



# **Bay Bulls Child Care Centre**

## **Parent Handbook**

Updated:

December 2021, to commence January 1, 2022



## **Welcome to the Bay Bulls Child Care Centre**

The Bay Bulls Child Care Centre is an initiative of the Kilbride to Ferryland Family Resource Coalition Inc.

To help make childcare more affordable for families in the community, The Bay Bulls Childcare Centre has enrolled in a voluntary Operating Grant Program. This Program pays a portion of each childcare space as a part of the provincial governments' 10-year childcare plan to offer lower rates to families.

### **Our Philosophy**

At the Bay Bulls Child Care Centre, we believe children learn through play and hands on, concrete experiences with the adults, children, and developmentally appropriate materials in their environment. Our staff and program will provide children with a language-rich, multi-cultural, child-centered social environment. We are aware that each child is a unique individual who has their own needs, strengths, interests, and abilities. We highly support the growth of each child's self-esteem, self-concept, self-control, and sense of independence. Creativity and problem solving in each child will be tremendously encouraged and supported by the staff. We believe children are actively involved in the learning process along with their peers and teachers. Each area of a child's development, including physical, emotional, social, and intellectual will be strongly supported. We feel that through their experience and play at our centre, each child will have equal opportunity to have their needs met.

All children are openly accepted to our centre regardless of gender, family, culture, and developmental needs. We recognize and appreciate that families are the primary influence in children's lives. We will work openly with families to help understand where each child comes from and to support their cultural background. The staff will use their previous and current knowledge to carry out aspects of each child's culture into our program.

High quality childcare, such as ours, will allow children to positively grow and develop. We will respond sensitively and appropriately to children's needs, stimulate their curiosity, and recognize and support their interests. Our centre will provide high quality care by strengthening support for young children, families, and the community through the provision of a safe, affordable, accessible, and developmentally appropriate program. We strive to provide a high-quality Early Childhood Education program which supports the growth, development, and wellbeing of children. We believe that a great early childhood program will have lasting effects on the children's future skills, success and self-esteem and ultimately positively impacts the lives of not only the children, but also their families, future schools, and society in general.

### **Our Program**

Our program offers an emergent curriculum. Our philosophy is based on the knowledge that children learn through play and interactions with other children, adults, materials and the environment. Play develops physical and intellectual skills, promotes emotional health and creativity, and helps children learn to get along with others. Opportunities for exploration, discovery, creativity, and experimentations will be provided on an ongoing basis, so that children can learn and grow by their own efforts and at their own developmental pace.



- The program is based on children’s free exploration and discovery in a carefully planned environment
- The foundation of the program is the interests and developmental levels of the children
- Plans are developed in advance and are reviewed regularly
- The plans are significantly flexible to meet changing needs and interests of the children
- Program planning is done for indoor and outdoor play
- Child-initiated and adult-initiated activities are planned
- Written records of plans are kept in the centre
- A team approach to planning is used based on observation of child/ren’s developmental needs.

### **Play-Based Learning**

A schedule is developed for each room based on the children’s needs, the routine of the day, and our planned program. You will notice that we offer free play times in both the morning and afternoon. During this time, children will have access to work in any of our play-based learning areas. The role of staff during this time is to:

- Prepare the environment
- Rotate materials
- Provide sufficient activities and materials
- Provide sufficient time
- Allow children to repeat an activity
- Observe children as they play
- Supervise children as they play
- Interact with the children by asking questions, being available, providing props and ideas, extending language, modeling play behaviours, initiating spontaneous small group activities
- Encouraging self help and problem-solving skills

### **Parent Involvement**

We strongly encourage families to become actively involved in the childcare centre.

### **Program Fees**

One of our main priorities has been establishment of a quality childcare program that is accessible and affordable. We are pleased to be able to offer a rate of **\$15 per day for all age groups.**

**Fees must be paid bi-weekly via direct Electronic Funds Transfer from a bank account.**

**Four weeks written notice of withdrawal of a child from the childcare centre or payment in lieu is required.**

So that we can effectively schedule staff in compliance with regulations and the continuing operation of our centre, we require all parents to fill out a schedule for time of drop-off and pick-up. Changes to the schedule can be made at any time however a one-week notice to the administrator will be required.



### **Late Payment Fees**

Payments are due every two weeks. Once a payment has reached 30 days past due you will be charged 20% interest on the outstanding balance and at 45 days past due you will be given two week's notice to pay your balance in full or your spot will no longer be available. At that time, your outstanding balance may also be sent to an outside collection agency.

### **Non-Sufficient (NSF) Funds Fee**

Should an item be returned for NSF, you will be required to pay the fee incurred by KFFRC of \$48, plus the regular owed bi-weekly daycare fees. Each time an item is returned for NSF, the fee of \$48 will apply.

