

ABC
University



Daycare
Society

POLICIES & PROCEDURES **FAMILY HANDBOOK**

ABC University Daycare Society

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FAMILY HANDBOOK CONTENTS

1. WELCOME AND ORIENTATION

- Welcome and Acknowledgement
 - ABC Philosophy and Programming
 - Registration
 - Security Deposits, Fees, and Tax Receipts
 - The Affordable Child Care Benefit
 - Parent Fee Reduction Initiative
-

2. STAFF AND SUPERVISION

- The Staff
 - Supervision of Children
 - ABC Surveillance System
 - Insufficient Human Resources
-

3. HEALTH AND SAFETY

- Health and Wellness Policy
 - General Illness and Attendance
 - Exclusion Due to Illness
 - Medications
 - Immunization Policy
 - Minor Injuries and Accidents
 - Missing Child Policy
 - Safe Release of Children
 - Handwashing
 - Toilet Training Policy
 - Sun Safe Policy
 - Inclement Weather and Emergency Closure Policy
 - Emergency Procedures
 - Emergency Preparedness and Daycare Closures
 - Child Abuse and Neglect
-

4. DAILY OPERATIONS

- Daily and Late Arrivals
 - Quiet Time
 - Active Play
 - Nutrition Policy
 - Birthday Parties and Special Events
 - Extra-Curricular Activities
 - Statutory Holidays and Daycare Closures
-

5. COMMUNICATION AND RELATIONSHIPS

- Communication
 - Confidentiality
 - Conflict Resolution
 - Family Code of Conduct
 - Reference Letters
 - Custody Issues
-

6. TECHNOLOGY AND MEDIA

- Social Media, Technology and Screen Time Policy
 - Photography
-

7. EDUCATIONAL PHILOSOPHY AND CHILD DEVELOPMENT

- Let's Talk About Touching
 - Guidelines for Children About Consent
 - Guidelines for Awareness of Sexual Differences
 - Guidelines for Gender Identity and Expression
 - Managing Children's Behaviour / Child Management Principles
 - Nature School Policy
-

8. POLICY AND LEGAL

- Termination of Services
 - Outside Child Care Policy
-



1. WELCOME AND ORIENTATION

Welcome to ABC University Daycare Society! ABC University Daycare Society (formerly ABC University Kindercare) is a Registered Charity and Non-Profit Society that operates ABC University Daycare. First established in 1967, ABC University Daycare provides care to children aged thirty months to 5 years of age. The Registration Form and payment of the Security Deposit serve as an application for membership in the Society. The Management Team work together to oversee the daily operations on behalf of the volunteer Parent Board of Directors. All existing policies have been developed by families for families. We welcome and celebrate all families in their unique forms, fostering an inclusive environment where every child and caregiver feels respected, valued, and supported. This handbook aims to provide families with information regarding our Policies and Procedures. If you have further questions or require additional clarification, please speak with the Program Manager.

The Teaching Team appreciate your understanding and support that as employees of ABC University Daycare Society they are contractually obligated to reinforce all established policies and procedures without exception.

LAND ACKNOWLEDGEMENT

We acknowledge that all of our classes take place on the traditional, ancestral, and The unceded territory of the Coast Salish peoples–Squamish Nation, Stó:lō, Tsleil-Waututh, and Musqueam Nations.

ABC Philosophy and Programming:

We believe that each child is an individual. To this end, we consistently challenge children to explore their developing sense of independence. During their time at ABC University Daycare, children will develop social skills, physical adeptness, and the ability to self-regulate. They will grow emotionally, personally and intellectually. We provide a nurturing atmosphere in which children learn through play. Our mandate is to facilitate play while providing guidance and encouragement. Our daily routine offers a variety of art activities, stories, and opportunities for non-directed play. Children can explore at their level of ability and interest. We offer developmentally appropriate toys, equipment, and materials that encourage learning and growth. Our daily programming reflects our philosophy; therefore, we provide an environment promoting each child's social, emotional, intellectual and physical development. This is accomplished through a variety of teacher and child-directed activities. Emphasis is placed on life skills such as teamwork, problem-solving, cooperation, and emotional literacy. These goals are achieved through role modelling and loving care. The children experience group interaction and independent activities through a theme-based yet emergent curriculum.

