers or TV at all.

PLEASE DO NOT SEND ANY FORM OF TECHNOLOGY WITH YOUR CHILD TO THE CENTRE

Inclusion policy

According to the Canadian Charter of Human Rights and Freedoms, "All individuals must be treated equally, regardless of their race, national or ethnic origin, color, religion, sex, age, or mental or physical disability." Happy Hummingbirds Child Care understands the importance of an inclusive environment and we are in partnership with The Child Development Centre here in Nanaimo to help provide additional resources. We value the beauty of diversity and foster awareness and acceptance of different abilities and needs of children and their families. Our staff is grateful to have the ongoing opportunities to participate in effective inclusive programming workshops. "In diversity there is beauty and there is strength." - Maya Angelou

Daily Schedule

7:45am-9am: Arrival /Free play

9am-9:30am: Art

9:30am-9:50am: Circle/Group Time

9:50am-10:15am: Snack

10:15am-11:15am: Outdoor Play or the Big Room

11:15am-12:00 Free Play

12:00am-12:45pm: Lunch

12:45pm-1:00pm: Clean Up Time

1pm-3:15pm: Nap/Quiet Time

3:15pm-3:45pm: Tidy nap space and snack

3:45pm-4:30pm: Outdoor Play or Big Room

4:30pm-5:00 pm: Table Time Activities – Puzzles, coloring, painting

5:00pm: Center is closed.

Vacation allotment

Once employees have 12 months of service with us, they are entitled to receive three weeks paid vacation annually.

** With every 2 years of service with Happy Hummingbirds Child Care, part-time and full-time employees will receive an additional vacation day. An extra day's vacation will be accumulated with every two years of service, for a maximum of five extra vacation days.

Happy Hummingbirds Child Care is committed to providing quality child care and part of that process will be evaluating the needs of the center on a regular basis. Hiring additional staff on as substitutes or permanent employees will be done, as necessary.

Early Childhood Educator Wage Enhancement

To support recruitment and retention and help fulfil government's commitment to supporting the creation of 22,000 new licensed childcare spaces by 2021, a Wage Enhancement (ECE-WE) was implemented for front-line ECEs working in eligible licensed child care facilities, starting January 2019.

Funding Amounts:

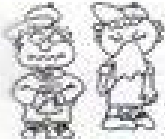
The ECE-WE provides a wage increase to eligible front-line ECEs of \$6.00 per hour worked plus 18.57 cents on every dollar for statutory benefits. The ECE-WE is provided as a flat-rate enhancement, separate from the employee's hourly wage.

Monthly Maximum:

The ECE-WE is paid to front-line ECEs based on the total number of eligible hours worked within the approved facility in a month up to a maximum of 195 hours per month (including any overtime hours worked).

Forms and documents

Injury report sample



OUCH REPORT

Child's Name _____ Date _____


It Happened _____ inside _____ outside _____ time _____

Brief Description of Injury _____

First Aid _____ washed _____ bandaid _____ ice _____ rest/observation _____ T.L.C. _____

Person Attending the Injury _____ Other Witness _____

Director _____ Additional Comments _____



island health

COMMUNITY CARE FACILITIES LICENSING

INCIDENT REPORT

☐ Previously Faxed

PLEASE COMPLETE NON-SHADED AREAS IN FULL IR # _____

FACILITY INFORMATION	FACILITY NAME _____	FACILITY LICENCE NUMBER _____	
	ADDRESS _____	PHONE NUMBER _____	
PERSONS INVOLVED	NAME OF PERSON IN CARE (1) _____	DATE OF BIRTH _____	SEX <input type="checkbox"/> M <input type="checkbox"/> F
	NAME OF PERSON IN CARE (2) _____	DATE OF BIRTH _____	SEX <input type="checkbox"/> M <input type="checkbox"/> F
	<input type="checkbox"/> STAFF <input type="checkbox"/> VISITOR <input type="checkbox"/> OTHER (SPECIFY) _____		
		NUMBER OF PERSONS IN CARE AFFECTED _____	

TYPE OF INCIDENT BEING REPORTED:

☐ AGGRESSIVE/UNUSUAL BEHAVIOUR

☐ AGGRESSION BETWEEN PERSONS IN CARE (Res. Care Only)

☐ ATTEMPTED SUICIDE

☐ CHOKING

DEATH ☐ EXPECTED ☐ UNEXPECTED

☐ DISEASE OUTBREAK

☐ EMERGENCY RESTRAINT

☐ EMOTIONAL ABUSE

☐ FALL

☐ FINANCIAL ABUSE

☐ FOOD POISONING

☐ MEDICATION ERROR

☐ MISSING/WANDERING

☐ MOTOR VEHICLE INJURY

☐ NEGLECT

☐ POISONING

☐ PHYSICAL ABUSE

☐ SERVICE DELIVERY PROBLEMS

☐ SEXUAL ABUSE

INDICATE TYPE OF INJURY BEING REPORTED & EQUIPMENT INVOLVED:

