

<b>SUBJECT:</b> Childcare Centre	<b>POLICY NO:</b> SL-4	<b>LAST REVIEWED:</b> February 2019
<b>APPROVED BY:</b> Council	<b>MANAGED BY:</b> Childcare Manager	<b>NEXT REVIEW:</b> April 2020

**SUMMARY**

**Policy Statement**

The BCITSA Childcare Centre strives to promote child development emotionally, socially, physically, and intellectually. BCITSA philosophy is that each child needs to develop at their own pace in a stimulating, secure, and responsive environment.

The Childcare Centre values and respects each child as a unique individual. The goal of the Childcare Centre in guiding children’s behaviour is to ensure the safety of themselves and other children, and to assist them in developing self-confidence, self-esteem, self-discipline, and sensitivity and resiliency in their interactions with others.

Through a well-planned curriculum, BCITSA aims to provide a variety of learning experiences in all areas of development. BCITSA values a child’s individuality and growing understanding of themselves and their world. Learning is continually integrated and extended through play.

**Purpose of This Policy**

The purpose of this Policy is to:

- Establish expectations of services for employees and parents.
- Outline procedures to ensure the welfare and safety of children.
- Comply with all applicable legislation.

**Application of This Policy**

This Policy applies to all employees, and to Parents and/or Legal Guardians of children who are registered at the Childcare Centre.

**Related Documents and Legislation**

Legislation

- *BC Community Care and Assisted Living Act*
- *BC Child Care Licensing Regulation*

**Forms or Documents Associated With This Policy**

- Administration of Medications Consent Form
- Childcare Centre Emergency Plan

**Amendment History**

- Created [DATE]
- Amended 03-18-2019

**DEFINITIONS**

**BC Centre for Ability**

The BC Centre for Ability is a community organization committed to inclusive child care that supports families and enhances children’s experiences in childcare programs.

**BCITSA Statutory Holidays**

The following days shall be considered BCITSA Statutory Holidays:

- New Year’s Day
- BC Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

**Childcare Centre**

The Childcare Centre is defined as the location on BCIT property that houses the childcare operations of the BCITSA. Furthermore, Childcare Centre shall normally refer to all Childcare Centre operations, including any operations that are age-specific, unless specifically stated otherwise.

**Childcare Centre Emergency Plan**

The Childcare Centre Emergency Plan is a plan created and maintained outlining the roles and responsibilities of all employees in the event of an emergency at the Childcare Centre.

**Emergency Contact**

Emergency Contacts are individuals that are listed as contacts for the Childcare Centre to contact in the event of an emergency, or if a Parent or Legal Guardian cannot be reached.

**Parent or Legal Guardian**

For the purpose of this policy, a Parent or Legal Guardian will be considered the primary caretaker(s) for an individual child.

**Supported Child Development Program**

The Support Child Development Program is a program administered by the BC Centre for Ability, maintained to provide additional supports for childcare programs, such as consultation services, and extra staffing assistance for children who have a demonstrated need for additional supports.

**Winter Closure**

Winter Closure is the period of time during December and January where BCITSA and its services are closed. The exact dates of the Winter Closure shall be published by the first day of October every year.

**DUTIES AND RESPONSIBILITIES****Accounting and Payroll Manager**

The Accounting and Payroll Manager is responsible for all processing of payments related to the Childcare Centre, as well as any other responsibilities outlined in this Policy.

**Childcare Manager**

The Childcare Manager is responsible for the interpretation and enforcement of this Policy.

## **Human Resources Manager**

The Human Resources Manager is responsible for facilitating all incidents of employee discipline, conflict resolution, as well as any other responsibilities outlined in this Policy.