### **Program Options**

Preschool Program – This program is designed for children 36 months of age to school entry. Hours of operation for preschool rooms are 7:45-5:15.

Toddler Care – This program is designed for children 18 to 36 months. Hours of operation for the toddler room are 7:45am to -5:15pm.

Infant Care – This program is designed for children 0 – 24 months. Hours of operation for the Infant room are 7:45am to 5:00pm.

Priority of available space is first given to children of employees within the Centre and second to siblings of children currently in the centre. Third, children are admitted to the Centre as space(s) become available on a first come first serve basis for new families. First come first serve basis is determined by the date the child's name was placed on the waiting list. This is determined by the date the completed application was provided to the Centre. Changes can be made at the administrator's discretion.

### **Provincial Subsidy**

Families may be eligible for a Provincial Child Care Subsidy. Partial or full subsidies are available to families who meet the program eligibility requirements. For further information on the Child Care Subsidy program or to find out if you may be eligible please contact Child, Youth and Family Services.

### **Registration**

Families wishing to enrol their children in the centre will be required to complete a "Waitlist Application Form" which will be dated. Families will be contacted once a space becomes available. If a space is not currently available, your name will remain on the waitlist and you will be contacted when one opens. Once a space does become available the Child Care Administrator will contact you. At this time, you will have 24 hours to decide if you will be enrolling your child at our centre. If you choose to enrol your child, you will need to obtain a registration package (if you have not already done so). Registration forms included in the "Registration Package" will need to be completed and returned within 5 days. In addition to completing the forms, parents will also need to provide the child's immunization records. Once the necessary registration forms are received, the orientation process can begin.

**Please note: Any changes to your child's registration package such as emergency contacts, diagnosis, or pick-ups must be reported to our administrator to ensure we have the correct information on file.**

### **Orientation**

We feel it is important for our staff to get to know and develop a healthy and open relationship with each child and their family. We would like to offer an orientation day for each child, so they may become familiar with their new environment, teachers and peers. During this orientation, parents will also be able to become more familiar with their child's schedule/routine, program, policies and other families. It is important that children build a trusting and caring relationship with their teacher; this may be a quick or slow process depending on each individual child. Parents are encouraged to stay with their child during this process.

### **Drop-off and Pick-up**

Once you have entered your child's room it is very important that you sign your child in on the register provided. Always make sure to make contact with a staff member before leaving the room. At the beginning of the day, it is important to let the staff member know any pertinent information about your child. At the end of the day, it is important for the staff to let parent/guardians know about their child's day. When you return to pick up your child you must then sign your child out.

**Please note: Children cannot be left unattended in the hallways. A reminder will only be given once. If this occurs a second time, you will be at risk of losing your space at the administrator's discretion. This rule is to abide by provincial safety standards and regulations. If children get hurt, the childcare centre is subject to receive violations. For example, it is important to keep an eye on your children during drop off and pick up's, children have run onto parking lots and almost got hit by vehicles, this is what we want to avoid.**

Please call the centre by 9:30 if your child will be arriving late or will not be attending on that day. If a child has not arrived by 10:00 am then we will assume that he/she will be absent, and we will continue with our daily activities.

We encourage parents to make every effort possible to ensure their child is picked up before the official closing time. In a situation where a child is picked up after the official closing time, a late fee in the amount of \$5.00 for each additional minute will be charged. The rationale for charging a late fee is to ensure that the staff can leave when their shift is over, and the Centre has enough funds to cover the overtime it may incur.

### **Snacks and Lunches**

All children are provided with a snack in both the morning and afternoon, as well as lunch. A food menu will be posted on the parent board located in the main hallway. Any changes to our menu will be posted. Our menu is based on Canada's Food Guide.

**Should your child have a medical dietary need, please let us know so we can do our best to accommodate you and your family.**



### **Toys and Food from Home**

When a child begins attending our centre, items of comfort, such as a teddy bear, blanket, picture, or doll, are encouraged to help the child feel more secure and comfortable as they transition into their new environment. Once the child has settled in, they will be encouraged to store their comfort item in their cubby when not in use but may use it at any time they require it for comfort.

We strongly recommend that children do not bring toys from home to the centre. It is difficult for young children to deal with loss, breakage and sharing of personal toys by other children. Staff cannot be responsible for lost or broken toys.

Children will have the opportunity to partake in a “Show and Share” based on the discretion of each individual homeroom. There will be a visual sign indicating the date for the “Show and Share”. The children will have clear expectations when participating and the staff are not responsible for any lost/damaged toys.

We also ask parents/guardians to please not bring any food from home. There are children at our centre with food allergies, it is crucial for their safety and well-being that families do not bring in outside food. We will offer a morning snack, lunch, and afternoon snack which follows the Canada’s Food Guide Expectations.

