



**Bowen Island Community Daycare
(604) 947 - 9628**

Parent Handbook

Community Daycare Handbook

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Bowen Island Preschool and Community Daycare Society at Bowen Children's Centre: An Overview

Our creative, joyful programs reflect our philosophy of learning through guided play: a natural educational process by which children gain understanding and become aware of their place in the world. This approach is supported by the best of current research on early childhood development. The social skills acquired through such constructive, gentle interaction are exceptionally important to children's overall development and of tremendous benefit on the long journey to adulthood.

The product of parental vision and initiative, Bowen Island Preschool and Community Daycare Society at Bowen Children's Centre (BCC) began as a little preschool that first opened its doors to children in 1971. It has come a long way since those basement beginnings, thanks to the efforts of many families, as well as countless volunteers and widespread support from within this community.

Now in its own building, Bowen Children's Centre, which was built on determination, community generosity and a start-up grant from the provincial government, BCC is a registered non-profit Society that operates three distinct, licensed programs: the Community Daycare, Bowen Island Preschool and The After School Club. We know that children's early years are critically important, and we strive to provide the best possible early childhood education and childcare services. We also encourage parents to utilize this Centre as a resource hub; our staff members have a wide range of knowledge, experience and connections.

Parents whose children are enrolled in one or more of these programs are members of the Society, and they have a voice and a vote.

MISSION STATEMENT

Bowen Island Preschool and Community Daycare Society at Bowen Children's Centre's mission is to provide excellent care and education for children. The Society's philosophy of learning through play is guided by teaching methods that reflect the best of current knowledge. A membership-based, not-for-profit organization, the Society is a resource centre for its member families and for the greater community on issues relating to childcare, parenting and children's healthy development.

Welcome to the Community Daycare!

As an organization, our goal is to give children a head start on their social, emotional, physical, cognitive and creative development. At Bowen Island Community Daycare, children learn how to share, to participate in group activities, to soak up everything their curious minds encounter and, most importantly, to feel they are valued as individuals!

We have an “open door policy”, which means that you are welcome in the classroom at any time, to play with your child and his or her friends, engage in a special activity, or just hang out!

We'd also be delighted if you'd like to share with the children – perhaps a hobby or your profession (eg. talk to them about scuba diving and show them your gear, or perhaps you're a nurse – you could tell them about that and show them your uniform and some medical equipment. Or perhaps you're a geologist, or a musician, or ...)

The Centre's operations

There's a fair amount of effort entailed behind the scenes to keep this Centre running smoothly and we encourage parents to get involved to a degree that their lives can absorb. Whether you choose to be the program's recycler, a gardener, a window washer or a member of the board of directors (all of them parents of children attending BCC programs), you will be helping to keep the Centre evolving and thriving, as other families have done since Bowen Island Preschool began 35 years ago!

This parent handbook should give you a clear understanding of the classroom routine, our philosophy and the Daycare's policies. If you have any questions – at any time – please feel free to ask the teaching staff, the executive director or one of the Centre's directors.

OUR PHILOSOPHY

"Play is the highest expression of human development in childhood for it alone is the free expression of what is in a child's soul." Friedrich Froebel

The Early Childhood Program at the Community Daycare is focused on nurturing the whole child by providing learning activities that are developmentally appropriate in a stimulating, fun and creative environment.

"Learning through play" is a term we use to summarize what we believe in here. However, in our rushed, business-centric adult world, the word 'play' is sometimes misunderstood, and even given a dismissive connotation. And so we'd like to take this opportunity to explain what we know, and what the best of current research on early childhood development supports.

Children's play is vitally important! Children act and react with the world through their play. They learn by *doing*.

Play enables children to create an understanding of their world from their own experiences. It influences all aspects of their growth and development – physically, socially, emotionally, creatively and cognitively. In our programs, the teachers act as facilitators, creating learning opportunities, asking questions, and guiding the children as they explore *their own evolving interests*.

The Early Childhood Daycare Program is experiential, question-based, child centered and flexible. The *emergent curriculum* incorporates aspects of the Reggio Emilia approach to early childhood education. The program introduces meaningful projects and adventures that spark children's natural curiosities, interests, and enthusiasm. The early childhood education certified staff members support children in all areas of their development, recognizing and respecting their differences and valuing them for the wonderful individuals that they are. We encourage the children to ask questions, and we often respond with questions – thereby guiding the children to *think for themselves*. We give them the opportunity to learn, grow, and develop in a climate of genuine affection and warmth, each in his or her own time and unique way.