## **POLICY**

### **1. Commitments to Legislation**

#### **1.1. Employee Ratios**

- a.** As per applicable legislation, the Childcare Centre commits to maintain an 8 to 1 ratio of employees to children for care of children who are between the ages of 30 months to school age, and a 4 to 1 ratio for care of children who are under the age of 30 months.
  - i.** If at any time section 1.1.a of this Policy contradicts applicable legislation, such as the *BC Community Care and Assisted Living Act*, the more restrictive standard shall be followed so that the Childcare Centre is in compliance with both documents concurrently.
- b.** Employee to child ratios are set by provincial regulation and in order to comply with these regulations, staffing is set to meet the major hours of need for care.
- c.** In keeping with applicable legislation and operating hours, the Childcare Centre stipulates that children are permitted to stay at the Childcare Centre for no longer than a maximum of 9 hours at a time.

### **2. Parents**

#### **2.1. Open Communication Policy**

- a.** The Childcare Centre is committed to an open-door communication policy.
- b.** Parents or Legal Guardians are encouraged to telephone or e-mail the Childcare Centre at any time to speak with the Childcare Manager.
- c.** Parents or Legal Guardians are encouraged to provide any feedback or concerns to the Childcare Centre regarding any aspect of the

Childcare Centre programming, and any other issues related to the Childcare Center.

**2.2. Commitment to Parents**

- a. The Childcare Centre commits to communicate the following to Parents or Legal Guardians on a continuous and timely basis:
  - i. Program activities;
  - ii. The progress of their children within the Childcare Centre programming;
  - iii. Any operational changes to the Childcare Centre; and
  - iv. Issues or incidents related to the security of children, whether potential or realized.

**2.3. Expectations of Parents**

- a. Parents or Legal Guardians with children enrolled in the Childcare Centre are expected to be familiar with all Policies and Procedures of the Childcare Centre related to the care of their children, the childcare programming, and general operational procedures.
- b. While Parents and/or Legal Guardians may visit their children in brief, pre-arranged instances, they are expected not to linger at the Childcare Centre during its programming, as it distracts from the routine of the Childcare Centre. Should Parents and/or Legal Guardians wish to spend time with their children during their stay at the Childcare Centre, they are encouraged to sign out their child and spend time away from the Childcare Centre setting.

**3. Children at the Childcare Centre**

**3.1. Nutrition Policy**

- a. Parents shall provide children with 2 snacks and a lunch during their time at the childcare centre.

- i. All food brought from home must be nut free.
- ii. All food brought from home must be appropriately and distinctly labelled as 'morning snack', 'lunch', or 'afternoon snack'.

### **3.2. Late Pick Up Policy**

- a. In the event that a Parent, Legal Guardian, or Emergency Contact is not present to pick up a child at the Childcare Centre at closing time, an employee shall attempt to make contact with the Parent or Legal Guardian by phone.
- b. If no contact is made by the Parent or Legal Guardian, an employee shall call the Emergency Contact of the child, and request that they pick up the child.
- c. If no contact is made by the Parent, Legal Guardian, or Emergency Contact 30 minutes after the Childcare Centre has closed, an employee shall contact the Ministry of Children & Family Development and report the child as an abandoned child. This rule shall be strictly enforced.
- d. Multiple instances of late pick-ups shall be considered cause to review a child's ongoing enrolment in the Childcare Centre.
- e. Parents or Legal Guardians who are late picking up their children shall be subject to late fees as per section 7.3 of this Policy.

### **3.3. Absences**

- a. Parents or Legal Guardians shall notify the Childcare Centre in the event that their child is going to be absent or late.
- b. Children not well enough to participate in all aspects of scheduled activities shall be asked to stay home. If a child becomes ill during the day, their Parent or Legal Guardian shall be contacted to come and pick up their child immediately. An employee shall stay with child until their Parent or Legal Guardian arrives. If an employee is unable to reach the Parent or Legal Guardian, an Emergency Contact shall be contacted to pick up the child.

### **3.4. Notification of Lifestyle Changes in Child's Routine**

- a.** Parents or Legal Guardians shall advise employees of the Childcare Centre of any event or change in routine for a child while not at the Childcare Centre that may affect the child's behaviour or well-being.
  - i.** For greater clarity, this may include a recent move, a new family member, or a familial separation.

