

**Before and  
afterschool  
Childcare  
Parent Handbook  
Policies**

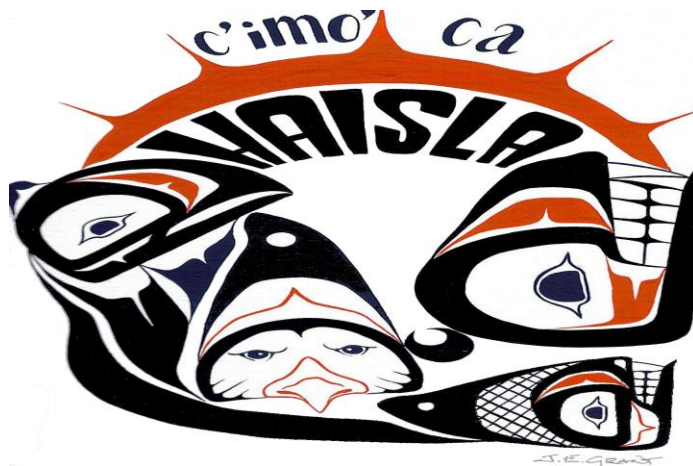
We would like to welcome you and your child to our Childcare Centre programs, operated by the Haisla Nation

Please read carefully through the following information in this parent handbook.

Our qualified staff strive to create an environment in which provides culturally rich, explorative opportunities supported by the early years development foundations. We are confident your child will enjoy their time with us.

If you have any questions, suggestions, or concerns please do not hesitate to contact the Director Of Education

*(Thank you)*



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Welcome to Haisla Nation childcare programs. Before and after School care. We look forward to working with you to provide quality care for your child in a safe, caring environment. Please take some time to familiarize yourself with your program. The Family Handbook will provide an introduction and basic information about our programs. If you have any questions, concerns, or suggestions, please bring them to the attention of your staff. Your feedback and input to your program is vital to the success.

## 1. CONTACT NUMBERS

### Staff

Tara Grant	Youth coordinator	250-639-7553
Colleen Bailey-Walker	Youth Worker	778-860-6362
Ehryn Bolton	Youth worker	
Jodi Harry	Youth Worker	
Lana Doolan	Youth Worker	

## 2. Goals

- Provide each child with a learning environment that will contribute to his/her holistic development (physical, spiritual, emotional, intellectual, and social development),
- Model and encourage appropriate guidance for each child and family,
- Provide opportunities for children to enhance their knowledge of our Haisla Language and Culture,
- Provide opportunities to increase the family's knowledge of children's health, early childhood development, Haisla language and culture, nutrition, and parenting support.
- Support families in meeting the responsibility of their children,
- Effectively liaise and work with community agencies, individuals and organizations that are essential to the well-being of each child and family, increasing awareness and utilization of community resources,
- Increase awareness and utilization of community resources.
- Provide parents/guardians with opportunities to be involved in the center.
- Provide opportunities for Elders, traditional and cultural peoples to participate in the program.

## 3. Centre Philosophy

### *We believe:*

Children are entitled to a program that allows them to learn through their play experiences in an environment that encourages children to explore, experiment, interact and learn. Where a holistic approach is used and a child's social, spiritual, cognitive (intellectual), physical and emotional well-being are considered, and children's individuality is honored.

Families are entitled to be involved in their childcare experience and have assurances of quality care and a safe environment for their children while they are working, pursuing education/training and/or partaking in personal fulfillment activities.

Staff are entitled to a work environment which recognizes and respects their training, skills, experience, and personal commitment to childcare. Where respectful communication and personnel policies support and enhance teamwork. Your center should enhance the lives of children, families, staff, and community by providing a caring, supportive, and vital community service.

**Children will be supervised at all times.**

#### 4. Inclusion

Haisla ensures all sections of the population have access to quality services within reasonable reach, especially vulnerable or marginalized groups, such as ethnic minorities and Indigenous populations, women, children, people with diverse abilities and/or support needs, including in rural areas.

We ensure all people can participate fully within society regardless of their abilities. People of all abilities have equal access to, and the supports needed to fully participate in our programs.