Our program includes a balance of free play – art activities, puzzles and other manipulative materials, science, dramatic play, as well as sensory play such as sand, water and clay – and through group activities which include group time, snack time and child inspired projects. In an inclusive, gentle setting, children develop inner discipline, independence and confidence.

At the Children's Centre we focus on the whole child, and recognize the importance of developing social skills during these early, formative years. A child should enter kindergarten with the ability to count to ten and with early reading skills (and we support these abilities in our program), but it's just as important – if not more so – to know how to make a friend or resolve a conflict without coming to blows or dissolving into tears. Current research shows us that emotional and social development are the keys to success in elementary school.

We believe that when a child is playing, or engaged in an interactive activity that has been designed to challenge their abilities in a way that is fun, there's nothing more important that they could possibly be doing. Because we know that through these natural, joyful experiences they are truly **learning**.

LOGISTICS

Daycare hours of operation: 7:00 AM – 6:00 PM
Monday through Friday except holidays
 (see Closing the Centre)

(If you plan to bring your child before 8:00 AM, please ensure that you let the staff know in advance.)

DAILY ROUTINE

7:00 – 9:45am	Free Play (indoors)
9:45am	Clean-up & Group time
10:00am	Snack time
10:30am	Outside play
11:30am	Free Play (indoors)
12:30pm	Lunch
1:00pm	Naptime/Quiet time or Outside play
2:00 – 3:00pm	Free Play
3:00pm	Clean-up & Group
3:30pm	Snack time
4:00pm	Outside play (optional)
5:00pm	Free play (indoors) and/or reading/quiet time

Gradual Entry

Beginning to attend Daycare, or moving from one program to another, can be unsettling for some children. We believe that a carefully planned gradual entry will assist you and your child to:

Feel comfortable at the Centre

Begin to build a trusting relationship with the staff

Experience a positive start at the Centre and/or in a new program

Your child's own comfort level will determine the pace at which (s)he is integrated into the program. The Daycare Coordinator will discuss this with you.

ABOUT YOU

Please ensure that you keep your contact information current! If you move, or change cell phone numbers, please tell us right away. **This is really important!**

Please also keep the pick-up authorization current, so that we know who you would like to be able to pick up your child from Daycare. If you're unsure of whom you've listed, please just ask to see your file.

ARRIVAL

Welcome!

The teachers will greet each child.

Parents and caregivers **MUST** sign their child in, and note the time.

Please use the Communications Book to notify the teacher in writing if someone other than you will be picking up your child at the end of the day. If we do not know this individual, we will ask them for photo identification when they come.

Please make the staff aware of any pertinent information about your child that may affect your child's morning (i.e. didn't sleep well last night, didn't eat breakfast, the cat died, etc.). Plan to stay until your child feels comfortable.

You must accompany your child into the daycare room, not just to the gate. For your child's sense of security, as well as your own, check in with the teachers and take a few moments to allow your child to settle into the classroom. It's difficult for a child to feel secure if his or her parent is literally running away, so plan enough time to say "good-bye" in an unhurried manner.

Never leave without telling your child that you are going!

Of course, our open door policy means that you're welcome to stay awhile, or to get involved in an activity with the children. However, in some cases, lingering at drop-off time can make your eventual departure difficult for your child, and therefore may not be in his or her best interest. Children who, upon arrival, were quite prepared to separate from their parents, may become clingy and tearful if 'good-bye' is prolonged because it introduces an element of uncertainty.

Every child is different, but please try to assess what will work best for your child; a firm and relatively quick good-bye is often the best strategy.

If you have questions relating to separation anxiety – your child's or your own – please talk to one of the teachers. They have years of training and experience and would be pleased to offer guidance.

PICK UP

Parents and caregivers **MUST** sign their child out, and note the time.

If you're running late, or if there has been a change in your child's pick-up arrangements: *please* phone the Daycare and let us know.