## **4. Guidance and Discipline**

### **4.1. Guidance Strategies**

- a.** Employees of the Childcare Centre shall employ the following strategies in guiding children's behaviour:
  - i.** Modeling positive behaviour;
  - ii.** Stating clear limits and involving children in setting those limits;
  - iii.** Maintaining appropriate expectations for children according to their development;
  - iv.** Teaching children to express their feelings in appropriate ways;
  - v.** Teaching children problem-solving and conflict resolution skills and encouraging them to use those skills with their peers;
  - vi.** Respecting and reflecting children's feelings; and
  - vii.** Allowing children to experience natural and logical consequences to their behaviour.

### **4.2. Behaviour Management**

- a.** If a child has persistent behavioural problems and all reasonable efforts through guiding their behaviour have proven ineffective, employees may choose to create and employ a specific behaviour management program.
- b.** If a behaviour management program is implemented, Parents or Legal Guardians shall be consulted in its creation to provide a consistent, systemic approach to supporting the child.
- c.** Parents and Legal Guardians are encouraged to inquire with the Childcare Manager about additional supports that are available for children with emotional and behavioural challenges.

## **5. Recording and Reporting Suspected Child Abuse**

### **5.1. Responsibility of BCITSA**

- a. BCITSA's priority and responsibility is to ensure that children attending the Childcare Centre are safe.
- b. BCITSA and its employees must report any suspected child abuse, whether that abuse occurred within the Childcare Centre, or elsewhere.

### **5.2. Reporting Abuse from External Sources**

- a. If an employee has reason to suspect child abuse, they shall report suspicions and incidents to the Childcare Manager.
- b. The Childcare Manager shall complete a Fraser Health Reportable Incident Form for all reported incidents.
- c. All suspected abuse and/or neglect must be reported through the proper channels to the Ministry of Children & Family Development. This will be done without prior consent or contact with the Parent or Legal Guardian.

### **5.3. Reporting and Investigating Abuse from Internal Sources**

- a. If an employee or other individual within the Childcare Centre that is in contact with children is suspected of or has been witnessed abusing a child, the matter shall be brought to the attention of the Childcare Manager.
  - i. In the event that the Childcare Manager is under investigation for suspected child abuse, the Executive Director shall act as the Childcare Manager for the purpose of this section of the Policy.
- b. Any employee under investigation shall not be permitted to work alone with children until the completion of the investigation.
  - i. The Childcare Manager shall be responsible for providing for additional employees to ensure the employee under investigation is always working under supervision.



- c. When an employee or an individual associated with the Childcare Centre is under investigation of suspected child abuse, a Health and Safety Investigation Form shall be completed and signed by the Human Resources Manager and the Childcare Manager to initiate the investigation.
  - i. In addition, the Childcare Manager shall complete a Fraser Health Reportable Incident Form.
- d. The Childcare Manager shall work with the appropriate childcare licensing bodies, as well as the Human Resources Manager to ensure that the investigation is handled thoroughly and impartially.
- e. If upon the completion of the investigation the employee is deemed to have committed child abuse, disciplinary measures shall be taken based on the outcome of the investigation, up to and including termination of employment.
- f. If upon the completion of the investigation the employee is cleared of any suspected child abuse and no other issue has been substantiated, the employee in question shall return to their original duties and the investigation will cease.
- g. All suspected cases of abuse and/or neglect will be reported through the proper channels to the Ministry of Children & Family Development.

## **6. Service**

### **6.1. Availability of Service**

- a. Availability of service shall be dependent on employee availability. While the Childcare Centre keeps a substitute list of employees to ensure that child care will be available for all children enrolled at the Childcare Centre, there may be unforeseen circumstances that require the Childcare Centre to close.
- b. In the event that the Childcare Centre is forced to close, the Childcare Centre shall not be responsible for finding alternative arrangements for child care during these times.
- c. The Childcare Centre will be closed on all BCITSA Statutory Holidays, as well as during the Winter Closure.