#### 5. Financial Responsibilities/ Fees

Families with a status number or proof of affiliation with their band will receive priority registration. If you don't have status or proof of affiliation, you will be required to go onto a waiting list for a space to become available.

### **Fees and charges**

#### **Before and after school fees are as follows**

Hours 7:30 am – 5:00 pm closed 9am – 3pm

Full time rate (AM and PM) \$380 per month (includes NID and School Holidays)

AM or PM only rate: \$325.00 per month (includes NID and School Holidays)

Casual rate \$ 15.00 an hour

**Late fee: \$20.00**

Fees will be invoiced from Haisla Nation Council at the end of each month.

Cheques payable to Haisla Nation Council

If payment is not received within 30 days of invoice you may be subject to stoppage in services

Subsidy is available please speak to a staff member if you would like to apply.

Gov.bc.ca childcare subsidy

**Please include schedule if available**

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**Please keep the staff up to date if your address, phone number or the names/telephone numbers of your authorized pick-up people has changed.**

The parent/caregiver will receive a monthly invoice for daycare fees. Fees are due on the first of each month.

Cheques payable to Haisla Nation or by EMT [generalpayments@haisla.ca](mailto:generalpayments@haisla.ca)

## 6. Subsidy

If you wish to apply for subsidy, please see below contact information and mailing address:

**Child Care Subsidy Service Centre**

PO Box 9953 Stn. Prov. Govt.

Victoria BC V8W 9R3

**Telephone**

BC toll-free: 1 888 338-6622

**Fax** 1 877 544-0699

<http://www.mcf.gov.bc.ca/childcare/application.htm>.

As the Parent/Caregiver, you are responsible for setting up, renewing and any changes to your child's subsidy application. It is solely up to you as the parent/guardian to ensure the above process is complete. We must have confirmation of the approved application and/or renewal to provide childcare.

## 7. Termination of Services

Should there be outstanding fees owing and or no payment arrangements fulfilled the Centre will terminate services. If your child is absent for two weeks and we are unable to achieve communication with you, we will consider your spot to be abandoned and therefore will terminate the service.

Should there be non-compliance of this Parent Handbook and or other serious cause for concern; the Manager will take the steps to support the Centre and or family. Should the steps not be fulfilled, discontinuation of service will occur.

**Negative Social Media posts referring to the center, staff or Haisla Nation administration in a derogatory way that is not positive or deemed offensive may result in termination of services.**

## 8. Waitlist

To be eligible for the waitlist we will need:

- A completed registration form submitted to the center coordinator.  
This ensures we have everything ready for the time of placement and it also ensures contact information is available.
- If a referral for extra support services such as Speech Language Therapist (SLP) or Occupational Therapist (OT) is requested, we can start the process for support and assessments to take place and can support this to happen.
- If you would like to remove your child from the waitlist, please let us know as soon as possible.
- Note: we do have priority to Haisla Nation members and will proceed with Haisla Nation registered members ahead of all other applications.

## 9. Withdrawal of Services

As the child's Parent/Caregiver, you must provide one month's written notice should you no longer require services from the Centre. Please ensure all outstanding fees are paid in full.

## **10. Debt or Repayment**

Outstanding invoices will be followed up by the Finance Dept and the Manager/Director will reach out to support a repayment plan.

HNC has a debt repayment agreement form for any outstanding debts.

If payments need to be reimbursed, we will work with HNC finance to ensure repayment is set up within 14 days of application.

## **11. Developmental Screening Program**

Trained ECE Educators can conduct developmental screening assessments/Ages and Stages Questionnaire (ASQ.) The purpose of the developmental screening is to learn about each child's strengths, abilities, and challenges specifically: social, emotional, communication, cognitive, physical, and self-help skills. The screening assists teachers and parents to identify any areas where the child may need extra assistance in reaching their full developmental capabilities. We may with parental consent, request a referral for your child through the support of the Aboriginal Supported Child Development or Infant Development. .