A core component of our philosophy is to help children understand how their energies affect others within their environment. To this end, different levels of energy are appropriate in various areas of the classroom:

The Loft is a quiet space where people can respect one another's space, engage in peaceful activities, and read books.

The Big Room: Moderate energy, although more gregarious than the quiet room. Includes blocks, cars, dollhouses, sand, water, or art activities. Children learn to respect one another, not impede on one another's activities, and to play in a manner that demonstrates respect for classmates and the space and materials.

The Large Gym: The large gymnasium located upstairs is a place to explore gross motor skills safely, yet at a level that prevents any one child or group of children from "taking over the entire daycare." The foundation of play in this area is safety and respect for others. We can access this space by booking sessions with the Upstairs



administration.

The Tree Room: This multipurpose room allows gross motor skills with large yoga balls, stilts, blocks, indoor soccer, and extracurricular activities such as Dramabugs and Yoga. In the afternoon, it transitions into our rest space for Quiet time.

Outdoor Play: Full energy with an emphasis on safety. Safety standards are in place. Only children are permitted on the climbing structure (no toys). This facilitates two hands for climbing. Helmets are required for riding bicycles with two wheels, and there is a limit on chasing games such as tag.

Daily Program:

Children gain a sense of security through understanding what to expect during their day. To this end, the activities will generally occur in the same order each day, while start/end times are more fluid. The basic order of the day is as follows:

- Program Arrival
- Free Play
- Morning Calendar
- Transition to Washroom
- Morning Snack
- Gross Motor Play, either outdoors or in the gym upstairs. Extra-curricular classes traditionally occur during this time frame.
- Lunch
- Free Play
- Quiet Time
- Table Activities
- Afternoon Snack
- Afternoon Activities, such as free play or outdoor play (weather and light conditions permitting),
*English language development and school readiness activities (pre-reading and pre-math) occur frequently during the school day. Research demonstrates that children learn best when presented with new concepts while engaged in play. Therefore, we believe in “capitalizing on teachable moments” throughout the school day.
- Free Play
- Program Departure

Registration:

Families are invited to visit the program and meet with the Program Manager when a placement becomes available. The child’s development and individual needs are discussed. This will allow educators to create a smooth transition into the program. We practice an individual approach to the gradual entry process, believing that a one-size-fits-all methodology is rarely beneficial. On the first day, the child will generally attend the program briefly (with a family member readily available by telephone) for the morning session. We will take the lead from the child in determining his or her needs and plan the gradual entry process after the completion of the first session. For some children, this may involve gradually building upon the day as they gain confidence in their new surroundings. For others, they may be immediately ready to remain in the program for the entire day.

The registration package sent to families after admission to the program includes a complete list of all items required for your child’s first day at ABC University Daycare.



Please ensure that all information, such as address, telephone number, child's health issues, and emergency contact information, is updated.

Security Deposit and Fees:

Payment of a non-refundable deposit (\$650.00) is required upon admission. The Affordable Child Care Benefit cannot be utilized for the security deposit, which is non-refundable until seven full months of enrollment have lapsed, as our program requires a six-month minimum commitment defined as 6 months of enrollment (at minimum) plus one full month notice of departure. Families must provide the daycare with written notice if they intend to leave the program. Notice must be provided before or on the last day of the month before departure (for example, if the child's last day will be May 31st - notice must be given on or before April 30th). No late notices or mid-month notices are accepted, regardless of the circumstances.

All program tuition and extracurricular fees are paid through Brightwheel. Families can choose to have funds taken directly from their bank account or to pay using a credit card. The processing fee for credit card payments is 2.95%, and the bank transfer fee is .6 %, \$0.35 minimum, and \$2.75 maximum. A \$25.00 late payment fee will apply to any payments received after 2:30 p.m. on the 1st of each month. The program reserves the right to terminate childcare services for repeated late payments.

There will be a fee increase each year, as approved by the Ministry of Education and Child Care. **Note:** *The Management Team collects and deposits the fees and security deposits and is not responsible for waiving service charges or required notice of departure.* Tuition fees will not be prorated during program closures resulting from the COVID-19 pandemic, insufficient staffing, or closures due to unforeseen circumstances. Should families choose to go on extended holidays, they are responsible for all tuition and extracurricular fees to maintain their child's placement while away. As an alternative, families can provide 30 full days' notice of departure in the hopes that there will be an opening for their child upon their return. If there is a placement available, families will pay a new security deposit, the new fee rate and restart the new family policy again. For divorced/separated families: We only accept full payment from one parent. Split payments are not accepted.