- d. In the event that the BCIT Burnaby Campus is closed, the Childcare Centre will also be closed.

## **6.2. Termination of Service**

- a. The Childcare Centre reserves the right to terminate its services to a Parent or Legal Guardian and their children under any of the following circumstances:
  - i. A Parent or Legal Guardian picks up their child late three times or more without having made previous suitable arrangements;
  - ii. Fees for services are not paid in full and on time and suitable arrangements cannot be agreed upon;
  - iii. The Childcare Centre is unable to satisfactorily resolve a problem with a family;
  - iv. A family member harasses, threatens, or commits a violent or unlawful act toward an employee, child or other individual involved in the Childcare Centre; or
  - v. A child is unable to manage safely in a group of children within the given adult-to-child ratio of the Childcare Centre. In these cases, termination of services will be a measure of last resort.
- b. All reasonable efforts shall be made to accommodate the needs of all children, including work with the Parent or Legal Guardian to develop consistent strategies for mindful childcare, and requesting increased resources through the Supported Child Development Program.

## **7. Registration Fees**

### **7.1. Fee**

- a. The Childcare Centre exists for the support of BCIT students, BCIT and BCITSA staff. As such, priority is given to BCIT students, BCIT and BCITSA staff.
- b. BCITSA recognizes that at times community members may be able to register when no BCIT student, BCIT or BCITSA staff require childcare services. Community members will be charged the community fee which differs from the BCIT students, BCIT and BCITSA staff fee.

**7.2. Fee Allocation**

- a. Fees will be reviewed yearly and any adjustment to pricing will be communicated to parents by July 1 of that year.
- b. To ensure that the appropriate fee rate is charged:
  - i. A copy of the student's timetable must be presented upon registration, or
  - ii. A confirmation of BCIT or BCITSA employment must be presented upon registration.
- c. If the proof of student status is no longer valid, the student rate will no longer apply, and families will automatically be charged the community rate. It is the responsibility of the student to supply the BCITSA Childcare Manager with their new timetable to benefit from the student fee.
- d. If at any point employment with BCIT or BCITSA is terminated, families will automatically be charged the community fee.
- e. If a student or staff with a registered child in the Toddler Centre loses their student or employment status, they will no longer have registration priority for the Preschool Centre, and the child will be placed at the top of the community waitlist. The child will only be enrolled in the Preschool Centre when a space comes available.
- f. If a student or staff with a registered child in any of the Childcare Programs loses their student or employment status, siblings of that child will no longer be given priority for registration, and the sibling will be placed at the top of the community list. The child will only be enrolled in a Childcare Program when a space becomes available.
- g. Students who do not maintain more than nine (9) credits during an academic semester will be charged the community fee when not registered at BCIT during the summer months.
- h. BCITSA reserves the right to verify student enrollment and BCIT employment periodically. Verification will be confirmed by the BCIT Registrar's Office. After verification, if student or staff status is not maintained, families will automatically be charged the community

fee and will be retroactively charged the difference to the date that the status changed.

## **8. Payment**

### **8.1. Payment Policy**

- a.** Payment for services shall be delivered to the Childcare Centre before the month of care being provided. Payments may be made by cash, cheque, or electronic withdrawals.
- b.** Payments made by cheque shall be subject to an additional \$30.00 administrative charge per cheque.
- c.** A Parent or Legal Guardian who wishes to withdraw their child from the Childcare Centre shall provide the Childcare Centre with a minimum of 45 days' notice prior to the first day of the month.
  - i.** Payment of one month's fees shall be required in lieu of proper notice.
- d.** Full fees shall be charged during any period of absence from the daycare (e.g. sickness, holidays, etc.).
- e.** Non-sufficient funds (NSF) cheques shall be charged at \$20.00 per cheque.

