



Daycare
for children aged 0–5 years

Nature-Inspired Prekindergarten
for children aged 3–5

OUR PHILOSOPHY & VALUES

We believe in kindness.

Our early learning environments include community walks, local forested areas, our very own garden & playground and our specially designed classrooms.

We strive for our **children, their families and our caregivers** to grow as a community & build lasting connections. Together we will have the most enjoyable learning experiences. We love nature and believe our environment actively participates in the education process.

Our approach is student-centered and play based. This approach encourages creativity, curiosity and inspires self-confidence.



HOURS OF OPERATION

Monday – Friday

7:30 a.m. – 5:30 p.m.

We observe the following holidays and will be closed on the following days:

New Year's Day	Victoria Day	Thanksgiving Day
Family Day	Canada Day	Remembrance Day
Good Friday	BC Civic Holiday	Christmas Day
Easter Monday	Labour Day	Boxing Day

Truth and Reconciliation Day Pro d day in mid May, for staff education

Between Dec 22nd and New Year's Day (reopen depending on the Surrey school calendar)

One week for Spring break in March (last week of March)

A closure at the end of summer to restart the school year (the week before Labour Day)

Child Care is open for 12 months of the year with closures as outlined. The fees are averaged out on a monthly basis; therefore there is no reduction in fees.

ARRIVAL AND DEPARTURE POLICY

Arrival

Our doors open at 7:30am – your arrival time will be outlined in your registration and according to your child's program times.

Please inform our center's manager of your regular arrival and pickup time.

Departures

Upon pickup caregivers will update you on relevant information to your child's day. Please pickup your child **before** 5:30pm.

Please sign your child in and out upon arrival and departure.

Attendance is taken daily as children arrive.

If your child is going to be absent or late please contact us via the Brightwheel App to inform us.

Please share any information regarding feeding/toileting/teething/sleeping or otherwise that will have an impact on your child's day or daily routine.

Please keep your goodbyes short and sweet. It is best to say goodbye at the door with a big smile and a "see you later little alligator". Caregivers are here to assist you and your child during this transition. If your child is slow to warm during transitions, please remember short goodbyes are easier for them. We adore your little one and we promise any tears at goodbye are short lived.

FEES, PAYMENTS AND RECEIPTS

Registration fee

There is a \$150 dollar, non-refundable, registration fee + one full monthly fee necessary for enrollment. The deposit of one full monthly fee will be refunded on your child's last day of care – any fees outstanding will be subtracted.

Monthly fee

Fees are as per your contract and are due on the first day of every month.

Payment is in the form of direct deposit.

Any cheques must be made out to **Little Acorns Ventures Inc.**

Short term closure

In the event of a short term closure due to extreme weather or a pandemic/communicable disease outbreak (less than 30 days), fees are due and payable as per usual. Fees payable during closures exceeding 30 days will be determined on a case by case basis.

Late fees

Fees must be paid on time. Daily late payment fees and NSF fees are applied in the amount of \$50 in addition to regular tuition.

Late pickup fees

Late fees of \$25 will be applied for any pick up after 5:30pm.

If fees are not paid on time or fees are missed and the situation is unresolved, termination of services may be required.

Tax receipts

Tax receipts are provided in February of each year.

WITHDRAWAL AND REPAYMENT AGREEMENT

A child can be withdrawn without a penalty fee from the program, providing the parent has given 60 days written notice by the first of the month.

Families are responsible for the full monthly fee if 60 days written notice is not provided by the **first** of the month (two months prior to leaving).

If you have prepaid and you withdraw your child from care, with 60 days notice before the 1st of the month, you will be paid back in full.

Blossoms & Roots reserves the right to terminate the contract of care at any time.

REGISTRATION

All enrollment forms and payments must be submitted prior to acceptance. The required forms and items are as follows:

- *Registration Forms completed in full*
- *Registration Fee + 1 full months fees*
- *Emergency Consent Form (1 page)*
- *Optional: Medication Administration Consent form (1 page)*
- *Immunization record*
- *Photo of your child*
- *Any other information pertaining to the health and safety of your child*
- *Comfort kit*

Please read and complete registration forms.