Any person picking up a child from the Daycare or a field trip **must be an adult (19 years or older) authorized by the child's parents/guardians** in writing either:

- (1) on the registration forms or emergency card
- (2) written in the Communications Book

AND if traveling by car must have a car seat for the child.

If you are unavoidably delayed and must send someone NOT PREVIOUSLY AUTHORIZED to pick up your child, **YOU MUST CALL THE DAYCARE AND EITHER SPEAK TO A STAFF MEMBER OR LEAVE A VOICE MESSAGE THAT CAN BE CLEARLY UNDERSTOOD WITH A NUMBER WHERE YOU CAN BE REACHED.**

If no one comes to pick up a child by closing time (6:15pm) we will:

- 1) Call you, the child's parents.
- 2) Call people you have authorized to pick up your child.
- 3) Once Daycare hours are over, if we have been unable to contact either you or your emergency contacts, we will call the Ministry of Children and Family Development and inform the Centre's executive director.

Anything unusual or unsettling about a child's pick up will be recorded in writing by the Daycare staff.

Late pickup

The Centre closes at 6:15pm. If your child has not been picked up by then, you may be charged a late fee of \$1 per minute while we wait for you or your alternate to come.

ABSENCES and/or ILLNESSES

Please inform the Daycare of any absenteeism.

While we are sensitive to the stress and disruption that illness may cause for families, we cannot care for children when they are not well. You will need to keep your child home, or make alternate arrangements, if your child:

- Has a communicable disease;
- Has a contagious infection, including pink eye;
- Has a fever over 38 degrees Celsius;
- Is vomiting or has diarrhea – or has experienced these symptoms within the past 24 hours;
- Has green, runny nasal mucous;

Absences and/or illness (cont'd)

- Coughs persistently
- Has an undiagnosed rash;
- Is not well enough to participate in all program activities including outdoor play.

If your child becomes ill during the day, we will attempt to contact you. If you are unavailable, we will try to reach your emergency contact(s). We will provide a quiet, resting area and close staff supervision for your child until you, or one of your emergency contacts, can get here. If the situation becomes urgent, we will follow our emergency procedures outlined. (see Medical Emergency)

Fever: this is somewhat subjective, and we take a child's overall condition into account. Plus, we recognize that some children simply 'run hot'. We use 38 degrees Celsius as a benchmark, but will not necessarily send a child home for a temperature at this level alone. On the other hand, we may send a child home with a temperature of less than 38 degrees Celsius, but with other symptoms of illness. It's a judgement call on our part: we want to keep the environment as healthy as possible for all the children, while being sympathetic to the inconvenience parents may be caused if they're asked to come and retrieve their children part-way through the day.

We need to know about communicable diseases – fifth's disease, whooping cough, chicken pox, etc. – so we can inform other families. *We will not use your family's name*, but other parents – particularly pregnant ones and those with infants – need to know. Thank you.

Should you choose to keep your child home because another child has been diagnosed with an illness, such as chicken pox or fifth's disease, even though the unwell child is being kept home by his or her parents, you will still be billed for your child's regular space in the program.

Parasitic Infestations

These happen, now and then. No one likes them, but they must be dealt with effectively. We believe in quick intervention as the best way to prevent them from spreading.

Please tell us if your child acquires **Head Lice**, so that we can prevent them from spreading. There should be no stigma attached to head lice, and they are not a reflection of poor hygiene. But they are itchy, unpleasant and do spread like wildfire. Our staff can offer guidance in safely ridding your child of these tiny, unwelcome creatures. We respect your privacy and will not use your child's name when advising other parents to check their own children's heads.

Immunization

Immunizations have been proven to be an effective means of preventing the spread of dangerous communicable diseases. We recommend that all families have their children's immunizations brought up-to-date prior to starting at the Centre. Regardless of whether you have immunized your child at the ages

suggested by Vancouver Coastal Health, we require that you provide us with your child's current immunization record, and with any updates.

Should you choose not to immunize your child, we require that you provide us with a letter stating that this has been your informed choice, and that you understand that you may not bring your child to the Centre if a child who attends this Centre, or one of that child's immediate family members, contracts a communicable disease *for which a vaccine is available and routinely given*. You may bring your child back to the Centre once the infectious period has passed. However, you will be required to pay for your child's regular place in the program during this absence.