### **8.2. Late Payments**

- a.** The penalty for payments outstanding seven days beyond the first month will be 10% of the total fee.
  - i.** Notices reminding Parents or Legal Guardians of payments shall be sent home on the second day of the month and on the sixth day of the month.
  - ii.** After the eighth day of the month, the child will no longer be admitted to the Childcare Centre until all outstanding payments are paid in full.

### 8.3. Late Pick Up Fees

- a. Parents or Legal Guardians who are late when picking up their children shall be subject to late fee charges in accordance to the following:
  - i. \$0.00 between 0 and 4 minutes after the closing of the specific Childcare program of the child;
  - ii. \$10.00 between 5 and 10 minutes after the closing of the specific Childcare program of the child;
  - iii. \$20.00 between 11 and 16 minutes after the closing of the specific Childcare program of the child;
  - iv. \$30.00 between 17 and 22 minutes after the closing of the specific Childcare program of the child; and
  - v. \$40.00 between 23 and 30 minutes after the closing of the specific Childcare program of the child
- b. A late fee invoice shall be issued by the Accounting and Payroll Manager each time a late fee is incurred.
- c. Late fee invoices must be paid in full before the start of the following month.
- d. If a late fee invoice is not paid in full by the start of the following month, the child will no longer be admitted to the Childcare Centre until all late fees are paid in full.

## 9. Emergency Preparedness

### 9.1. Emergency Supplies

- a. Emergency supplies containing enough food and water for every child and employee at the Childcare Centre for a 72-hour period shall be kept at the Childcare Centre at all times.

### 9.2. Emergency Preparedness

- a. Fire drills shall be conducted on a monthly basis with all employees and children of the Childcare Centre.
- b. Employees shall be trained on all appropriate emergency procedures during their orientation, including the Childcare Centre Emergency Plan.

- c. A copy of the Childcare Centre Emergency Plan shall be provided to all Parents and Legal Guardians at the time of registration of their child.
- d. A copy of the Childcare Centre Emergency Plan, as well as all associated emergency information shall be posted in highly visible areas of the Childcare Centre.

## **10. Health and Safety Policies**

### **10.1. Emergency Information of Children**

- a. Emergency information, such as BC Personal Health Numbers and allergies, must be kept up to date and supplied to the Childcare Centre by the Parent or Legal Guardian of each child.
- b. Parents or Legal Guardians shall be responsible for notifying employees of any changes made to emergency information of a child as soon as is practicable.

### **10.2. Medical Administration Policy**

- a. Employees shall not administer non-prescription medication to children, including but not limited to Tylenol, cough syrup, Gravol, or eye drops.
- b. Employees shall agree to administer prescription medication, such as antibiotics, upon meeting the following criteria:
  - i. A note from a doctor is provided, explaining that the child is no longer contagious, but must continue their course of antibiotics;
  - ii. The medication in question is accompanied by a doctor's written prescription with complete administration directions, and is in its original container;
  - iii. The Parent or Legal Guardian explains the administration of all medication, including occasional use medications such as EpiPens and inhalers, directly to the Childcare Manager, who shall in turn train all employees on the proper administration; and
  - iv. The Parent or Legal Guardian completes and submits an Administration of Medications Consent Form.