It is the responsibility of the family to inform Blossoms & Roots of any changes to address, telephone numbers, alternate pickup persons or any change in medical and health status of the child.

Registration opens as spaces become available. Preference is given to children requiring a full-time spaces. If you do not submit the required documentation and registration fees by a specified date then you forfeit your placement and it will be given to the next person on the waitlist.

PARENT TEACHER COMMUNICATION

Brightwheel

Please use your **Brightwheel Application** for regular updates and check ins, notices, updates, photos and for sending notes to your childrens caregivers.

Teachers are available to speak with you at drop off before 9:20am and pickup before 5:30pm.

Please remember to keep these conversations short as the teacher's focus at this time is the care and safety of the children. For longer conversations please contact the manager of your child care facility to set up an appointment.

Instagram, Facebook and Brightwheel

Childrens photos will not be posted unless permission has been granted by parents.

If you do not consent to posting photos of your child on social media, we reserve the right to post photos of daily activities, but will ensure that no identifiable features of your child will be shown.

CHILD/STAFF RATIO

The ratio governed by the Provincial Licensing Act is as follows:

Infant/Toddler (0–3 years): 1 caregiver to 4 children

Prekindergarten & Optional Before and After Care (3–5 years): 1 caregiver to 8 children

There is Infant/Toddler certified staff available at all times.

NUTRITION POLICY

We ask families to supply one snack and lunch, plus milk/formula (if your child requires).

We treat bottle/snack and mealtimes as an opportunity to promote children’s social development; if the child needs a special diet, it is the responsibility of the guardian(s) to inform the caregivers of his or her needs. Specific feeding needs will be posted and charted daily in our communication logs.

For Prekindergarten: Please pack a snack and lunch that doesn’t require a warm up and can be easily eaten outside.

For Infant & Toddler: We do have a microwave in the classroom, and we are happy to warm up foods as required. Please add an ice pack/cooling element to the lunchbag as food won’t be stored in a fridge.

Drinking water is available throughout the day.

Optional afternoon snack is available –food is prepared on site and is posted daily.

INFANTS AND BOTTLE FEEDING

Infants will be fed according to their own schedule. As they grow and start eating solid foods, their eating needs will change and the eating times will be adjusted toward the group schedule.

Parents must provide formula, milk or breast milk along with any baby food until their child is on table or solid foods. Formula or water will be placed in a bottle. Bottles are not heated in the microwave, as this will produce “hot spots” in the formula or breast milk and are warmed under warm running water in then sink or by an electrical bottle warmer.

WHAT TO BRING

- Full change of clothing
- Inside slippers/shoes
- Formula/milk (if required)
- Snacks/lunch in a bag
- Parents of bottle-fed babies will need to provide 2-3 labelled bottles, nipples, and lids (Contents remaining in any bottle must be discarded within two hours)
- Diapers or training pants
- Wipes (if in diapers)
- A blanket from home and a small snuggle toy for nap time (if your child naps)
- Seasonal outside clothing; muddy buddy and boots, hat and gloves
- Water sippy cup (to leave at the center)
- Seasonal items like sunscreen
- Diaper cream
- Prescription creams/Prescriptions require written consent

– **Please label everything!** –

CLOTHING /SEASONAL ITEMS

Active and sometimes messy play is going to be a part of your child's day. It is recommended children wear comfortable washable play clothes that are easy to move around in. Please ensure there is a change of clothes in your child's cubby to be left at daycare. During warmer months children require a hat and sunscreen. In the colder winter months, children must be dressed to go outside, as every child will be going outside. Children must have warm, protective clothing appropriate for playing on the playground (boots, snow pants, hat, waterproof mittens). – **Please label everything!** – For Pre-K: Expectation is to practice shoes, zippers and getting in and out of clothing.

TOILETING/POTTY TRAINING POLICY

For children who are using the potty, elastic waisted pants are encouraged for quick dressing and easy toileting. We promote independence and self-help skills for all children with their personal hygiene care. Children who are in process of potty training can come in a pull up. We will coordinate with your family on potty training efforts as required. Pre-K children should be able to use the toilet independently.