For information on immunizations and communicable diseases, please contact Vancouver Coastal Health.

Administering Medication

The Centre's staff will not administer any medicine to your child without your express written direction.

If your child requires prescription medication while at Daycare, you must give the medicine to a teacher, in its original container. The pharmacist's label must clearly show your child's name, the type of medication, and the prescription and dosage.

You must also complete a 'permission to administer medication' form when dropping off your child.

A 'permission to administer medication' form must also be completed for over-the-counter medication.

CLOTHING

Please dress your child in practical, comfortable clothing so that (s)he may enjoy all of the Daycare's activities. As the children participate in a variety of indoor and outdoor play activities each day, it is helpful if your child wears durable, comfortable clothing that is appropriate for the weather.

Physical exercise is important to children's health and development. We will play outside every day (except in a downpour, because that's just not fun), so please ensure that your child has appropriate outdoor clothing and footwear. If your child insists on wearing something you consider inappropriate (i.e. slippery party shoes, or shorts in January ... don't worry: we've all been there), please send along a more practical alternative in a bag and let the teachers know.

Please provide, in a labeled bag, a full change of clothes. This will be kept at the Preschool to be used if necessary.

Daycare isn't about staying clean! While we do have smocks for the children to wear during art and other activities, you should expect your child's clothing to make contact with paint, food, play-dough, and other Daycare materials. Please don't fret about this – just send your child to Daycare in resilient clothing. Special and delicate clothes and accessories should stay at home.

It is much appreciated if your children are dressed in clothes they can more or less manage on their own. (We *love* Velcro!)

Indoors

Please provide a pair of soft, skid-proof indoor shoes or slippers. These will be kept in your child's cubby and worn when your child is indoors.

Outdoors

On rainy days – boots, and a muddy-buddy or rain suit – with hood.

In the winter – boots, a toque, warm and waterproof outer wear, and *MITTENS!*

In the summer - a sun hat, bathing suit, towel, waterproof shoes and labeled sunscreen.

During each season, the weather can change so please leave appropriate clothing for the season in your child's cubby even if it isn't needed in the morning when you arrive, i.e. on a cloudy summer day, leave a hat!

ALL ITEMS BROUGHT TO DAYCARE SHOULD BE CLEARLY LABELLED.

Toys *from* home

Please explain to your child that (s)he cannot bring toys from home as there are special toys and activities at Daycare to play with instead. If your child insists on leaving home with a special toy, have him/her leave it in the car and explain that it will be there after Daycare. The risk is that it could get broken, or your child might change his or her mind about sharing after the others have seen it and are clamouring to handle it themselves. We've learned that it's a practice best avoided; it tends to end in tears.

We make an exception, of course, for 'comfort toys or a special blanket' that your child may want to help him or her feel secure at naptime.

Toys *going* home

Despite our best efforts, parts of the Daycare may find their way into your home from time to time.

If you find that your child has brought something from the Daycare home with him or her, please let us know. We will ensure that returning it is a positive and praised experience for your child. But we do need all of our bits and pieces. It's frustrating for all the children if a much-loved puzzle is missing a piece, or a favourite toy is no longer in its box.

No weapons zone!

BCC has a “no weapons” policy, which means that we don’t use any toy as a weapon, nor do we allow any toys that look like weapons. We explain to the children that a weapon is anything that can hurt yourself or someone else.

Siblings

We welcome siblings into the classroom during drop off time as well as outdoor play during pick up time and are open to them playing with us then. *However* - you are responsible for any additional children you may bring to the Centre! Our materials and equipment may be inappropriate or unsafe for them so, please be sure to supervise them closely.

Field trips and outings, however, are reserved for the Daycare children only. This way, we all can fully focus on the children’s experience during these special trips.

Field trips/outings

Due to the children’s ever-changing schedules, it is very difficult to plan for field trips, but we do go on community walks, and small adventures close to the Centre. These are often spontaneous so you may not receive advance notice.

SNACKS AND LUNCH

Please provide **individual snack(s) and lunch for your child** when (s)he attends the Community Daycare.

Please ensure that food is ready to eat, and that foods such as grapes and hot dogs are sliced lengthwise to reduce the risk of choking. While the teachers can warm food for your child in the microwave that’s in the Daycare, they do not have the time to cook food in the kitchen because that would take them away from the children.