## **12. Personal Items**

Each child will have their own cubby to store their personal belongings. We kindly request you label all your child's personal items as we cannot be responsible for lost items. Please provide your child with appropriate clothing for the season. Staff will request items, as needed, extra clothes, diapers, wipes etc. (HiMama) Please keep your child's toys and electronics at home. If the child has a toy from home, the staff will request that the item stays in their cubby. Children will receive their own-labeled toothbrush to promote healthy dental hygiene.

*Staff are not responsible for children's items that may be lost or damaged by art or outside play.*

## **13. Gradual Entry / Transition**

The parent and Supervisor will discuss if a longer/shorter transition time is needed. One family member spending time with your child at snack/lunch times and the various group activity times helps your child feel secure with the staff, other children, routines, transitions, new environment and activities. It is recommended that a parent does not stay after the second day, as this will only prolong the child's separation anxiety.

If you are unable to stay with your child, please feel free to send another adult family member with whom your child has a close and trusting relationship (auntie, uncle, grandparents, etc.). They must be on the pick-up list in the registration pkg.

## **14. Daily Program Schedule**

Children will have the opportunity to explore and learn through various activities. We provide activities such as free play, indoor/ outdoor play, arts and crafts, Haisla Language and culture, sensory/discovery experience tables, baking, cooking and a daily circle time.

A schedule will be provided at the intake meeting before the start of the program.

## 15. Active Play and Screen Time

Haisla Programs does not encourage screen time, we do not have devices available for children to use, we will occasionally have a movie day for parties or special occasions.

We very much encourage active and outdoor play. The children do many outdoor walks in the community and have a fantastic park to play in. The program plans and implements large motor skill growth through planning, which includes outdoor and indoor activities. We have a large space indoors for the inclement weather and to respect our Neyum when we have a death in the community.

**Children will be supervised at all times.**

## 16. Community Engagement

We often explore our neighborhood by visiting our local gardens and going on community walks. These experiences allow for the children to participate within the community.

## 17. Staff Credentials

Centre staff are hired according to the B.C. Child Care Community Licensing Regulations. Early Childhood Development employees must have the qualifications and work experience to work with children. Employees are required to provide approved and updated criminal record checks, reference checks, proof of immunization and medical clearances to work within the Centre. Staff also continue to build their capacity through workshops, courses, and conferences.

## 18. Practicum Students/Volunteers

Throughout the year, the Centre will have practicum students in your child's classroom. These are typically Early Childhood students or students studying in a similar field. These students will be introduced to you and your child or announced on the bulletin board. Volunteers and practicum students will never be left unsupervised or be held responsible for the welfare of the children at the Centre. All documentations for volunteers/students will be kept on file with the Manager/Director.

## 19. Centre Office Hours/Administration Hours

The program is open Monday through Friday from 7:30-5:00 pm.  
Administration hours are 8am – 4pm Monday through Friday

## 20. Statutory Holidays

The Centre will be closed for all B.C. statutory holidays including Family Day, Aboriginal Day and Labor Day. The Centre may have other closures for special community engagement events.

New Year's Day	Good Friday	Easter Monday	Victoria Day
BC Day	Labor Day	Thanksgiving	Remembrance Day
Christmas Day	Boxing Day	Family Day	National Indigenous day
National Truth and Reconciliation Day			



The center will follow the school year calendar for the following closures: Winter Break. Stat Holidays. Please contact the separate program for holiday hours.

The entire center will close for one week in August for building maintenance and staff prep for the year.

Non-instructional days will be held monthly. Parents/guardians will receive a yearly calendar outlining the centre closures. Other closures throughout the year may occur for professional development or problems with the building. Whenever possible, parents/guardians will be given ample notice of closure.

## **21. Professional Development Days**

Closures for professional development days will allow the Educators to attend workshops, conferences, and training seminars. Early Childhood Educators must be following the ECE Registry of BC in which mandatory development hours are required to maintain current licenses. You will receive one month's notice of the exact dates of professional development days in your monthly newsletters.

## **22. Signing-In/Signing Out**

Please sign your child in/out each day. This is for the health and safety of your child as well it is a requirement by Licensing. HiMama is the app we use for the sign in and out process. Every parent and or caregiver will have login access to HiMama

## **23. Drop off and pick up Times**

All children must be picked up by the scheduled time. Either by parent/caregiver and or authorized pick-up person. If a child is consistently picked up after their scheduled time, a late fee of \$5.00 per 10 minutes will be charged.