Tax Receipts:

Receipts for monthly fees are available through Brightwheel at the end of each calendar year.

The Affordable Child Care Benefit:

Our facility participates in the Ministry of Education and Child Care's Affordable Child Care Benefit Program. The family is responsible for the subsidy and renewal applications, which the program will only sign after the family completes them. Tuition must be paid in full via Brightwheel on the 1st of the month your child begins, regardless of whether the subsidy application has been approved. Any subsequent monies received from the subsidy office after the tuition has been paid will be refunded to the family as credit towards future tuition fees.

Please note that the parent/guardian must pay any fees not covered by The Affordable Child Care Benefit.

Parent Fee Reduction Initiative:

ABC University Daycare Society has opted into the Parent Fee Reduction Initiative. Our program has never differentiated between daycare fees for children under and over 3 years old. As a result, families of children under three will initially pay a lower fee structure, which will increase once the child turns 3. This is beyond the program's control, as it has been established by the Provincial Government.



2. STAFF AND SUPERVISION

The Staff:

The Management Team and Early Childhood Educators are energetic, fully qualified professionals. Their credentials include Early Childhood Education, Emergency First Aid, and Food Safety certification. Additionally, all staff members undergo a criminal record check. Each teaching team member holds a License to Practice as an Early Childhood Educator issued by the Province of British Columbia and is a member in good standing. Early Childhood Educators must re-certify with the Province every five years and complete mandatory Professional Development and First Aid training.

ABC University Daycare Society strongly supports encouraging male educators to enter the field. All educators share equal responsibilities for caring for the children. We do not distinguish any aspect of job duties based on gender.

To ensure consistency for your child, the daycare avoids hiring substitute teachers for short-term absences whenever possible. However, the program may occasionally hire substitutes for vacation relief or medical leave. All teaching staff working with the children will possess the aforementioned credentials and certifications. A permanent teaching team member will open and close the program.

Supervision of Children:

An Early Childhood Educator or an Early Childhood Educator Assistant constantly monitors the children in all tasks. The staff-to-child ratio is one Educator for every eight children over 30 months of age. If a child requires constant one-on-one supervision due to ongoing safety concerns, we may not be able to provide appropriate care within our program's staffing and supervision ratios.

Staff at our facility practice active and positive supervision. Our indoor and outdoor areas have been designed to provide an engaging, educational, safe play environment where children can move freely between activities. ABC University Daycare regularly hosts Early Childhood Educators completing teaching practicums. All students are required to undergo a Criminal Record Check. Practicum Students work with children under the close supervision of their sponsor teacher. Practicum Students do not assist registered children with toileting or changing clothing in case of an accident.

ABC Surveillance System

ABC University Daycare has installed surveillance cameras throughout the facility to promote a safe, secure, and professional environment for children, families, and staff. The primary purpose of this system is to support the professional integrity of our educators by providing an objective record of daily interactions and events. This footage may be used by management to address concerns related to conduct, safety, or operations, and serves as a tool for accountability and conflict resolution. Research supports the use of surveillance in childcare settings, noting its role in enhancing safety and transparency (National Association for the Education of Young Children, 2021).

Access to video footage is strictly limited to Daycare management and is only reviewed when necessary. To protect the privacy of children, families, and staff, recordings are not shared with parents or external parties unless required by law. Live video feeds are not accessible to families. The camera system is intended solely for security and professional support, reinforcing our commitment to providing high-quality care in a trusted and respectful environment.

Insufficient Human Resources:

If the facility cannot maintain the mandatory staff-to-child ratios required by the Child Care Licensing Regulations, it will be closed. Fees will not be refunded



3. HEALTH AND SAFETY

HEALTH AND WELLNESS POLICY (Sept 2023)

ABC University Daycare Society is licensed and regulated by the Vancouver Coastal Health Authority and the Child Care Licensing Branch. The society may be directed to close by the Provincial Health Officer, the Ministry of Children and Family Development, or a Vancouver Coastal Health Childcare Licensing Officer during a pandemic or other communicable disease outbreak. We will adhere to all directives concerning the health and safety of the children, families, and our teaching team. The legal authority to close childcare programs for public health reasons lies with the local Medical Health Officer and the Provincial Health Officer. Ultimately, their decision takes precedence over any choice to remain open that may be made by our board of directors and/or Management Team.