While we encourage you to provide lots of fluids for your child, we do have filtered water available at the Daycare.

Due to allergies and parents’ varied eating philosophies, the children will **not share their lunch and snack food** with others. However, cooking projects are a regular part of the daycare program, so the children will have many opportunities to experience the joy of sharing food.

Lunch bags will be kept in our lunch cupboard until snack time occurs. If the snack requires refrigeration (yogurt, cheese, meat etc.), please include an **ice pack** in the lunch bag.

If we have a child attending the Centre who has a serious allergy to nuts or another type of food, we may ask parents not to send the specific food(s) with their own children. We ask for your support in creating a safe environment for children with serious allergies.

NUTRITION POLICY

BCC's philosophy regarding children's nutrition is that a range of healthy foods benefits their growing bodies.

Please pack healthy snacks and lunches for your child, comprised of fresh, good quality, nutritionally balanced foods.

The children will be allowed to select the items they want to eat from the assortment you have provided and the order in which they'll eat them. This makes it all the more important that everything you pack for them is healthy and *in a form they can manage themselves*.

For items that may not be finished in one sitting (an orange, a container of yoghurt, etc.), please be sure to pack a container that staff members can put them in to save for the next time the group sits down to eat.

We incorporate learning about good nutrition into the Daycare's program in a way that's fun and age appropriate. For instance, we encourage children to 'eat the rainbow' – that is, to eat lots of different coloured foods – on the basis that if they're lots of colours, then they must be eating fruits, vegetables and other nutrient-rich foods. But drawing their attention to the colours helps to overcome resistance to unfamiliar tastes and textures. We ask parents to support this learning by providing healthy choices for their children – such as whole grain bread, fresh fruits and vegetables, etc. – and keeping processed foods to a minimum.

Important: Children expend a lot of energy at Daycare, and they need plenty to eat – plenty of things that they **will** eat readily.

Daycare snack and lunch times are not optimal for "experimenting" with new foods, or to trying to get your child to eat something about which (s)he is typically skeptical.

We believe that the most important thing is to ensure that children are offered a variety of healthy food and drinks that will sustain them through the day.

Further, please ensure that **candy** or other foods with high **sugar content**, or foods that may cause **CHOKING** such as **popcorn, whole nuts** or **hard candy**, are not brought to Daycare.

Birthdays

You may choose to celebrate your child's birthday at Daycare. Let your teachers know if you are planning to bring a special snack for everyone, such as ice cream, muffins, your child's favorite food etc.

Please check the allergy list prior to preparing food. You can ask the teachers for guidance if there are children with food allergies who will be attending that day.

COMMUNICATION

Bulletin Boards

There are information boards located in the front hallway (cubby room) where notices of interest, upcoming events, the current newsletter and so on will be posted throughout the year.

Please check the boards regularly to keep informed!

Monthly newsletter

A newsletter will be emailed home once a month to help keep you informed about Daycare events such as the upcoming theme, special items you might bring from home, fundraising events etc.

Please make sure that you read it and mark your calendars with special dates!

Parent/teacher Communication

We will always strive to make time to discuss your child's progress and any comments and/or concerns you may have. If, at any time, you have any questions or concerns, please feel free to communicate with your child's teachers or the executive director.

Attending Bowen Island Preschool

If your child attends Bowen Island Preschool on days that (s)he regularly attends the Daycare, please be sure to make booking arrangements with the Daycare on days when Preschool will be closed (parent-teacher meetings, spring break, etc.). We need to be advised of any change to your child's routine to ensure that we keep a space open, or know not to expect your child.

Parent resource library

There is a parent resource library located just inside the Preschool doorway. You may peruse the selection and borrow materials (but please return them soon!). Books, tapes and videos are available on different parenting issues. It is updated throughout the year.

Seminars and Workshops

Workshops and seminars may be arranged during the year and we encourage you to attend. Usually the topics will offer insights into early childhood development, relevant parenting topics or other subjects of interest and will feature guest speakers.

Information about these events will be in your monthly newsletter and posted in the front hallway.

