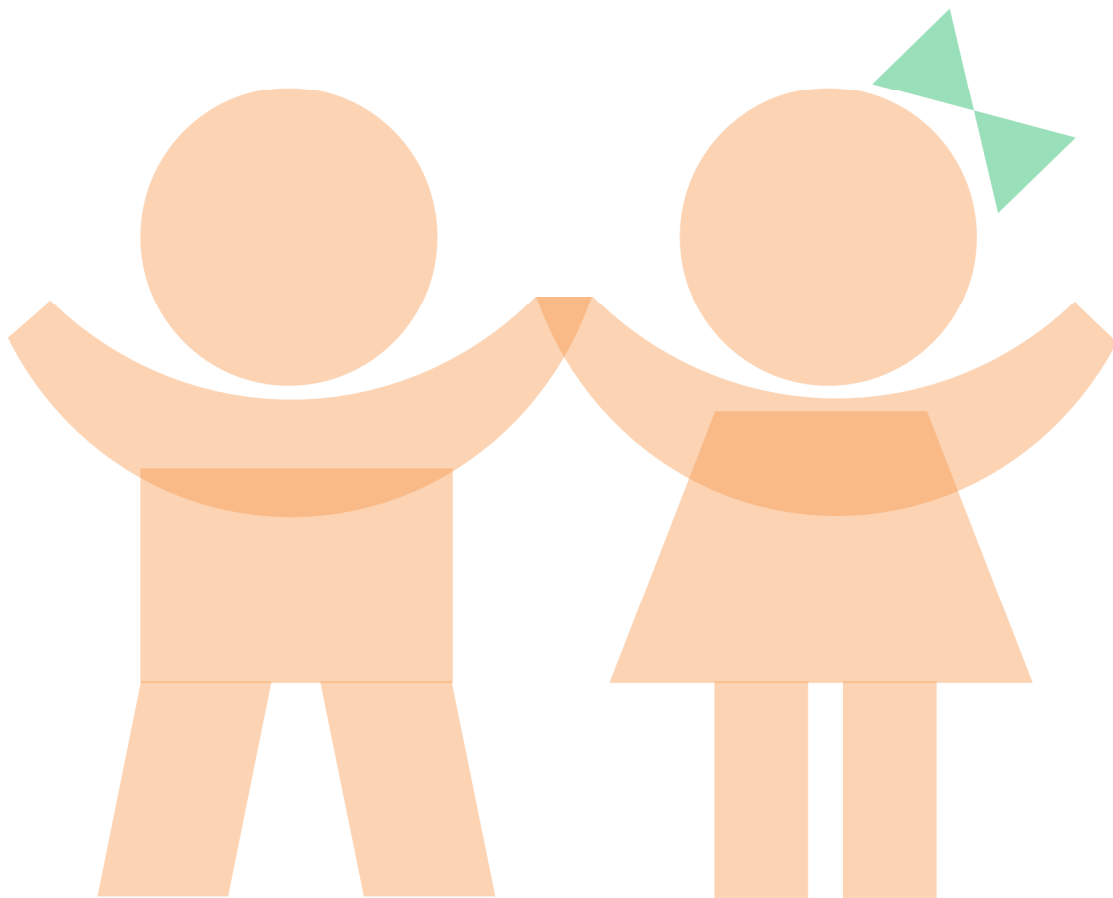




# Parents Handbook





**WE NURTURE THE FUTURE**

**Braemar Daycare**

709 Braemar Road East,  
North Vancouver, BC, V7N4G1  
(604) 783-0907  
[Braemardaycare@shaw.ca](mailto:Braemardaycare@shaw.ca)



## Welcome to Braemar Daycare

We are pleased to welcome you and your child to the Braemar daycare. We hope your child will enjoy the program and that you feel confident that your child will be well cared for. Please feel free to contact the Braemar daycare anytime if you have questions, suggestions or concerns.

Maryam Safaee

Phone number: (604) 983-2137

Cell number: (604) 783-0907

Email: [braemardaycare@shaw.ca](mailto:braemardaycare@shaw.ca)

## About Our Daycare

The daycare is licensed as a Multi-Age child Care with a maximum of 8 children with a maximum of three children under the age of three; a maximum of one of the under three being under the age of one year and taught certified Early Childhood Educators.