The ultimate objective for everyone is to operate in a manner that fulfills all directives and expectations established by our governing bodies. Considering these essential requirements, it is crucial that we remain steadfast in our health policy and that all parents comprehend and consent to the following conditions:

***General Illness and Attendance:**

Viruses and infectious diseases spread quickly among children in group care. As much as the program staff are sympathetic towards the demands of working families, we cannot provide additional care to unwell children.

Children may not attend ABC University Daycare Society if they exhibit any symptoms of respiratory illness or fever.

There are no exceptions to this policy. As such, parents are strongly encouraged to have a contingency plan in place if they are required to remain home to care for children who are required to stay home until they are symptom-free.

These policies have been developed, considering the following: preventative public health practices, the comfort and safety of children who are ill, the ability of the staff to accommodate children who are too sick to participate in all daycare activities fully and protecting the other children, their families, and the teaching staff from communicable diseases. Children who cannot participate in ABC's daily activities should not attend that day. If a child is not well enough to play outside, they should rest at home.

A child that has one or more of the following symptoms will be asked not to attend the Daycare:

1. **Pinkeye or Conjunctivitis** is an inflammation of the delicate membrane (conjunctiva) that lines the inside of the eyelid and the eye's surface. It can be caused by bacteria and viruses (which can be very contagious), allergies, pollution, or other irritants. *The child should be kept away for 48 hours after treatment has started.*
2. **Pain:** Any complaints of unexplained or undiagnosed pain.
3. **An Acute Cold** with fever, severe coughing (3-5 times per hour), sore throat, runny eyes and nose (with green or yellow discharge). Staff may request a negative swab. The child must stay out of the center while waiting for results. Once temperature, well-being and energy are normal, coughing and runny nose may continue (depending on the illness) without the child being contagious. If the symptoms are caused by a known allergic reaction, the child is not contagious; however, this must be documented by a medical professional.
4. **Difficulty In Breathing:** Wheezing or a persistent cough.
5. **Fever** 37.6 C (101F) or higher: If accompanied by general symptoms such as listlessness, lack of appetite, or changes to a child's mood, this may be an early indicator of illness that requires a



physician's attention. The child may return when the fever has remained at 37c (98.6F) for 24 hours without the aid of medication.

6. **Severe Sore Throat** or difficulty swallowing.
7. **Infected Skin** or Eyes or an Undiagnosed Rash.
8. **Headache and stiff neck should seek immediate medical attention.**
9. **Severe Itching of Body and Scalp**
10. **Diarrhea and/or Vomiting or Abdominal Cramps** These symptoms may indicate a bacterial or viral (gastrointestinal) infection. These types of illnesses are very easily transmitted, so the child should be kept home until all symptoms have resolved without the use of medication and the child can resume eating normally, generally a ***minimum*** of 48 hours away from the program.
11. **Communicable Diseases** (e.g., COVID-19, Chicken Pox, hand-and-mouth disease, or Fifth Disease). Please report to the daycare as soon as possible and observe Public Health Standards to ensure a safe return to the program.
12. **Head Lice** Children must be picked up from the program ***immediately and remain home for 24 hours after treatment***. Additionally, the family must provide documentation from a qualified practitioner stating that the child is louse and nit-free. All families must know that if there are any incidents of nits/lice, the program will close immediately to allow the teaching team time to complete preventative cleaning. Treatments like vinegar, tea tree oil, etc., are insufficient and will not eradicate nits/lice. Please speak to your pharmacist, as they will recommend non-toxic treatments.
13. **Allergies:** If symptoms result from an allergy, not an infection, you should notify the staff, and the child may attend regularly. A letter from the family doctor may be requested.

**** Families are required to consult with the Management Team (via email or phone) before returning the child to the program, which ensures that the Vancouver Regional District Health Authority policies regarding Communicable Diseases are followed.****

Individuals living in the household with any child attending ABC University Daycare Society must take all precautions to limit their exposure to infectious illnesses.

If widespread infections occur, families must agree to continue physically distancing themselves and their children from the community outside the family home and daycare as much as possible as recommended by the District Health Authority. By doing so, we are all placing our trust in one another to keep exposure potential as limited as possible. Please act responsibly and adhere to the recommendations of the Public Health Officers, especially if your child(ren) is currently attending an Early Years Program and/or older siblings are in school or a before/after school care program.