DIAPERING IN INFANT TODDLER CARE

We ask for families to supply diapers and wipes for their child. Your child will be changed at regular intervals and as needed. If you would like us to apply diaper cream we must have signed permission.

SLEEPING/RESTING

According to developmental ability/size children will sleep in cots or cribs, then transition to sleep mats. Blossoms & Roots will supply the top sheets/sleep cots/cribs and sleep mats. Please supply a light blanket or sleep sack and a little stuffy. Infants will be placed on their backs to sleep in a crib.

BLANKET WASHING POLICY

Each blanket and top sheet will be washed weekly at Blossoms & Roots.

BITING

Children biting other children are unavoidable occurrences of group child care, especially with toddlers. It is a common happening in any child care program. When it happens it can be scary, frustrating, and stressful for children/parents. Biting is purely a sign of the developmental age of the child. It is a developmental phenomenon – it often happens at predictable times for predictable reasons tied to children's ages and stages.

If biting seems to have become a pattern for a particular child, we will meet with his/her parents for additional input. A consistent approach between home and care is always the most effective way to solve any behavior issues. In such cases, a behavior intervention plan will be discussed with the family. This plan will include ways to keep the behavior from starting in the first place, provide positive reinforcement and promote good behavior and avoid reinforcing the inappropriate behavior.

FIRE AND EARTHQUAKE/EVACUATION DRILLS

Fire drills must be conducted once per month. Earthquake drills once every 2 months. Evacuation drills once per year. If you are arriving during the time of a drill, please participate. Fire safety routines, locations of fire safety equipment and detectors are posted at each exit of the facility.

EMERGENCY PLAN INFO

Blossoms & Roots

Evacuation Location:

White Rock Centennial Arena
14600 North Bluff Road,
White Rock, BC V48 3C9

Owner: Holly Halford | **Phone:** 778-871-3034

Local Contact: Trevor Halford | **Phone:** 604-716-5309

Out of Town Contact: Maryanne Amiss (residing in Comox, BC) | **Phone:** 1-250-213-6202

CHILD COMFORT KITS

Blossoms & Roots has an emergency plan in place and supplies stocked in the case of an emergency occurring during the daycare day. As we plan for possible scenarios we'd like your help with creating Emergency Comfort Kits for your child. Comfort kits would be the first line of resources to be used in any scenario when students are sheltered at the school longer than the school day. The items in the comfort kits will provide them with foods that are familiar and palatable to them and items that would help them stay calm.

Comfort kit items should be sent in a **Ziploc bag** and clearly marked with your **child's name**. We are asking for **2 or more** items of non-perishable food, a water bottle and the listed items for additional comfort.

Suggested non-perishable food items:

- granola bars
- jerky
- cookies
- canned fruit with flip top
- fruit roll-ups
- tuna fish packets
- dried fruits, raisins
- crackers
- small canned juice

Please include:

- small toy
- book
- family photograph
- comfort letter (see samples below)
- your contact number and your out of town contact



SAMPLE COMFORT LETTERS

Dear _____ ,

Since you are reading this letter, there must have been an emergency while you were at school. Emergencies can be scary. The good thing is that they usually don't last very long. Things will get better. Please try to be brave, and even helpful if you can. We are trying to get to you as soon as we can. Please be patient and remember that we love you and are thinking of you.

Love, _____

Dear _____ ,

We love you very much and want you to know that this is a time to be brave and helpful. Please don't worry about your family. We know that you will be safe at school. We will all be making the safest choices wherever we are, and someone will be there to pick you up as soon as possible. In the meantime, stay calm and follow the directions you are given.

Love, _____

STORMS & POWER OUTAGE

If there is a power outage before our centre is open in the am we will remain closed until power is restored. The manger will contact BC Hydro to see how long before power can be restored. If power is not going to be restored within one hour, the centre will not open for that day. All families will be notified about a cancellation due to a power outage by phone or via the Brightwheel App.