FIRE DRILL/EMERGENCY EVACUATION

Fire drill/emergency evacuation procedures, (approved by the Fire Marshall) are posted in the Centre and are practiced once a month. During orientation, we will review these procedures, as it is important for you to understand your role if an emergency evacuation happens.

In the event of an emergency evacuation, we will assemble in the lower parking lot. At that point staff members will assess whether to re-enter the building, to stay put while information is gathered and/or help is summoned, or to make their way with the children to Bowen Island Community School, either by way of the Trans Island Trail or along Grafton Road.

If you need to find us, we expect to either be here at the Centre, at BICS, or in between the two locations, on our way to one or the other.

CLOSING THE CENTRE

The Daycare is closed on the following days:
Christmas Eve through New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, B.C. Day, Labour Day, Thanksgiving, Remembrance Day.

Typically, the program is closed between Christmas and New Year's and for the first week in August. Parents receive at least one month's notice of such planned closures.

Unanticipated closures:

While we try to provide the most reliable service possible, we sometimes close the Centre when incidents such as power outages and heavy snowfall occur. If the roads are passable, we do have a generator and we do our best to open even when outages occur.

Our primary concern is always the children's safety and comfort, as well as that of our staff members. We also want to be sure that parents can get to and from the Centre safely. If we cannot keep the children warm and well-lit, we have no choice but to call you and send them home. If the roads are becoming treacherous, we want you to come and collect your children in time to get them home safely, and we also need to be sure that our staff members can get to their own homes safely.

If, in the event of a prolonged power outage or inclement weather or other unforeseen circumstances, we call you to pick up your child earlier than scheduled, your invoice will be adjusted to reflect the shortened day.

If the decision to close the Centre is made prior to opening, we will make every attempt to contact all parents whose children are booked into the Daycare for that day.

PROFESSIONAL DEVELOPMENT DAYS

The Society is committed to offering professional development opportunities for its staff. From time to time, the Daycare may close for a day to allow the teachers to attend workshops or seminars. You will be notified of any such closures in writing, and well in advance.

Note: BCC is **not** affected by Bowen Island Community School's closures for professional development for its teachers.

GUIDANCE POLICY

The children have freedom "within limits" in our classroom. We encourage them to take responsibility for their own actions. This self-discipline is nurtured by offering the children **consistent, logical, and easily understood boundaries!**

Unacceptable behavior:

- harming oneself physically or verbally;
- harming someone else physically or verbally;
- harming something in their environment;

If unacceptable behavior occurs, our policy is:

- 1) to work with the child to find an acceptable solution;
- 2) the teacher will remain with the child until the issue is resolved;
- 3) if a child needs to be physically removed from a situation, it will only be done by a teacher/supervisor;
- 4) we do not use time out, but if a child needs some one to one time, (s)he will spend time with the teacher/supervisor to help the child regain self control/balance;
- 5) in accordance with the "discipline policy", section 31(b) of the CHILD CARE LICENSING REGULATIONS, no child enrolled in this facility and under the care of the licensee (supervisor/teacher) will be subjected to:
 - (a) any form of physical punishment
 - (b) harsh, belittling or degrading treatment, whether verbal, emotional or physical, that would humiliate the child or undermine his or her self-respect
 - (c) a form of punishment that confines, physically restrains or keeps a child apart from the other children without adult supervision
 - (d) a form of punishment that deprives a child of food, rest or necessary use of the toilet.

CONFIDENTIALITY

Teachers will keep personal information children and their families in strict confidence. Teachers may share relevant information with one another, and with the executive director, only as it pertains to their work within the Centre and to a child's wellbeing.

Medical Emergency

If your child is injured or becomes ill while at the Centre, staff will quickly assess the situation to decide action/attention is required. Outlined below are three procedures that may be followed:

1. If First Aid Treatment is required, staff qualified in First Aid will:

Provide First Aid treatment.

Acknowledge the child's feelings.

Provide close supervision to ensure that the child does not require further first aid or medical attention.

Complete an Incident Report, which is then filed with Licensing.

Inform the parents when they come to pick up the child.

2. If medical attention is required, a staff qualified in First Aid will attend to the needs of the child while another staff member will:

Contact the family/guardian, then the emergency contact(s) if the family/guardian is not available.

Contact the child's doctor if the family/contacts cannot be reached. If the doctor is not available, proceed as if it is an emergency medical situation.