## Orientation:

We will ask you to attend day care with your child for an hour or so in the morning or afternoon, for orientation. This will give your child a chance to become comfortable in the new surroundings and gives you and your child a chance to meet the staff. We also ask, if possible, to make the first few days at daycare, short days. This reinforces your child's security and starts his/her relationship with the Center on a positive note.

## Schedule:

Daycare is open from 7:00 a.m. till 5:30 p.m. from Monday to Friday

## Daily Routines

We feel that children learn best through play and therefore have a schedule that allows for long blocks of free play both indoors and out. This allows the children to become engaged in their play and allows us to encourage each child based upon their individual interest at the time. We will come together once a day for group time. During this time we will read a story, sing a song, play a game, and provide each child with an opportunity to share something about him or herself.

Our daily schedule is outlined as follows. The schedule is an outline of the day at Braemar Daycare. It is very flexible to accommodate the children's needs and interests, as well as weather.



- Arrival
- Free play
- Morning snack
- Group time (circle)
- Outside free play
- Story time
- Lunch time
- Nap / quiet time
- Free play
- Afternoon snack
- Outside free play; departure

### Additional Programming

Braemar Daycare is committed to provide additional programming each year. These programs include music, yoga, language (teaching French) and teaching Math and helping children for their homework.

### Philosophy

We strongly believe that children learn through playing, which is a wonderful time to bond with them. It is our role to provide quality interesting and stimulating materials and toys to facilitate this play. We provide an environment in which they are encouraged to grow socially, emotionally, physically and intellectually. Here is how we incorporate growth in these areas:

#### ***Intellectually***

Reading, science, math, cooking and problem solving are some examples of the intellectual stimulation provided at Braemar Daycare. We want to foster and develop a positive attitude towards learning.

#### ***Physically***

Both indoor and outdoor plays are part of the daycare program. The child needs to develop fine muscle and large muscle control, movement, coordination and dexterity. Music, climbing, balancing, and dance are some of the activities offered.

#### ***Emotionally***

As an educator, it's our primary concern to provide a nurturing, loving and secure environment in which your child can feel safe, relax, enjoy and learn.



### ***Socially***

Weekly interactions with adults and other children develops interpersonal communication skills. Children are encouraged to develop co-operation through caring, sharing and helping.

Our program will use flexible topics to provide your child with new information and opportunities for exploration and provide a positive experience in which your child grows and develops a love of learning.

Our role is not only helping children learn fundamental skills but getting them excited to explore new things and learning through interactive activities giving them a lifelong love of learning.

This is what we believe for with every child that we interact with no matter their background, abilities, cultural or family are economic status.

All children have ways to be a part of activities, events and life. It is our job to help them find their particular role by giving them the opportunities to fit their individual abilities.

We try to be the best person we can for the children, which we work both with and for by modeling appropriate behaviors not only with the children but families and colleagues as well.

### **Birthdays**

If it is your child's birthday, we would like to celebrate with him or her. If you would like, please feel free to send muffins or cupcakes for the special day. Please ask teachers about others children's allergies before bringing in your treat.

### **Outdoor & Gross Motor Play**

We go outside to play almost every day. Please send your child to daycare dressed for the weather.

### **Clothing Your Child Will Need**

Daycare is a place to have fun and learn. In order that your child gains the most from our daycare program, we ask that you send him/her in comfortable, easy to launder clothing so that the child can be relaxed and creative. Please note that daycare art tends to be extremely messy.

The daycare has a supply of extra clothing on hand for emergencies. If your child wears some of these clothes home, please return them so that they are ready when needed again.



#### Items Needed From Home

- ✓ Nap Bedding
- ✓ Sheet
- ✓ Blanket
- ✓ Nutritious lunch with Drink infant formula/bottles
- ✓ Toothbrush
- ✓ Slippers/indoor
- ✓ Shoes
- ✓ Diapers and diaper rash ointment
- ✓ Spare clothing and underwear
- ✓ Summer items (sunscreen- sunhat)
- ✓ Winter items (muddy buddies, puddle pants, waterproof jacket, gloves, mitts, boots)
- ✓ Family photo for earthquake kit.