### **Clothing and Other Needs**

Children are encouraged to wear play clothes and running shoes to the centre as daily activities may include active and messy play. Please label all articles of clothing and other belongings to help ensure that they are not misplaced or lost. Upon attending the centre, you will need to provide the following items for your child:

- A complete change of clothes and footwear
- Suitable clothing for wet or cold weather (splash pants, raincoat, warm sweater, snow pants, winter coat, hats, scarf, mittens/gloves, rain boots, snow boots)
- A child-sized blanket and pillow, if needed, for nap time
- Diapers and wipes (if not toilet trained)
- Sun block (No spray please)
- Water bottle

A written note will be left on your child’s cubby indicating what items your child will need replaced. For example, diapers, wipes, and toothpaste.

### **Closures**

Our centre will be closed for the following holidays:

New Year’s Day, Good Friday, Victoria Day, Discovery Day, Canada Day, Municipal Holiday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day

To ensure high quality programming, our staff partake in two professional development days per year. The childcare centre will be closed to children on these days. Parents will be provided with a one month notice of the date.



The childcare centre may partake in annual general cleaning, sanitization, and maintenance days. During this time, the centre will be closed.

Parents will be notified of these closures well in advance. During the above holidays, parents/guardians are still required to pay. This also applies to closures due to weather or any other emergency situations.

### **Emergency Closures**

The Child Care Centre will follow St. Bernard's school closure report for adverse weather. If St. Bernard's is closed, closes early, or has a delayed opening, the centre will be closed, close early, or have a delayed opening as well. Occasionally the centre may need to close due to inclement weather or other emergency situations based on the administrators' discretion. In the event of an emergency closure, an announcement will be made on the local radio stations. As well, parents will be notified by email. Announcements will also be posted on Bay Bulls Child Care Centre Facebook Page. Every effort will be made to have this announcement made by 7am. Fees are charged for emergency closure days as parents pay for the space in the childcare centre that is reserved for their child.

### **State of Emergency Closure**

In the event of a state of emergency or other municipal/provincial/federal closure due to infectious disease, we will close for the duration of the state of emergency/closure as well as any days recommended to not travel unless absolutely necessary. Unless Government funding is announced, all fees will be required.

### **Health Policies**

In the case of medical emergency, staff will administer First Aid treatment (all staff has completed First Aid training from St. John's Ambulance or Red Cross) and parents will be notified as quickly as possible, if immediate medical attention is required, staff is authorized to call an ambulance to transport the child to the Janeway Hospital, the administrator or a staff will accompany a child in the ambulance if the parent is unavailable.

If a child shows signs of illness (high fever 101 F. under the arm, rash, diarrhea, vomiting, communicable disease, etc.) before coming to The Bay Bulls Childcare Centre, parents/caregivers are required to make alternate arrangements. **A child who is not well enough to participate in daily activities of the centre must be kept at home.** If a child becomes ill during the day, parents/guardian will be required to pick up their child as soon as possible. While waiting to be picked up, children will be provided a quiet resting place, away from peers if possible and will be supervised at all times.

During the Covid-19 pandemic, additional rules may apply in terms of sickness. Parents must follow the guidelines set out by Public Health with regards to Covid-19, and Covid-19 like symptoms.

Sick children cannot return to the Centre until the period of contagion has passed. Depending on the illness, this timeline varies. **A child who has vomited or has had diarrhea cannot return until 48 hours since the last instance. A child who has had a fever must not return to daycare for 24 hours.**



In the event that a child contracts a communicable disease and exposes the other children, notice of such exposure will be posted on the door in the main entrance and the playroom impacted. The sign will include the type of illness, symptoms, period of contagion and the responsibilities of the parents and childcare centre.

Occasionally, a note from the doctor indicating fitness to return to the childcare centre is required upon a child's return to daycare after 3 days of illness or after a communicable disease. A staff member will inform families when this is necessary. **An ill staff person is also required to stay at home in order to prevent the spread of infection.**

### **Allergies**

As part of the registration package, parents must include information on the child's MCP, any allergy or chronic medical condition or other health concerns. Relevant information including type of allergy, triggers, symptoms, reactions and a written preventative and emergency plan must be included.

The preventative and emergency plan must include the type and quantity of medicine to be kept at the Centre, where it is stored, when it is to be administered, when the child should be transported to hospital, and any other information needed to assist in the emergency care of the child.

In situations where a child has an epi-pen, at least one epi-pen is required to be at the Centre with the child.

To support children with allergies, our Centre is a peanut/nut aware and scent free facility. All children, parents and staff are informed not to bring any foods that contain these items.