If there is a power outage during our child care hours the manger will contact BC Hydro to see how long before power can be restored. If power is not going to be restored within one hour, the centre will ask families to pickup their children for that day. All families will be notified about a power outage by phone and via the Brightwheel App. Every attempt will be made to provide a cozy, comfortable and safe environment for the children until they are picked up.

Extreme snow

If there is extreme snow, or the local schools are closed, or the roads are not safe to travel on; for the safety of our staff and our children, we will close. All families will be notified via the Brightwheel App.

If the day has already begun, children are already attending and there is extreme snow, we will remain open until all children are picked up for the day.

ACCIDENTS

Minor accidents such as scrapes, and bruises will be attended by the staff and brought to the attention of the parent via the Brightwheel App. Please note: only soap and water will be used to treat minor cuts and scrapes.

Major accidents will be handled in the following manner: A staff member will administer First Aid. All staff members hold current First Aid Certificates. An attempt will be made to notify the parent or emergency contact. The supervisor will call an ambulance and the child's doctor if necessary. If a child needs to go to the hospital, a staff member will accompany him/her. The supervisor must complete an accident report.

PANDEMIC POLICY

We are licensed and regulated through the Ministry of Health's child care licensing branch. As a result, Blossoms & Roots may be directed by a child care licensing officer to close operations during a pandemic or other communicable disease outbreak. Blossoms & Roots staff will follow all directives provided from the Ministry of Health.

Child care ratios are required during operation, regardless of a pandemic or communicable disease outbreak. During a pandemic, in the event teachers are unable to come into work or are in a quarantine and ratio is not able to be met, Blossoms & Roots may require reduced

operational hours. This decision would be made as required, and would be communicated with parents via the Brightwheel App.

In the event of a short term closure due to a pandemic or communicable disease outbreak (less than 30 days), fees are due and payable as per usual operations. Fees payable during closures exceeding 30 days will be determined on a case by case basis.

Families are treated with respect, fairness and compassion with a focus on dignity and privacy protection. Steps are taken to reduce the potential for stigma and discrimination.

HEALTH AND WELLNESS POLICY

Children who are ill with respiratory illness symptoms (fever, cough, fatigue, and/or muscle aches) are to stay home from school/child care.

Please inform us if your child has been diagnosed with the following:

lice, pink eye, chicken pox, whooping cough, mumps, herpes or any other vaccine-preventable disease, hand, foot and mouth disease, meningitis or any other communicable disease that could pose a danger to the other children in care.

Our wellness policy includes a required 24 hour stay-at-home “symptom free” time period, following any symptoms outlined illness policy - even if they are feeling well and have plenty of energy - to remain at home. Child care is a busy communal place. Therefore, it is in the best interest of everyone, that children not well enough to participate in the regular program, or who have an infectious illness, must not be brought to the school for a 24-hour period. **Parents MUST keep their children at home or will be called to pickup their child from care for the following conditions:**

- fever (body temperature over 38) or chills
- runny nose with colouration
- runny eyes
- cough and/or sore throat
- difficulty breathing - wheezing or a persistent cough
- sore throat or trouble swallowing
- loss of appetite, poor feeding, decreased activity or changes in behaviour
- loss of sense of smell or taste
- nausea or vomiting within a 24-hour period
- infected skin or eyes
- unexplained rash
- unexplained diarrhea
- headache
- body aches
- stiff neck or serious physical injury
- extreme fatigue or tiredness
- not well enough to participate as usual

If you are unsure if your child is well enough to attend or if your child has an ongoing cough, runny nose with colouration or other symptom of illness, please have a doctor provide us with a note stating they are well enough to attend a community care facility.

For example: If your child has been home sick for a few days and you feel they are well enough to attend but still have symptoms, please provide a doctors note stating they are well enough to attend a community care facility.

MEDICATION

A Medication Administration Consent Form will need to be completed by the child's legal guardian before any medication can be administered by staff at Blossoms & Roots.

Medication must be prescribed by a physician or must have consent of the child's guardian before staff can administer. Medications must be in their original containers and labeled with the prescription information and dosage on it.

For emergency medicine such as allergic reaction medication (example – Epi Pen) or an asthma puffer, a **Care Plan** will be created by the manager and the child's guardian. For children who have a doctor directed special circumstances a **Care Plan** will be created by a manager and the child's guardian.