Access the child's file for medical information and consent to authorize medical treatment.

Provide information to doctor and family/emergency contact.

Support the child and the family/contact person.

Complete an Incident Report.

3. If medical attention is required immediately, a staff member qualified in First Aid will attend to the needs of the while another staff member will:

Call the Ambulance.

Call the child's doctor and child's family to alert them to the situation.

Access the child's file for medical information and consent to authorize medical treatment.

Provide information to paramedics and family/emergency contact.

Support the child and the family/contact person.

Complete an Incident Report.

HEALTH & SAFETY

Our Centre has been carefully designed to ensure a safe, comfortable environment that will accommodate the abilities of all the children. Our goal is to promote good health, safety and nutrition by providing the children with a clean, well-maintained, safe environment and opportunities for:

- Learning how to take care of their bodies and developing self help skills;
- Opportunities to develop social relationships;
- Developmentally appropriate and mentally stimulating Indoor and outdoor activities.

Smoking

Smoking is not permitted anywhere on BCC grounds.

INFORMATION, CUSTODY and ACCESS

By enrolling your child in any of Bowen Children's Centre's programs, you agree to provide accurate information about your child's custody and health.

Bowen Children's Centre will assume that all information given regarding a child's parents and/or legal guardians, health issues and contact information is entirely true in legal terms and that the registration form's signatory(ies) are properly entitled to give authorizations and consents.

Whether parents live together or separately, BCC expects and assumes that the information provided by either parent is accurate, and that any consent(s) or direction(s) given by one parent is agreed to by the other.

If a family's relationships and/or custody arrangements are perceived as contentious, where there is a custody agreement or court order the Centre may ask that a copy be provided; this will be placed in the child's file. If there is no formal custody order, the Centre may request a written statement from the parents outlining the arrangement.

Please be aware: without a custody agreement or court order on file at the Centre, staff cannot deny access to *either* parent. (regardless of a parent's instruction/request, or that of anyone else)

Should an individual – including a parent – be prohibited by a custody agreement or court order *that has been provided to BCC* attempt to pick up a child from the program, the policy on unauthorized persons (p. 17) will be followed.

If custody is in dispute and has not been legally determined, and conflict between the parents and/or their family members is evident, BCC may elect not to care for the child unless both parents and/or other family members sign a written agreement confirming details re: authorization for pick-up and access to information about the child. Depending on the situation, the Centre might elect not to provide care at all.

BCC staff will call the RCMP if assistance is required to enforce a custody or court order.

DIFFICULT SITUATIONS

Vancouver Coastal Health Authority requires that licensed child care Centres have policies to cover difficult and unfortunate situations that could arise. Needless to say, we hope not to encounter such circumstances. However, we recognize the importance of clarity and of having procedures in place.

Pick-up issues

If an authorized person – including a parent – comes to pick up a child and cannot provide **SAFE CARE – that is, if** we believe that an individual is under the influence of alcohol or drugs, or if, in our assessment, the person who has arrived to pick up is too ill or otherwise unfit to care for the child – we will:

- 1) Offer to call a taxi (if available) for the adult and child OR have another parent drive them home.
- 2) If we learn that the individual would be home alone with the child and if, in our judgement, that individual is not fit to care for the child by themselves, we will call an emergency contact.
- 3) If, after explaining that we cannot release the child into their care, an individual nevertheless insists on taking the child, we will call the RCMP.

A child may **NOT** be released unaccompanied to a taxi driver, or to another adult, without the permission of his/her parents/guardians.

Unauthorized Persons

If an unauthorized person arrives to pick up your child, the child will remain under the supervision of the Centre staff. The senior staff member will explain the Centre’s policy that authorization from the enrolling parent/guardian is required to release the child.

If difficulties arise and the situation escalates, all reasonable efforts will be made to ensure the safety of the child, other children and the staff. The senior staff person may call the RCMP for assistance.

Suspected Child Abuse

The Child, Family and Community Service Act states that all children in the Province of B.C. ‘are entitled to be protected from abuse, neglect and harm or threat of harm’. The Act also states that any ‘person who has reason to believe that a child needs protection must promptly report the matter’ to the Ministry for Children and Families. Staff members at BCC are bound by this law.