### Parent Observations & Participation

We welcome parents to observe or participate with their children at our daycare.

If you and/or your child have something special you would like to share with our group (culture, family, hobbies) please let us know. Your involvement is most welcome.

### Policies and procedures:

The following is a brief description of the policies and procedures followed by Braemar Daycare. These policies and procedures are in accordance to the North Shore Health Community Care Facilities Licensing, the Community Care and the Assisted Living Act, and applicable health regulations.

### Discipline Policy

We will make sure that the best attention is paid to the children under our care, so that they will maintain and develop a happy and positive attitude and a sense of friendship.



The only rules are those that are required to maintain a safe and respectful environment for all the children in the daycare. All "rules" center on these three guidelines: respect, responsibility and safety. Under no circumstances will any form of physical punishment or any form of abuse ever be used.

We are also aware that every child is different and therefore will behave differently than others. For the same reason every child will require special attention in order to grow and learn. We will build a friendly relationship with every child, based on love and respect. We are aware of situation that could lead children towards inappropriate behavior. We will step in to prevent such situations.

In every instance the children's feeling will be acknowledged first to help the child feel understood and supported (e.g. "we know it is hard to wait for your turn but pushing hurts").

In some instances children, especially younger ones can be redirected to another activity or toy to solve problem. For helping to solve the problems clear, consistent and simple limits will be established. These limits will be stated in a positive manner (e.g. "please walk inside because if you fall you don't get hurt")

In every situation children will be given time to respond. The limit set and focus will be on the behavior not the child. Certainly when the child is following the rule we reinforce these appropriate behaviors both verbally and through gestures. (e.g. "It is nice to see you walking inside, now you are safe; or giving a thumb up").

Furthermore we need to encourage children to express their feelings and ideas for problem solving and have them work together to come up with solution by asking open-ended questions (e.g. "Gentle hands please. You both want a turn on the slide. What can we do?").

We will give them appropriate choices (e.g. "you can wait in line for your turn on the slide or go ride a bike until the slide is free").

If a child causes physical or emotional harm to him/herself or others, a staff member will verbally ask the child to move to another area. If the child does not move on their own, the staff member will attempt to redirect the child to the designated area. If there is a significant health and safety risk, the staff member will carry the child to the calming down area in order to allow the child to calm down and talk with the staff members about alternative, appropriate behaviors. If the staff member needs to physically carry the child, licensing will be contacted and an incident report will be filled out.

*AS PER SECTION 51 OF THE CHILD CARE REGULATIONS*

- 1- A licensee must:



- a) Ensure that behavioral guidance is appropriate to the age and development of the child who is receiving the guidance, and
  - b) Provide to employees and parents a written statement of the licenses' policy on behavioral guidance.
- 2- If the child has a "Care Plan" that includes instructions respecting behavioral guidance, the licensee must ensure that:
- a) Any behavioral guidance given to the child is consistent with those instructions, and
  - b) If the behavioral guidance includes the use of restraints that the restraints are administered only by a person who is trained in the use of, and alternatives to the use of, restraints.

*HARMFUL ACTIONS NOT PERMITTED (AS PER SECTION 52 OF THE CHILD CARE REGULATIONS)*

- 1- A licensee must ensure that a child, while the care or supervision of the licensee, is not subjected to any of the following:
  - a) Shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child;
  - b) Confinement or physical restraint by an employee, except as authorized in a child care's plan if the care plan includes instructions respecting behavioral guidance;
  - c) Harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine child's self-respect;
  - d) Spanking or any other form of corporal punishment;
  - e) Separation, without supervision by a responsible adult, from other children;
  - f) As a form of punishment, deprivation of meals, snacks rest or necessary use of a toilet.
- 2- A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Schedule H.





### Field trip policies and procedures:

Upon signing registration forms parents' consent to their children's participation in general daily outings (walks, trips to local parks). We either walk or take the van. On all trips and outings the first aid kit and the children's emergency info/consent cards will be brought along.