Confidentiality Policy: We maintain a strict adherence to confidentiality. All files are available for staff and health authority officials only.

POLICY ON ABUSE

Blossoms & Roots staff are required by law to report suspected and/or disclosed abuse. Failure to report abuse can result in prosecution under the Family and Child Services Act.

https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/publicsafety/protecting-children/childabusepreventionhandbook_serviceprovider.pdf

CLEANING POLICY

Routine precautions are designed to prevent transmission of germs.

This includes frequent handwashing of children and staff including before eating or food preparation and after toileting.

In addition, all surfaces are sanitized before and after use, including the change stations and table surfaces. Toys will be sanitized regularly and removed for cleaning if a child puts it in their mouth.

Please see **Preventing Illness in Child Care Settings** manual for a full list of our cleaning guide.

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/preventingillness.pdf>

SAFE RELEASE OF THE CHILD

In accordance with child care regulations, a child in our care will routinely only be released to the parent/legal guardian or alternate authorized persons listed on the child's registration form and card. A parent must provide the center with confirmation of alternative pickup.

Parents are responsible for keeping this information updated. Parents must have contact with a staff person on arrival and departure. Staff will record the time of arrival and departure on daily attendance sheet.

Unauthorized person

If an unauthorized person arrives to pickup a child, the child will remain under the supervision of the child care staff. The staff will speak with the individual and explain the policy that no child shall be released without written authorization from their parent or guardian.

Impaired or unfit for pickup

If an adult arrives for pickup and is presumed impaired, staff at Blossoms & Roots will not allow the child to go with that person. Their emergency contact listed on their registration forms will be called to collect the child. If the person presumed impaired chooses to get into the car, with or without the child, staff will immediately notify the police. The Ministry of Children and Family Development will be called if it is felt that the child needs protection.

Custody orders

Parents are responsible for supplying documentation regarding custody orders. A copy will be kept on file for the child's protection.

REPORTABLE INCIDENTS AND PROCEDURES

Certain incidents are considered “reportable” by BC Child Care Licensing.

These incidents include:

- Aggressive or unusual behavior
- Choking (that requires first aid practices to be administered)
- Disease/illness outbreak or occurrence (including any reportable disease, or any illness/symptoms affecting three or more students within a three-day period)
- Emergency restraint
- Allegations of abuse
- Significant injury or illness (defined as any that requires emergency care by a physician, or transfer to a hospital)
- Medication error – an error in giving medication to a person in care and requires emergency intervention or transfer to hospital
- Missing or wandering person – a person in care who is missing
- Poisoning – ingestion of a poison or toxic substance by a person in care

A full list of reportable incidents can be found online:

http://www.bclaws.ca/Recon/document/ID/freeside/332_2007#ScheduleH

In the case of a reportable incident staff will:

- Address the immediate safety of children in care.
- Follow up with a phone call to any parent(s) of child(ren) that was/were involved in the incident.
- Report the incident to the local Licensing Office by telephone, email or fax within 24 hours of the incident. If the incident is a high-risk incident the Licensing Office must be contacted immediately.
- Complete the required Incident Report Document: All details of the incident will be recorded, including the date, time, people involved, and thorough explanation of the incident. If applicable, records will be made of witness accounts (supervisors, assistants and third-party accounts). Staff will also include an explanation of any changes in procedure(s) that will be adopted to prevent the incident from reoccurring.
- Mail a copy of the Incident Report to the Licensing Officer.
- Keep a copy of the report on file at the child care facility.
- Discuss any required changes with the Licensing Officer.

UNACCEPTABLE BEHAVIOURS

The following behaviours by children, staff, parents/guardians and others involved in our centre are unacceptable at all times:

- All forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive
- Harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome
- All forms of abuse (sexual, physical or psychological), including verbally, in writing or otherwise

- Discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability
- Actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone
- Taking unauthorized photos of other peoples children and/or Blossoms & Roots staff
- Acting in any way that will have a negative impact to Blossoms & Roots, its staff, or children; including negative social media posting.