If you will be delayed and unable to pick up your child by your scheduled time, please call the Centre as soon as possible.

Should your child not be picked up and we have not heard from the parent/caregiver by 5:45pm and we cannot reach any of your emergency contacts, the staff are required by licensing to contact the Ministry of Child and Family Development (MCFD) or Northwest Inter-Nations Family Service (NIFCS) to pick up your child(ren).

At the time of pick-up, if a staff observes that pick-up person may be under the influence of alcohol or drugs, they will offer options to call an alternative pick-up to drive the pick-up person and the child home safely. Driving under the influence is against the law and the staff are obligated as per licensing to report the incident to RCMP and MCFD/NIFCS.

Children will only be released to a parent/guardian or designated person authorized by the parents, pick-up person must be 16 years of age or older. Verbal notification is not acceptable. Licensing requires our Centre to have a written record and or proof of the parent's request, along with checking the photo ID for the alternate pick-up person. Staff will request the parent to either post to HiMama or email the Centre with your request/authorization. Staff may instruct the parent to call back to the Centre, and have the parent leave a recorded voice message.

Authorized pick up people will need to be on the registration form.

#### **24. Transportation to offsite**

Park is onsite Staff will supervise children to from and in the playground

Children will wait for the school bus inside the building.

Staff will escort and supervise children to get on the bus with a check list for attendance.

Return from school staff will wait outside for the bus and escort children into the building or park as per schedule. Also doing attendance.

Children will never be unsupervised.

The school bus has a bus monitor who will take the children from our care.

**Children will be supervised at all times.**

#### **25. Field trips**

Permission slips will go home with information about any field trips proposed. We will also post on HiMama, a backpack with first aid kit, emergency contact for each child and information will always be with a staff member.

Families are encouraged to join field trips.

Childcare ratios will always be in place and extra staff may also join to ensure safety.

**Children will be supervised at all times.**

#### **26. In the Event of an Emergency**

The Centre will close due to power outages, gas leakage, water floods and other severe weather conditions. You will be notified to come and pick-up your child immediately from the Centre. If the staff is unable to contact you, one of your emergency contacts will be called to come and pick up your child from the Centre. Should the staff be unable to contact you, or your emergency contacts staff will have to report to Ministry of Child and Family Development (MCFD)

#### **27. Inclement Weather**

The Centre will be closed due to inclement weather ie; heavy snowfall, severe freezing ice etc. We follow School District #82 in the event of inclement weather conditions. Please tune in to your local Radio stations for updates if we do experience extreme weather conditions.

#### **28. In the Event of a Natural Disaster**

As per licensing, the Centre has an emergency preparedness procedure. The Centre has adequate emergency supplies to best support the children and staff. We will remain in the Centre or the Health/Government building until the authorities directs us otherwise.

#### **29. Fire and Earthquake Drills (Tsunami)**

Supervised Fire and Earthquake drills will be held every month. Staff practice drills with the children. Personal safety for both fire and earthquakes will be discussed and practiced with the children during each drill.

During a Tsunami alarm staff are trained in emergency situations to load the school bus immediately if there is no bus they will load personal vehicles and move everyone to higher ground. (upper bench)

In the event of a tsunami do not go to the Centre. Children will not be permitted to leave they will be immediately bussed to higher ground. Please meet the bus at the muster station at the top of the hill.

### **In case of fire:**

- A staff person will call “EMERGENCY” The children will be instructed to stop what they are doing and follow to the nearest exit.
- Staff and children will head to the Lighthouse building
- The back pack containing the first aid kit and Emergency contacts will be taken outside with the children.
- The staff member will make sure all children are accounted for.
- A second staff member will check all the rooms starting with the washrooms, then kitchen and all other rooms. Closing doors behind them.
- The group will then proceed to the Haisla Community School where families and or emergency contacts will be contacted.