If the outing requires vehicle transportation each child will be buckled into their own seat belt or an appropriate car seat for their weight and height.

### Missing child policy

If a child becomes lost while on an outing, the other children will be safely cared for while looking for the missing child. If the search is unsuccessful 911 will be contacted along with the parents or guardians. A serious incident report would also be filed.

### Snack and Meal times:

The daycare will provide the children with a morning and afternoon nutritious snack. The daycare will also supplement extra snack if needed. Water or milk drinks will be provided at these snack times as well.

Lunch food and drink is to be provided by the parents and daycare asks that it be a nutritious meal. Please do not send food that your child does not like or that your child has not tried before.

A microwave is available for heating up warm lunches.

Throughout the day water is available for the children as needed.

#### Nutrition OF THE CHILD REGULATIONS ARE

- 1- A licensee must
  - a) Ensure that each child has healthy food and drink according to the Canada's Food Guide, and
  - b) Promote healthy eating and nutritional habits.
- 2- If a child's record includes, or the child has a "Care Plan" that includes, instructions respecting food and drink for the child;
  - a) The requirements of subsection "1-a" do not apply to the extent that they are inconsistent with those Instructions, and
  - b) The licensee must comply with those instructions.
- 3- A licensee must ensure that the food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, having regard to



- a) The child's age,
  - b) The number of hours the child is under the care of the licensee, and
  - c) The child's food preferences and cultural background.
- 4- A licensee must ensure that children are not
- a) Fed by means of a propped bottle,
  - b) Forced to consume any food or drink, or
  - c) Left unsupervised while consuming food or drink.
- 5- A licensee must ensure that safe drinking water is available to children.
- 6- A licensee must make available to parents information on the food and drink given to children.
- 7- A licensee must ensure that food and drink are not used as a form of reward or punishment for children.



### Hygiene and Health Promotion:

Liquid hand soap and paper towels will be used for hand washing. Children and staff will wash their hands before and after food preparation or eating, before and after diapering, and after toileting, nose wiping or sneezing and outside play. Both hand washing and teeth brushing will be supervised.

Tissues will be available at all times to use for wiping noses etc. Children will be encouraged to cough or sneeze “inside corner of their elbow” instead of their hands to prevent spread of illnesses by hand.

The diapering location is away from food preparation area. Diapers will be disposed of in a bag lined garbage or diaper container with a lid. After each diapering the change mat area will be cleaned with an appropriate bleach/water solution even if children have their own diapering pads. Staff will also wash both hands and the baby's after each diapering.

Food preparation will only be done in the kitchen. The refrigerator will be kept between 0 and 4 degrees C, which will be monitored by a thermometer located in the refrigerator at all times. Tables, counter-tops, will be cleaned after each use with the appropriate bleach-water solution. Toileting areas will be sanitized daily as well as carpets vacuumed. Shelving, doorknobs, play pen rails etc. will be sanitized with an appropriate bleach-water solution weekly, or as needed. All dishes will be washed, plastic toys will be washed on a rotating schedule using the same methods, and stuffed toys and dress-up clothes will also be laundered on a schedule.

Children will use the sleep mats that they bring from home and parent need to take them home to wash them every Friday.

### Toileting Procedure:

Children have full access to a toileting facility at all times. Teachers can supervise and help children at any time. We encourage children to wash their hands with soap and water after using the toilet. If children would like privacy, they must tell the teacher who will then make sure nobody else enters the bathroom.

Braemar Daycare supports and positively encourages the toilet learning of your toddler or preschooler. We support the use of underwear for children who are ready and learning . Therefore, we ask that you consider your child 's level of readiness when sending him/her in underwear.



What's my approach? We feel that the best way to approach toilet learning is by following the child's lead. When he or she shows interest we provide encouragement, support, and opportunity. And equally as important, we have lots of patience and clean up accidents matter of factly.

If your child is in diapers, please ensure an adequate supply of diapers and other wanted items are either left at the daycare or brought to the daycare daily.

Please speak with staff if you are using cloth or other non- disposable diapers; we are willing to accommodate.