CONSEQUENCES FOR INAPPROPRIATE BEHAVIOUR

We will respond to inappropriate behaviour by children, parents/guardians, staff and others involved in our centre by:

- Reminding people of expectations and limits
- Using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected
- Talking only about the behaviour, not labelling the person
- Responding sympathetically and acknowledging feelings
- Establishing natural, logical consequences

Depending on the severity & frequency of the behaviour, we will consider further steps such as:

- Using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour
- Having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- Giving a written warning that outlines specific concerns and consequences if the behaviour continues
- Accessing outside resources for help, such as: a behaviour specialist or other professionals to help staff understand and reduce a child's inappropriate behaviour
- Child and family services to access parenting supports
- Suspending or dismissing a staff member
- Suspending or withdrawing child care services because of a child's or family member's inappropriate behaviour

USE OF ELECTRONIC DEVICES AND THE INTERNET

This policy is meant to assure that people's privacy and the confidentiality of information about the centre, children, parents/guardians/caregivers and staff is upheld. All children, parents, staff and others involved with the centre must use email, electronic devices and the Internet according to our policies. Failure to do so will result in consequences and disciplinary action.

Inappropriate uses of social media and Internet includes but is not limited to:

- Intentionally accessing, transmitting, copying or creating material that violates the confidentiality of children, parents/guardians, caregivers, the staff or centre itself.
- Intentionally accessing, transmitting, copying or creating material that violates the Centre's Code of Conduct which includes messages that are inappropriate, threatening, rude, harassing, bullying or discriminating.
- Negative posting

DAILY OUTINGS/OUTSIDE TIME

Walking trips and stroller rides around the community and to play at our local park are part of our regular program. Prior notice for walking trips will not be given as it is assumed as part of the program.

We go outside rain or shine. At least one hour per day.

BIRTHDAYS

We celebrate birthdays with the Happy Birthday song and with special mention in circle time. You are welcome to send in a birthday treat to be shared with friends. Please keep the treats nut free. Thank you. Birthday celebrations are optional. If your family does not celebrate birthdays, please let us know.

ACTIVE PLAY

Active Play is defined as any activity that gets the body moving and increases breathing and heart rate. The children receive at least 60 minutes a day of active play which occurs both inside the classroom as well as outside. Indoor active play occurs daily and is provided in a variety of different ways through games, mat play, circle time fun, silly dances and other age appropriate activities. Children are also provided with daily outdoor playtime (rain or shine). We have a beautiful community park with lots of room to play. Our outdoor areas have sandboxes, climbers and little slides. There are wagons, strollers, balls and toys everyone can enjoy. We make active play fun!

SCREEN TIME

We do not offer any screen time.

HOME TOY POLICY

Blossoms & Roots has a policy of not allowing children to bring toys from home, with the exception of nap time stuffed animals/loveys. This policy is in place to prevent any potential conflicts among the children and to ensure that all toys in the facility are safe and age appropriate. We provide a variety of toys and activities for the children to enjoy during their time with us. So there is always something fun for them to engage with.

In some cases a “lovey” or “comfort” stuffy/toy can be acceptable. Please contact the center manager to discuss prior to bringing it. Thank you for your understanding and cooperation in following this policy.

PREKINDERGARTEN SAFETY POLICY

Our Prekindergarten 2.5–5 years nature-inspired educational program prioritizes outdoor exploration in local wooded areas and green spaces. Children are expected to adhere to general safety rules during our community outings, as safety is paramount in our program.

If a child demonstrates an inability to follow safety guidelines, it may indicate that our program is not the right fit for them. Our goal is to provide enjoyable nature experiences and education, and we must ensure the safety of all children in our care. If safety becomes a concern, we may not be able to accommodate the child in our program.

SECURITY CAMERAS POLICY

Site cameras are used in the childcare classroom for quality control and safety purposes. The footage captured by these cameras will only be accessible to management or childcare licensing officials to review. It is important to note that the footage will not be kept longer than 24 hours, as we value the privacy and security of our staff and children. Any misuse or unauthorized access to the camera footage will result in immediate disciplinary action.