### **FIRE DRILL:**

- **The above procedure will be followed with the exception of proceeding to the Haisla Community School.**

*Staff will follow the instructions given by the Provincial Emergency Response with regards to tsunamis.*

### **30. Pandemic**

Staff will follow the Haisla Nation Pandemic policies, while ensuring the safety of all children and staff.

### **31. Illness**

Centre staff have First Aid and CPR certification. For the health and wellbeing of all children and staff, ill children will not be permitted into the Centre. We practice prevention of illness in our Child Care Setting as per BC Health Planning. Staff will turn a Parent/Caregiver away as per the following.

If your child has had any of the following conditions in the past 24 hours, please keep them at home. **A child may return to the Centre when they have been free of the following conditions for a minimum of 24 hours.** Or they have been taking medication for the illness for a minimum of 24hrs.

- a. Pain - any complaints of unexplained or undiagnosed pain
- b. A common cold with listlessness, (especially green or yellow) runny nose and eyes, coughing and sore throat.
- c. Difficulty in breathing - wheezing or a persistent cough
- d. Fever (100 degrees F/38. degrees C or more) accompanied by general symptoms such as listlessness or sluggishness.
- e. Sore throat or trouble swallowing

- f. Infected skin or eyes, or an undiagnosed rash. This includes discharge from the eyes.
- g. Headache and stiff neck (should see Doctor).
- h. Unexplained diarrhea or loose stool (may or may not be combined with nausea, vomiting or stomach cramps (a child who presents with diarrhea twice within 1 hour will be required to go home)
- i. Nausea and vomiting including abdominal cramps.
- j. Severe itching, dry skin of either body or scalp if caused by scabies.
- k. Children with known or suspected communicable diseases such as chicken pox, measles, pink eye, hand foot mouth, impetigo
- l. If a child is not feeling well enough to participate in the program.

*If staff need to wipe a child's nose consistently 4-5 times in one hour, we may ask parents to pick up their child.*

Please keep ill children at home as the Centre does not have facilities or extra staff to care for them. Please call or message HiMama at the Centre before **7:30 a.m.** if your child is going to be away sick.

Please inform staff within 24 hours of any diagnosis of contagious or communicable disease within the family as we must inform other parents/guardians and Licensing. A child must be on a doctor's prescribed medication for at least 2 days (48 hours) before they can return to the program.

You will be notified immediately to pick your child up ASAP. If the Centre is unable to reach you, your emergency pick-up people will be contacted and will be requested to pick up your child as soon as possible.

**Please Note:**

If your child is going to return to the center within 24 hours a doctor's note will be required saying your child may return and is not contagious for the follow symptoms or conditions

- Communicable diseases such as and scabies etc.
- Unidentified rash, skin infections, sores.

If you choose to keep your child at home for more than 48 hours your child will not require a doctor's note to return.

If your child requires emergency transportation, the parent is responsible for any incurred costs. Parents must sign the Emergency Consent form (yellow card) as part of the registration requirements. Please keep all your child's information and contact person up to date.

**32. Medications**

Staff can only administer Doctor prescribed medications. A Permission to Administer Medication form must be filled out and signed by the parent. Prescribed medicines must be in their original container, with child's name, Doctor- prescribed information, prescribed date and labeled with expiry date. Medicated diaper creams will also require permission before staff apply.

The Staff will not administer non-prescription medications (Tylenol, cough syrups, throat lozenges, vitamins, holistic herbs etc.).

Permission will also be required from parent/caregivers should the child require application of over-the-counter topical cream(s).

A Medication Consent Form will need to be filled out fully for each medication.

**33. Head Lice**

Head lice screening is completed on all children by the staff on a regular basis. Our center utilizes the tools recommended by The Greater Vancouver Lice Clinic, which includes the “Wet Combing Method” of lice/nit removal. Should lice/nits be detected staff will notify parent/caregiver to begin treatment.

The Wet-Combing Method of removal is the safest, easiest and most cost-effective method.