### **Medications:**

All medications are stored in a locked medicine box. Children are not given any medication without the parents' written consent. Written consent may only be on a "permission to administer medications" form and all medications must be in their original bottles with original labels. On the administering form the date, time and dosage of medicine given at each administration will be indicated and initialed by parents.

For prescription medication, only the directions on the bottle will be accepted for administering the medication. In all instances we will also need to know when the child received her/his last dosage of the medication, to ensure medication is given at appropriate times consistently.

### **Allergies:**

All allergies (and dietary concerns) will be clearly posted both on the refrigerator and written on the child's emergency info/consent cards.

### **First Aid:**

All staffs hold current first aid certificates, and are ready to perform care when necessary. Staff will wear disposable gloves when administering care involving the treatment of wounds and when cleaning up bodily fluids. A complete first aid kit is available at all times. In the event a child needs emergency medical attention an ambulance will be called, then the parents will be called to inform them of the situation. Any serious incidents will be reported to the Licensing Officer by filing a serious incident report immediately.

### **Reporting Suspicions of Child Abuse:**

This is something that we hope will not be necessary, but we are all required by law to report suspected or disclosed abuse. When we do, we are not permitted to contact the parent unless specifically directed to do so by the Ministry of Child and Family Development. It is not our responsibility to determine if abuse has happened. It is the responsibility of the Ministry of Child and Family Development to investigate and decide if abuse has occurred. These procedures are designed to protect the child. Our concern is for the safety and well being of your child.

### **Illness Policy:**

In the event a child becomes ill during the course of the day the parents/guardians will be contacted immediately and be required to come pick the child up. If the parents/guardians can't be reached the alternate emergency contact person will be called. While waiting for an ill child to be picked up, the nap



room will be used as a place to rest and the child will be closely supervised in this area. This also allows the child to be separated from the others to prevent spreading of illness.

In the event a child arrives at the center in the morning and appears to be too ill to participate in the day, the parents/guardians will be asked to find alternate care for the child.

Allergy related, common cold symptoms and no communicable diseases or illnesses do not require that the child be excluded from the care.

Under one or more of the following conditions children require to be excluded from care and may return to care when they are free of symptoms:

- Any unexplained or undiagnosed pain
- Acute cold (fever, sore throat, green or yellow runny nose, eyes, etc.)

*Note: The child may return to care when temperature, energy and general well-being are normal (even if cough and clear runny nose continue.)*

- Difficulty in breathing, wheezing or persistent cough
- Fever (38 C or higher)

*Note: fever must be gone on its own for children to return to daycare without being controlled by regular doses of fever (Tylenol etc.) medication.*

- Sore Throat or trouble swallowing
- Infected skin or eyes (mucus/pus draining) or an undiagnosed rash
- Severe body or scalp itching
- Children with a known or suspected communicable disease or illness
- Vomiting

*Note: Two or more times in 24 hours the child may return to care after 24 hours without vomiting*

- Diarrhea

*Note: Two or more times in 24 hours the child may return to care after 24 hours without loose stool or diarrhea*

- Nausea or abdominal cramps

*Note: This may be an early sign of illness that could easily be passed child to child and requires physician's attention*



*Note:* Parents are required to inform us of any serious communicable or contagious illness or disease (with their child or within their family) within 24 hours to allow other families within the child care center and the Health Unit to be alerted.

## Well Child Policy

It is the policy of Vancouver Coastal Health and Braemar Daycare that, at the discretion of the staff person in charge, children brought to a facility with symptoms of illness should not be permitted to remain. Below are some things you may wish to consider as you try to determine if your child is too ill to attend daycare. Your child may be unaware of their limitations so we ask parents to refrain from asking then if he/she feels well enough to attend daycare. Keep them home to speed their recovery.

Please keep your child home if he/she:

- Has a suspected, or known, communicable disease (Chicken Pox, Conjunctivitis aka Pink Eye, Measles, Mumps, Rubella, etc.)
- Has a fever
- Is too sick to participate in all normal activities including outdoor play
- Has symptoms such as: persistent cough, constant runny nose, etc.
- Has vomited or had diarrhea during the previous 24 hours

We make these requests for the following reasons:

1. The protection of others. Germs spread more quickly through younger children – we want to maintain a healthy environment for everyone.
2. A child's recovery could be delayed. He/she is more likely to acquire other illnesses when the immune resistance is reduced.
3. The inability to focus and function in large group situations.