### **Medication Policy**

**Prescription medication** (in original packaging with the prescription label attached) can be administered by staff when accompanied by a complete and signed medication authorization form; it will be administered according to the directions on the label. This form can be obtained from the childcare main office. Medicine must be administered at home for the first 24 hours before daycare staff is able to administer medication, as per provincial regulations. There is no over the counter (non-prescription) medication to be administered at the childcare centre.

### **Policy on Inclusion for Children**

This Centre has an open-door policy for all children regardless of their special needs and/or requirements. All children are welcome to attend, space permitting (full-time only).

Parents/guardians should contact the Centre administrator if they feel their child/ren may require additional specialized equipment, modifications, and/or resources to attend or continue attending the Centre. If needed, the administrator will contact a regional Inclusion Consultant for further input and discussion of needs.



Open communication between parents/guardians, staff, and childcare centre administrator are essential and mandatory to ensure that all children's needs are met. As noted previously, staff are trained in guiding children's behavior.

Parents/guardians of children who have identified needs and who are involved in other services, such as Direct Home Services Program, Speech Language Pathology, Psychology, Occupational Therapy, and Physical Therapy are encouraged to include Centre staff in Individual Support Services Planning (ISSP) Team Meetings for their child/ren to ensure consistency in program goals and to coordinate services and supports required to promote optimal child development.

### **Policy on Discharging Children**

Our goal is to ensure that no child is at risk for harm and that no child be required to be discharged from the childcare program.

It is natural for young children to display aggressive behaviour occasionally while in childcare. When aggressive behaviour occurs, various techniques in guiding children's behaviour will be used to help the child engage in more appropriate behaviour (see our Guiding Behaviour policy).

If the usual techniques are unsuccessful, then the child's parents are consulted. The Centre and the parents will work together to help the child. If these techniques are not successful then, with parental consent, a Regional Inclusion Consultant may be contacted. The need for additional referrals may also be identified.

As long as parents are willing to meet with centre staff, be open about their child's needs and discuss their children's program and support requirements, every effort will be made to ensure that their child is supported in the childcare program.

### **Respect Towards Policies and Staff**

The BBCCC strives to achieve a respectful workplace for all involved, including staff, children, and parents. We ask that parents respect the policies put in place by the Child Care Centre, and the policies put in place by the Department of Education.

If you, as a parent, have a day-to-day concern regarding your child we ask that you approach staff with these concerns in a respectful manner. If at any point you have a more serious concern regarding a staff member, or an aspect of the program offered at BBCCC, we ask that you contact the Child Care Administrator to discuss the issue at hand.

At no point will the Bay Bulls Child Care Centre tolerate disrespectful behaviour towards staff or the policies we have put in place. If this occurs, parents will receive a written warning outlining the incident. If this behaviour continues, further action will be taken which may include termination of care.

### **Confidentiality**

Information required for registration and program administration is strictly confidential. Children's records are only viewed by the Operator, staff of the Bay Bulls Child Care Centre, an



authorized employee of the licensing agency, and the child's parent/guardian. Viewing of records by any other individual requires informed, written consent from the parent/guardians.

### **Guiding Children's Behaviour – Our Philosophy**

The Main Goals in Guiding Children's Behaviour are:

1. To strengthen the child's self-concept and self-esteem,
2. To help children develop caring, respectful relationships with others; and
3. To strengthen the child's self-control

The Basic Principles of Effective Guidance:

- Staff have consistent expectations of children
- Staff provide a developmentally appropriate environment
- Staff provide choices to children whenever possible
- Staff accept and understand cultural differences in behaviour
- Staff demonstrate appropriate behaviour
- Staff accept that children are egocentric
- Staff promote a child's self-confidence and self-esteem
- Staff accept and respect children's feelings
- Staff support children with their social interactions
- Staff set limits on behaviour

Specific Techniques for Guiding Children's Behaviour:

- Redirection
- Encouraging the use of language
- Setting an example of appropriate behaviour
- Stating directions positively
- Reinforcing positive behaviours
- Being clear about expectations
- Giving children enough time to resolve conflicts or solve problems
- Encouraging children to resolve their own interpersonal issues
- Removing the child from the situation
- Ignoring inappropriate attention-getting behaviour
- Involving the children in the decision-making process

**We would like to welcome you and your family to our Child Care Program. If you have any questions or concerns regarding our centre or your child's participation in our program, please do not hesitate to speak to the Centre Administrator or your child's Educator.**

**Bay Bulls Child Care Centre  
48 A Cemetary Lane West  
(P) 334-3594, ext. 2 (F) 747-8531  
Email: baybullschildcare2020@outlook.com  
[www.kffrc.com](http://www.kffrc.com)**



**Please Sign and Return this page**

I have read and understand all the information included in The Bay Bulls Childcare Centre's Parent Handbook.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

Thank you!

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