- Follow these instructions every 3 days for 2 weeks or until you have successfully combed out twice without finding any evidence of lice or nits.
- Our Centre will lend your family the Lice Meister tools to remove the lice/nits. Should the comb not come back to the Centre after the two-week Wet Combing Method is complete, you will be charged \$25.00 restocking fee.
- Please remember that head lice are in no way a reflection of the level of cleanliness in your home.
- Head lice are a common human parasite, and most children will have head lice at least once.
- The key to controlling head lice is to completely remove all the nits from your child’s (and any other family members) hair.

Resources will be provided to parent/caregivers if lice/nits are found to help support families.

### **34. Cleaning and Sanitizing**

Janitorial is done every morning five days a week by a janitor, a checklist is used to ensure compliance.

Staff also continue to ensure sanitized spaces before and after meals as well as during activities.

Toys and manipulatives are sanitized once a week. (Or as needed)

During spring break and Xmas break the carpets and deep cleaning are done through the entire center. (Or more often as needed.)

### **35. Allergies and or Food Intolerances**

As a childcare facility we cannot be totally free of food allergens, we aim to be allergy safe. Please inform the Centre if your child has any type of allergies such as to food, insect stings, soap, or other allergic reactions. (Please view section 35 regarding Nutrition.)

- a) Parents are responsible for providing any special foods, special soap, etc.
- b) Parents are to supply Epi–Pens, inhalers, as well as complete the Centre Medical Consent Form and a Care Plan with the employee for the child’s registration file.
- c) Parents are required to check for expiry dates on all child’s medical supplies as well they must replace them prior to its expiration.
- d) The Centre is “nut sensitive zone”. There may be a child in the Centre with severe life-threatening allergies to nuts. Please read the labels of the items you send with your child. If the item contains peanuts/tree nut/or traces of nuts, it will be sent home.
- e) Update any new symptoms or allergies.
- f) If bringing celebration snacks such as cupcakes, please notify staff in case of allergies.

### **36. Nutrition and Mealtime**

All foods that are planned, prepared, and served by the staff are in accordance with the Canada Food Guide and/or the Native Food Guide.

A menu will be available on the HiMama app.

When available, we offer traditional foods.

Meals will be offered with a variety of options, ensuring healthy choices.

Meals and snacks will not be used as a reward or punishment to children.

Water and milk are offered at all meals and snacks. Water is offered throughout the day.

All staff have the Division of Responsibility certification.

Allergy notifications are in every room.

### **37. Child Abuse**

Please note that asHNC employees, the Centre staff must abide by the following guidelines, and your cooperation is encouraged:

- a) We are required by law to report any suspected or disclosed physical, sexual, or emotional abuse or neglect.
- b) Failure to report abuse can result in prosecution under the Family and Child Services Act.
- c) We are not permitted to contact the parents, unless specifically directed to do so by Ministry of Children and Family Development (MCFD) /NIFCS and the RCMP.
- d) Reporting procedures are designed to protect the child.
- e) Our responsibility is to report suspicions/disclosures, not to determine if abuse has occurred.
- f) Our first concern is the safety and well-being of the child.
- g) The law requires all Centre staff to report any physically or verbally abusive behavior by a parent while in the Centre.

### **38. Guidance and Discipline**

At Our Haisla Childcare Centers, we practice guidance and discipline techniques that are developmentally appropriate, non-threatening, positive, consistent, and respectful. We follow the Licensing regulation guidelines, which state the following methods used for Guidance and Discipline:

#### **Methods used for Guidance and Discipline**

- a) Positive role modeling
- b) Define and state clear consistent limits and boundaries in a positive manner, rather than a negative way.
- c) Redirection or offer a limited choice of other activities.
- d) Offer the child a quiet place to refocus.
- e) The teacher will help the child find another way to express his/her feelings, appropriately to resolve a problem.
- f) Use words or pic symbols to ask for something they may want or need.

### **39. Challenging Behaviors**

When staff have used the method for Guidance and Discipline without success further intervention may be required.

Staff will redirect the child.

Offer the child a quiet place to refocus.