## Pick- up and Drop- off of the child:

Children will only be released to their parents/guardians or persons authorized by a parent/guardian to pick-up the child. All persons authorized to pick up the child must be at least sixteen (16) years old.



Identification will be required for persons picking up that the caregiver has not met before. A “password” system can also be used. If there is a custody order or other such court order that prohibits any parent/person from contacting/picking up the child a copy of this order must be kept at the daycare for “enforceability”. In the event that an unauthorized person arrives to pick up the child, the child will not be released and the parent will be notified immediately.

Children will not be released to any person that appears to be unable to provide safe care for them. Instead another authorized contact person from the child’s registration form will be contacted to come get the child and individual. In the event that there is no one available to come get the child, the Ministry for Children and Families and/or the Police will be contacted for further instruction. Such steps will also be taken in the event that a child is not picked up from child care at the end day, and all attempts to contact all other authorized contact persons has been made.

Parents must walk their children into the daycare facility. They cannot be sent on their own. Parents must make sure staffs are aware the child is in the daycare facility before they leave.

The typical nap time is from 12:00 noon to 2:00 pm. Children may not be dropped off during this time as it is very disruptive to have children arrive during nap time. If a parent is picking up their child during this time it has to be very quiet and quick. Knowing this ahead will let the staff to prepare the child in advance.

### **An active play policy:**

At the Braemar Daycare our goal is to promote the development of physical activities by considering an active play.

Active play is physical activity which includes moderate to vigorous bursts of high energy, raises children’s heart rate and may make them “huff and puff” such as running or jumping, riding tricycles and set up obstacle course. For an infant or toddler, active play may include reaching out for a toy, rolling over, balancing in a sitting position and crawling/ walking.

At Braemar Daycare we consider an active play as an important factor in the child care because it helps to promote healthy growth and development and supports body control and movement. It helps:

- build strong bones and muscles
- Improve balance
- Coordination and assists with the development of gross motor and fine motor skills





It also, helps to promote children's confidence, improves concentration and thinking and learning skills and provides opportunities to develop social skills and make friends.

Braemar Daycare will ensure:

- a minimum of 60 minutes per day of outdoor active play (indoor active play is acceptable when weather is poor).
- to engage children in daily active play, consisting of un-facilitated games and activities.
- children should have opportunities to practice fundamental movement skills as part of their indoor and outdoor daily routines.

### Screen Use Policy:

In Braemar Daycare screen time (TV, Tablet, etc.) is not part of daily activities.

There are few occasions such as Christmas time, Halloween and PJ days we let children to watch a related show to the occasion for about 20 minutes.

Screen time is not offered to children under two years of age.

In Braemar daycare we don't allow any electronic or computer games.

### Emergency Planning

The Braemar Daycare is committed to providing a safe and healthy environment for all of the children by:

- Eliminating or at least minimizing any hazards/risks
- Ensuring all staff are first aid trained
- Orienting and training all staff in emergency procedures
- Orienting and training all families and children in emergency procedures
- Being prepared for all types of emergencies including: fire, earthquakes, floods, and gas leaks.
- Providing the necessary resources for all types of emergencies



### Safety Drills:

Fire and Earthquake drills are held monthly and smoke detectors will be tested as well. The children are taught what to do in each situation. Our Fire Extinguisher is located in the hallway.

### In the Event of Fire:

At the signal of the smoke detector all children and staff will stop what they are doing and leave the facility by way of the closest and safest exit.

- Call 911
- From Middle room we go out by the Glass door to the backyard.
- Staff will take both the First-Aid Kit (children's emergency info/consent cards included) and "Attendance Sheet" with them and close all windows/doors on the way out, while checking behind doors, in bathroom etc. for children who may be frightened and hiding
- From west side room we go out the door to the hallway and use the Exit door to backyard.
- From east side room we go out by the Glass door to the backyard.
- From main room we go to the hallway and use the Exit door to backyard.
  - Take attendance to determine everyone is safely out of the building.
  - If any person are in need of medical attention we will
- Children physically incapable of walking out will be carried by staff
- Contact parents or the emergency contact person for each child.
- Do not re-enter facility until Fire Department has given approval.
- All children must check in with you before they leave with a parent.