TYPE OF INJURY (all service types to complete):

☐ BRUISE/CONTUSION

☐ DISLOCATION

☐ SPRAIN/STRAIN

☐ BURN

☐ FRACTURE

☐ SURFACE CUT/SCRATCH

☐ CONCUSSION

☐ LACERATION/ABRASION

☐ OTHER _____

☐ NO INJURY

EQUIPMENT (child care only):

☐ SWING

☐ SLIDING POLE

☐ SLIDE

☐ HORIZONTAL LADDER/MONKEY BARS

☐ SEESAW

LOCATION OF INCIDENT

CHOOSE ONE OF THE FOLLOWING:

☐ RESIDENTIAL CARE

☐ CHILD CARE – INDOOR EXCLUDING PLAYGROUND

☐ CHILD CARE – INDOOR PLAYGROUND

☐ CHILD CARE – OUTDOOR EXCLUDING PLAYGROUND

☐ CHILD CARE – OUTDOOR PLAYGROUND

NOTIFIED	DATE	TIME
HEALTH CARE PROVIDER	_____	_____
POLICE	_____	_____
LICENSING/MHO	_____	_____
CORONER	_____	_____
OTHER (SPECIFY)	_____	_____
AMBULANCE	_____	_____
MCF	_____	_____
MANAGER	_____	_____
FIRE DEPARTMENT	_____	_____

PARENT/REPRESENTATIVE/CONTACT PERSON CONTACTED

☐ YES ☐ NO DATE/TIME _____

Medical Administration Form

DATE: _____

I hereby give my permission to the staff of _____ to administer:
_____ Name of Medication Prescription Number
to my child _____ according to the Doctor's orders and instructions.
(These will be on the vial or bottle for prescription drugs and on the "Request for Administration of
Non-Prescription Medication at Child Care Centre form for non-prescription drugs).

Signature of Parent or Guardian

MEDICATION RECORD

NAME OF CHILD: _____ PHYSICIAN: _____

NAME OF MEDICATION: _____

DATE COMMENCED: ____/____/____ DATE STOPPED: ____/____/____

DATE TIME DOSAGE COMMENTS STAFF SIGNATURE

NOTE: One form for each prescription or refill.

Completed form filed in child's file.

REQUEST FOR ADMINISTRATION OF NON-PRESCRIPTION MEDICATION AT CHILD CARE FACILITY

A. TO BE COMPLETED BY PARENT OR GUARDIAN:

NAME OF CHILD: _____ BIRTHDATE: ____/____/____

NAME OR GUARDIAN: _____

PHONE: HOME: _____ BUSINESS: _____

PHYSICIAN: _____ PHONE: _____

B. TO BE COMPLETED BY PHYSICIAN

CONDITION WHICH MAKES MEDICATION NECESSARY:

NAME OF MEDICATION: _____

DOSAGE: Pills _____ Drops _____ Tsp. _____ Ounces _____ Mls. _____

TIME: A.M. _____ P.M. _____ DATE TO START: ____/____/____

TO BE GIVEN WITH: _____ DATE TO GIVE LAST DOSE: ____/____/____

(Water, Milk, Juice)

ADDITIONAL COMMENTS: (Possible Reactions, Consequences of Missing Medication, etc.)

SIGNED: _____

DATE: _____

PHONE NO: _____

Only the people listed on the application form will be allowed to pick up children from the center. If someone else will be picking them up we must be notified ahead of time of whom it will be and we will require identification with picture from this person.

Sign in / sign out form

Date	Child's name	Time in	Parent/guardian's signature	Time out	Parent/guardian's signature

MINOR (CHILD) PHOTO RELEASE FORM

I, _____, the parent or legal guardian of
_____ [Child] grant _____
[Party Receiving Permission] my permission to use the photographs described as
_____ [Describe Photographs] for any legal use,
including but not limited to: publicity, copyright purposes, illustration, advertising, and
web content.

Furthermore, I understand that no royalty, fee or other compensation shall become
payable to me by reason of such use.

Parent/Guardian's Signature: _____ Date _____

Parent/Guardian's Name: _____

Child's Name: _____

Phone Number: _____



PERMANENT FIXTURES IN OUR PLAYGROUND

NO PERMANENT STRUCTURES IN PLAYGROUND AREA

MOVEABLE STRUCTURES INCLUDE

Ride on toys

Sandbox

Water table

Bouncy balls

Hula Hoops

Small slide

Playground Is a large fully fenced-In yard.