An Individual Development Plan/Care Plan may be created for your child. If a challenge or support need is identified. A meeting will be organized to discuss and or review the IDP ( Infant Development Program) with the

Parent/Caregiver, Family Involvement Worker & ECE in conjunction with the Manager/Director. Upon individual discretion, assistance may be requested from the Aboriginal Supported Child Development or Aboriginal Infant Development. When all other avenues have been proven ineffective, the Centre may have to terminate services to ensure a healthy and safe environment for all children and staff within our programs.

Steps for support. (If not requested during the intake meeting at time of registration)

- Observation/documentation. with communication to families
- Family meeting
- Referral consultation with ASCD. (Aboriginal Supported child development)
- Support plan/safety plan/goals

#### **40. Confidentiality**

Children's files will always be kept in a locked cabinet. Staff, Administration along with the following agencies do have access to your child's file: Health/Education, Medical Health Officer, Licensing Officer, Health Representatives), MCFD/NIFCS and the RCMP.

#### **41. Smoking**

The property is a designated smoke free area, please obey the signs.

#### **42. Parking Lot**

Please Park in the designated areas while you are at the Centre. The Centre is a NO-Idle Zone; please turn your engine off. Do not leave children unattended in the vehicle.

Please ensure you do not block other vehicles this is a fire safety issue.

#### **43. Newsletters**

At the beginning of each month, you will receive a paper, electronic copy, and a copy on HiMama of the center's newsletter for your child. Please check your child's cubby area each day for any notices from the Centre. This letter will inform you of events, important dates, upcoming themes, activities, Centre closures, parties, etc.

#### **44. Parent Involvement/Communication**

Our Centre has an "OPEN DOOR" communication policy, as follows:

- a) You are welcome to drop in and observe the program at any time. If you wish to speak to the staff about any concerns or questions, please let us know in advance so we can schedule a meeting time.
- b) Telephone communication is encouraged. Please call the Centre if you have any concerns or if your child will not be attending class due to illness.
- c) You can expect ongoing communication with teachers concerning their child's progress, program activities and general Centre operations. (HiMama)
- d) If we're unable to answer the phone, please leave a message and we will return your call as soon as possible.

*During class time teachers are very busy with children and may not be able to answer HiMama immediately if urgent please call the classroom.*

Contact info is on page 4 of this handbook.

#### **45. Parent Concerns**

A parent who is concerned about their child's care is highly recommended to contact the coordinator and/or Manager at any time to best support your family.

Families are encouraged to discuss questions or concerns regarding any aspect of the childcare program with the staff or manager. If an issue arises, the goal is to resolve differences of opinion and conflict in a peaceful way and find solutions that everyone can accept.

The following steps will be followed:

- The enrolling parent/guardian and Lead ECE will meet to define issues and state their point of view.
- Solutions and/or appropriate resources will be identified.
- A plan and timeline will be agreed upon by the enrolling parent/guardian and the center staff.

If all parties cannot agree upon a plan, other arrangements may be required.

*Please do not go on social media to share issues you may have with the center, staff, or programming, always communicate with staff.  
This could result in termination of services.*

#### **46. Custody Arrangements/Persons Not Permitted.**

The Centre requires a copy of all child custody agreements. If a parent arrives and can prove that he/she is the parent of your child, and we do not have a court order on file, we are obligated by law to release this child to their legal parent.

If the Centre has a court order on file and a non-custodial parent attempts to remove a child from the Centre the staff can and will refuse to release the child to this parent. The staff will contact the RCMP to assist if necessary.

If a person is not on the pick-up or emergency contact forms, we will not release the child into their care.



We believe.

Children are a gift to us; each child is born with a gift; Children are our future;  
Children are a part of a family, community, and nation.

We provide opportunities for the children to learn their language, cultural beliefs and cultural practices; we provide children with opportunities that support their healthy growth and development; provide children with opportunities watch, listen and do through play; we recognize families responsibility as the primary caregiver in the care and education of their children; we foster in children a love for learning; we foster meaningful relationships with the Elders, the Knowledge Keepers of traditional ways, language and history; we support families in the care



and education of their children; we are positive role models in sharing early childhood education; we respect, value, honor and encourage children.

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**PLEASE NOTE:**

***This handbook is subject to change as per the Manager's discretion and or Northern Health Community Child Care Licensing Regulations.***