### Follow up Guidelines:

Complete a Serious Incident Report for Licensing

### In the event of Earthquake:

- If we are outside, children will be instructed to get to the most open area (away from trees ,buildings, walls, power lines)
- If we are inside, children will be instructed to crawl beneath the closest tables and doorways, and to crouch, heads down, with their hands covering their heads.



- Children will be instructed to remain in these positions until the shaking stops.
- When the shaking stops all children and staff will re-group and any medical treatment necessary will be administered.
- Any unsafe utility lines will be shut off
- Staff and children will remain in the center if possible until parents/guardians arrive to pick – up their children
- If not possible to remain in the daycare we will go to Carisbrooke School located Park at “510 Carisbrooke Rd East, North Vancouver”
- The center will have enough supplies on hand and in the earthquake kit to comfortably sustain ourselves for 72 hours.
- Specific Emergency Escape Plans are posted in the center with Floor Plans that detail which exits to use.

### Earthquake Preparedness Strategies:

Much like fire drills, earthquake drills are also practiced monthly. The children have been taught that when the ground starts shaking they need to get under the closet table or doorway, away from windows if possible. They will crouch down and cover their heads with their hands. We will stay in these positions, counting out loud (something to occupy ourselves during the shaking), until the shaking stops. We have discussed the possibility of things falling and breaking, the lights going out, things being very loud and that to be under something is to protect our bodies. It has been made very clear that it's OK for these things to fall and break and our only concern is to be safe.

Along with our practice drills, we are prepared to be able to care for the children until parents/guardians can arrive and pick them up. We are stocked up on batteries (for the radio and flashlight) and water. We always have a well-stocked First-Aid kit, along with juice, water and snack food. Having the children's changes of clothes and nap- time bedding will help for extra warmth if the heat goes out.

In such an emergency it is understandable that the children will be upset and want Mom or Dad immediately. To help them get through those tough times a family photo (to be kept at daycare) is a wonderful item for the children to have and hold. We ask that these photos be brought to daycare.



**Holiday:**

Each year the daycare is closed between Christmas and New Year’s, Good Friday, Easter and for all Statutory Holidays. . Full fees are still due each month regardless of holidays. This is instead of much higher fees during non-holiday month and then lower fees during holiday months.

**Registration Fee:**

\$ 150 non- refundable (cash or check) “Registration& Gradual Entry” fee is required.

This fee must be provided by child’s completed registration form before child’s first day of care in our daycare. Care will not be provided without these items and a space will not be held by verbal contract.

**Security Deposit:**

One full month’s fee is required as security deposit therefore, we will hold your child’s space that you are requesting at an agreed upon time. If you wish to withdraw and one full month notice is given then this fee will be refunded on your last day of care. If no notice is given then security deposit will be kept.

**Fees:**

Age	5Days	4 Days	3 Days
Age 12 months-3 years	\$1,220	\$1,080	\$950
Age 3-12 years	\$990	\$880	\$780

Braemar Daycare has been participating in CCFRI (Child Care fee reduction initiative)

Based on the guidelines the reduction for 5 days is as follow:

- \$200/month for Family infant/toddler care (Under 36 months);
- \$60/month for Family care for children aged 3 years to Kindergarten.

For more information please go to [Link](#)

*Note:*

- Fees are due by the 1<sup>st</sup> of each month for the service of that month



We require post-dated checks.

- Fees can also be paid by cash.
- Any fees received later than the first day of the service month are subject to the \$5 a day late charge and any returned checks are subject to a \$30 service charge.
- Frequent returned checks may result in cash only payment policy for the future services. Full fees are due regardless of a child's illness, an absent child, and statutory holiday days off.
- No Exchange on days is acceptable. A receipt for fees paid will be provided at the end of each year for tax purposes. Fees are subject to increase with a minimum of one full calendar months' notice.