**10.3. Child Illness**

- a.** Children that are ill, sick, or otherwise unable to fully participate in all activities at the Childcare Centre shall be asked to stay home to recover. Children that are sick shall not be permitted to attend the Childcare Centre, and may be turned away.
- b.** Children that exhibit the following symptoms shall be asked to stay at home:
  - i.** Continuous and/or copious clear nasal discharge;
  - ii.** Yellow or green colored nasal discharge;
  - iii.** Persistent and/or continuous coughing or sneezing;
  - iv.** Temperature of 100F or 38C within the past 24 hours;
  - v.** Vomiting any time over the past 24 hours. Children must be kept home for 24 hours after the last time they vomit; or
  - vi.** Diarrhea any time in the past 24 hours. Children must be kept home for 24 hours after their last bout of diarrhea
- c.** If any symptoms are the result of an allergic reaction, Parents or Legal Guardians shall be responsible for notifying the Childcare Manager.
- d.** If a child contracts a communicable disease, Parents or Legal Guardians shall notify employees of the Childcare Centre as soon as is practicable.
  - i.** A doctor's note may be required as proof that a child is well enough to return to Childcare after contracting a communicable disease.
- e.** All instances of more than 4 children with communicable diseases shall be communicated by the Childcare Centre to the Fraser Health Authority, as well as to all Parents and/or Legal Guardians of children who have interacted with a child with a communicable disease.
- f.** Children that become sick or ill during their time at the Childcare Centre will be required to be taken home by their Parent or Legal Guardian. A Childcare Centre employee shall notify the Parent or Legal Guardian to arrange for their child to be taken home.

- g.** Parents and Legal Guardians are advised in advance to make a plan for when their children are too sick to attend the Childcare Centre, as the Childcare Centre will not be held responsible for accommodating any children that are too sick to attend the Childcare Centre.
- h.** In the event that it is necessary to transport a child to the hospital, the Childcare Centre shall call 911 to request an ambulance, and afterwards shall contact the Parent, Legal Guardian, or Emergency Contact.
  - i.** the Parent or Legal Guardian shall be responsible for transportation and any associated costs (i.e. an ambulance).

## **PROCEDURE**

### **1. Safe Release and Acceptance of Children**

#### **1.1. Arrival at the Childcare Centre**

- a.** As per Government regulations, children must be signed into the Childcare Centre every day they attend, with a legible signature in ink.
- b.** Children must be walked into the Childcare Centre and welcomed by an employee to ensure that the employee knows that the child has arrived, and to allow the employee to pass along any communications that are required to the Parent or Legal Guardian.
- c.** Children are expected to be dropped off prior to the start of the day's activities to ensure that they can be included in all activities.
  - i.** If a child is going to be late, Parents or Legal Guardians are encouraged to call and notify the Childcare Centre ahead of time.

#### **1.2. Departure from the Childcare Centre**

- a.** As per Government regulations, children must be signed out of the Childcare Centre in ink every day that they attend, with a legible signature in ink.
- b.** Parents or Legal Guardians shall provide a list to the Childcare Centre of all individuals who will be permitted to pick up their children. Any



individuals that are not on the list shall not be permitted to pick up a child under any circumstances.

- c. Parents, Legal Guardians, or an individuals permitted by the Parent or Legal Guardian to pick up a child, are expected to pick up their children during their scheduled pick up time.
- d. Parents, Legal Guardians, or individuals permitted to pick up a child must walk into the Childcare Centre and notify an employee that they are signing out and picking up their child. There are designated parking spots for drop-off and pick-up.
- e. Children shall not be released into the custody of a taxi company under any circumstances.

## **2. Conflict Resolution**

### **2.1. Conflict Resolution Procedure**

- a. If a conflict arises between a Parent or Legal Guardian, and an employee of the Childcare Centre, both parties are encouraged to work together to resolve their differences of opinions informally and to come to a solution that is acceptable to all parties.
- b. The Parent or Legal Guardian and the employee in question shall arrange a meeting to discuss the following:
  - i. Define the issue;
  - ii. State both sides of the situation; and
  - iii. Identify solutions where possible.
- c. If after a meeting a solution is not achieved, or if the Parent or Legal Guardian does not feel comfortable meeting with the employee, the Parent or Legal Guardian is encouraged to meet with the Childcare Manager and the Human Resources Manager to discuss the issue.
- d. The Childcare Manager shall inform the Parent or Legal Guardian of their decision on the issue. The decision of the Childcare Manager shall be considered final.