If you have any questions, or would like more information, please speak to the teachers or to the executive director.

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DONATIONS

Bowen Children's Centre is a registered non-profit society. As such, we strive to keep our fees as low as possible for the families that rely on our services, while at the same time maintaining and enhancing the quality of the programs we provide, and keeping our facility and equipment in good condition.

Donations are gratefully accepted, and the Society issues tax receipts for income tax purposes.

If you feel comfortable doing so, please consider mentioning to grandparents, godparents or friends that your child's preschool and daycare Centre is a registered charity; they might not know that they could support this Centre and receive a tax receipt.

Many people make annual donations to the United Way. It is possible to direct those donations to specific charities by listing the charity's name and charitable registration number.

Bowen Island Preschool and Community Daycare Society at Bowen Children's Centre's tax registration number is: 14105 1672 RR0001.

If you have any questions about donations to support the Centre, please ask the executive director (947 – 9626).

STONG'S DELIVERY SERVICE

As many of you know, Stong's Grocery Store has an online order and delivery service: www.stongs.com. Deliveries to Bowen Island are on Thursdays.

You might not know, though, that Stong's has a 'school program' that can support Centres such as this one by donating 4% of the value of your online order to the educational organization of your choice.

It doesn't cost you anything. It's Stong's that makes the donation, based on the value of your grocery order or gift certificate purchase. Even small amounts add up quickly and make a difference.

If you order groceries through Stong's Online, please choose Bowen Children's Centre to receive donations through this program.

It's so easy:

- when you get to the Online Checkout, scroll down to the 'Shipping Information' section.
- Beside the words 'School Rebate' there's a box that says: 'Please Choose School for Rebate Program'.

- If you click on that box, a menu will pop up. Please click on **Bowen Children's Centre**. That's all there is to it!
- Stong's will donate 4% of the value of your order to our Centre.
- Thank you!

You don't have to live on Bowen to direct Stong's funds to this Centre. People in the Lower Mainland who order from Stong's can also designate Bowen Children's Centre as their chosen recipient of the store's charitable contribution program. **So please pass this information to friends and relatives in town.**

Remember: you're not adding to the cost of your groceries – *it's Stong's that is making a donation*, based on the total value of your order.

If you have any questions about the Stong's program, please contact the executive director at the BCC office: 947 – 9626. Or contact Stong's, at www.stongs.com

Parking

The municipality's bylaw officer has stated that parking is allowed only in the lower parking lot.

The turnaround by our gate is a Loading/Unloading zone only!! That means that cars may park there for **short** periods of time, while parents and caregivers drop children off or pick them up. If your car is seen to linger in the turnaround, it may be ticketed!! And no one wants that.

Parking is not allowed on the shoulders of Carter Road, to the east of the Centre (between Grafton Road and the turnaround), or to the west, towards IPS.

So, **PLEASE**, take care where you park.

Concerns, praise and questions

In any business issues can arise. We encourage parents to move quickly to resolve any concerns they may have, and to feel free to ask questions about the Daycare's policies. We want this relationship to be as smooth as possible, and to that end we believe that communication is vitally important.

For issues relating to the Daycare program itself, or about any of the Daycare's staff members, please talk to the Daycare Coordinator.

If you have difficulty resolving an issue with or about the Daycare Coordinator, please contact the executive director.

The executive director will discuss the matter with you and with the Daycare Coordinator, and gather relevant information. She will make every effort to reach a solution that works for both you and for the Centre.

Concerns relating to the executive director should be taken to the Centre's board of directors.

Whatever you're thinking, we'd love to hear it. We need your feedback in order to deliver the best possible programs.

We look forward to serving your family.

BOWEN CHILDREN'S CENTRE

www.bowenchildrenscentre.ca

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650 Carter Road
Bowen Island, B.C.
V0N 1G0

Centre's Administrative Office

Phone: 947 – 9626

Fax: 947 – 9644

Email: info@bowenchildrenscentre.ca

Bowen Island Preschool

Phone: 604 – 317 - 1761

Email: preschool@bowenchildrenscentre.ca

Bowen Island Community Daycare

947 – 9628

Email: daycare@bowenchildrenscentre.ca

The After School Club

Phone: 604 – 908 - 606