Parents/guardians that use government subsidy to help pay for fees are responsible for renewing their authorization before it expires. If parents/guardians do not renew their subsidy claim before their previous claim expires the parents/guardians will be responsible for full fees until we receive authorization to bill the ministry and have received payment. If/when we receive back payment from the ministry (for fees already paid for by the parents); we will reimburse the parents/guardians the subsidy amount.

### **Withdrawal of Services policy:**

Both the parents and caregiver agree to give one month's written notice when the child is to be withdrawn from the daycare. The parent agrees to pay one month's fee in lieu of notice.

A minimum one calendar month written notice is required for termination of childcare services. This notice is due by the last day of a month (e.g. if terminated care for May 31, notice must be given by April 30). Child care services will not be terminated in the middle of a month.

### **Probationary Period**

The parent and caregiver reserve the right to request that a child is withdrawn if he or she is unable to adapt or adjust within the first month, or, in the caregiver's opinion has social, emotional, or physical needs that the caregiver feels he/she unable to provide for. During this period, either the parent or caregiver will require two weeks notice. Part of the monthly fee will be returned, the fee will be charged only for the days attended during the probationary period. Deposit as mentioned before is not refundable.

### **Custody and Access Agreements:**

We are aware that many children have parents that do not live together. In such situations we do our best to work in cooperation with and communicate with both parents about their children's development and



daycare news. When we prepare newsletters we will make a copy for each parent. Good communication between both parents and the daycare is in the child's best interests. We encourage parents to supply us with copies of agreements or court orders that address matters pertaining to their children, especially if there is any level of conflict between the parents or minimal good communication between the parents.

In situations where both parents share custody and guardianship of the child we can work freely with parents, sharing information and releasing the children to both parents. We cannot release the child to one parent if it is not that parent's time with the child as per an agreement or court order, unless the other parent consents.

In the event parents do not share custody, but do share guardianship we are free to communicate with the noncustodial parent as stated above. In the event parents do not share custody or guardianship, then we must follow the instructions of the child's sole guardian communication with the other parent. We require a copy of the custody and guardianship agreement or court order and any instructions from the guardian in writing for the child's file. In most cases it is in the child's best interests for us to be communicating with both parents.

Also, in the event parents do not share custody of the child then we must follow the instruction of the custodial parent regarding the other parent calling or visiting the child while in our care (regardless of shared guardianship or not). Again we will need a copy of the custody agreement or court order and any instructions from the custodial parent in writing for the child's file. In cases where such contact is permissible, we assure parents that we cannot and will not allow the non-custodial parent to remove the child from our care unless preapproved by the custodial parent or unless court ordered (such as court ordered access time).



## Transportation Policy:

We consider two ways of children transportation while they are attending our daycare.

- a- \*By daycare vehicle(s)
- b- By public transportation

Prior to each outing the children will be told where we are going, what are the boundaries and limits and what are expected of them.

The First-Aid kit along the children's emergency and contact information and consent cards will be brought.

We will make sure per each 8 children one staff is presented all the time.

Staff will be carrying a cellphone reachable at any time

*\* In the case of using daycare vehicle appropriate and standard car seats and booster will be in place and children will be buckled up all the time while they are in the vehicle.*

## Water Flushing Plan

This plan is to ensure Braemar Daycare can provide water to children in care and employees that meets the Guidelines for Canadian Drinking Water Quality standards.

### Purpose

This plan is to ensure that child care providers (Licensees) keep lead exposure (in pipe joints or fittings) as low as possible, particularly for children and pregnant staff.

### Procedure

1. Braemar Daycare will ensure that the first employee on the premises (add to job description/daily duties) follows the Daily Flushing procedure of the drinking water taps.
2. Daily Flushing: the first employee on the premises will ensure that:
  - The drinking water taps are flushed every day that the child care centre is open and
  - Flushing is completed before the child care centre opens for the day
3. Daily Flushing of the drinking water taps is to be done according to the following sequence:
  - The cold water must be turned on for at least 5 minutes. The tap should run until the water is cold.



**WE NURTURE THE FUTURE**

**Braemar Daycare**

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