GUIDANCE POLICY

Caregivers at **Blossoms & Roots** are involved in ongoing education and training on Early Childhood’s best and most current practices. We set age-appropriate limits and provide age-appropriate guidance according to the Ministry of Children’s CCLR.

Staff will work to apply gentle, polite, respectful, consistent and non-punitive ways to teach children limits and to guide them into making good choices and gaining lifelong self-regulation skills. Each child is unique, and our goal is to provide nurture, to guide and promote self-confidence and to instill respect for others and self.

Our Guidance Policy follows the outline to Guiding Children's Behavior provided by Fraser Health's Community Care Facilities Licensing Program. The full guide can be viewed at: https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/guiding_childrens_behaviour_april_2017.pdf

Our job is to guide and care. The following strategies will NEVER be employed by our staff:

- Shoving, hitting or shaking, confinement or physical restraint
- Confinement or physical restraint by an employee, except to keep the child safe and out of physical harm; for example, if a child darts across the street a caregiver may need to hold them for safety reasons only.
- Harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self-respect
- Spanking or any other form of corporal punishment
- Separation, without supervision by a responsible adult, from other children as a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet
- We must ensure that a child is not, while under the care or supervision of Little Acorns Ventures Inc. Staff, subjected to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Schedule H of the Child Care Licensing Regulations of BC.

Caregivers will apply age appropriate strategies:

- Observe the children and continually work to provide a schedule and routine that suits the needs of the children best. Observations will also be important to intervening or helping prevent a potential difficulty among children.
- Acknowledge feelings before setting limits: *"You look really mad. It is ok to be mad, but we still must keep our hands on our own body."* Or *"Yes, it is hard to wait in line. The rule is we must take turns. I know you can do it."*
- Redirect or divert when appropriate: *"I can see you really want to be outside, let's get our coats."* Or *"You are so good at being kind to your friends. Let's show them how much we care by using gentle hands."*
- Gain the child's attention in a respectful way. In situations where a child is losing control, a care giver can calm them by getting on the child's level, connecting through eye contact and speaking in a calm voice.
- Provide suitable alternatives for unwanted behavior: *"You can throw the ball into the net or here at the target. If we throw the ball over the fence, we will lose it,"* rather than, *"Don't do that!"*

- Explain and model appropriate behavior and reasons why some behaviors are inappropriate, focusing on the behaviour, not the child: *“When you throw sand at Kyle, it hurts his eyes. Please keep the sand in the box.”*
- Use positive reinforcement, recognizing/rewarding appropriate behavior with praise such as *“I really liked how you took turns with Sally, great job!”*
- Positive directions, positive statement of expected behavior such as: *“walk, please”* instead of saying *“don’t run inside”*.
- Real choices: Children are provided with a choice of acceptable alternatives such as: *“Do you want to help clean up the Lego or the play dough?”* instead of *“do you want to help clean up?”* Or *“Which toy would you like? The big one or the small one?”* rather than, *“Choose a toy”*.
- Teachers will model appropriate behavior and respect for all, such as saying, thank you and please, and always acting in a respectful and pleasant manner.
- Teachers will support inclusion and cultural differences. *“Yes, we all have differences, that’s what makes the world so interesting.”* Or *“It is nice to be who you are. We are all different.”*
- Age appropriate limits, staff will set limits in a positive way and periodically remind children. Preloading for transitions and expected behavior *“When we go outside let’s remember to walk slowly and hold the railings down the stairs”*.
- Limit the use of equipment if needed. When other methods of redirection or other verbal requests are not working, limiting the use of equipment can be used: *“The climbing equipment is off limits because climbers are using it in an unsafe way.”*
- Provide opportunities to make amends: *“Sharon’s feeling very sad; let’s get her a Kleenex and make her feel better.”*
- Provide comfortable, appropriate and balanced workspaces and rest spaces.
- Provide a quiet area of play if needed. Some children can become overstimulated by louder and busier environments. To prevent behavior from escalating, children can be asked to have a break in a quiet area of the class. They will be given a cuddle toy, quiet activity or a book to help them self-regulate. When they are ready, they can join back into the group setting.