Fees will not be refunded due to illness or mandated self-isolation/quarantine.

Each morning, families must confirm that their child is healthy and can participate in all scheduled activities on the Brightwheel App. During handover, please share any necessary information to ensure your child has a successful day and transitions smoothly into our care. Consider discussing how they slept the previous night, whether they had breakfast if their schedule was affected in any way (such as a later-than-usual night or extended play at the park the previous evening), and if there have been any changes in the home environment—for example, if there is an out-of-town visitor or if a parent will be away on business. The more information we receive, the better we can support your child and family. Please allow ample time for a brief check-in each morning. *The educator responsible for opening the daycare reserves the right to refuse admission to any child who, in their opinion, is too unwell to attend school.*

This includes confirming that your child is symptom-free and that their child has not been given acetaminophen, ibuprofen, or other over-the-counter children's cold medication/decongestants in the last 12 hours. If a parent is found to be not answering this statement truthfully or withholding crucial medical information, ABC University Daycare Society reserves the right to terminate the childcare agreement immediately and with no notice.



Medications:

ABC University Daycare will only administer medication authorized and approved by a physician. The medication must be in the original labelled container, and parents or authorized guardians must complete a "Permission to Administer Medication Form" (available on our website) before any medication is dispensed. All medication should be handed directly to the supervising staff member on duty and placed in a secure location.

Children requiring medication for serious health conditions, such as asthma or severe allergic reactions, will not be allowed to attend daycare unless they have their appropriate medication with them.

Any over-the-counter medication (including vitamins) must be accompanied by a doctor's note to ensure that the correct dosage is administered. The dosage depends on the child's age, weight, and medical history.

Ratios and Hours of Operation in case of Illness:

Minimum childcare ratios (1 educator per 8 children) must be maintained regardless of a pandemic or communicable disease outbreak.

Unforeseen circumstances may affect ratios and hours of operation. If educators are unable to attend work due to illness or mandated self-isolation/quarantine measures, any of the following could occur:

- The centre may be closed indefinitely.
- Hours and days of operation may be adjusted to ensure the programs comply with all licensing regulations and health protocols.
- The Ministry of Children and Families may mandate lower staff-to-child ratios. If this occurs, ABC Daycare Society will follow the guidelines set out by the Provincial Government or other governing bodies regarding priority placement of children in the available spaces.

Child Exclusion Due to Illness Policy:

- If your child has a communicable or infectious disease, please make other childcare arrangements and contact the Daycare Staff within 24 hours of diagnosis.
- Should your child become ill while at the daycare, you will be notified immediately and are expected to arrange for the child to be picked up promptly. Failure to respond to efforts to contact you are grounds for immediate termination of childcare services. Your child should be kept at home until symptoms subside.
- If the parent(s) cannot be located, staff will contact the Alternate Person listed on the Enrollment Form.
- An emergency pick-up plan must be in place for your child daily.

Communication about Wellness with Children and Families:

We firmly believe in engaging in open, honest, and developmentally appropriate conversations with children, and COVID-19 is no exception. Accordingly, our discussions will be factual yet reassuring. We will address all questions regarding COVID-19, the pandemic, or new protocols in our childcare setting. Children will be taught strategies to minimize potential spread through modelling, reminders, stories, games, experiences, and dialogue. We strongly encourage families to discuss COVID-19, hygiene practices, and physical distancing to prepare them for the changes around them. It is essential to inform children about the modifications to our routines, including the non-entry of parents, physical distancing among children and adults, and the significance of handwashing.

Open transparency between the program and families is crucial for the well-being of children, staff and families. We sincerely appreciate your compliance and understanding to keep everyone well!

**Immunization Policy:**

Compliance with the immunization schedule established by Vancouver Coastal Health is a requirement for acceptance into the program. Families must provide immunization records upon acceptance into the program and verify when additional vaccines are administered. Please note that this policy also applies to the annual flu vaccine. When the flu vaccine becomes widely available, the management team will notify families and inform them of the deadline by which they must provide verification from a medical professional that their child has received the vaccine. Once the deadline has lapsed, childcare services will be suspended until documentation has been received. It is essential to note that the immunization policy also applies to the teaching team.

Minor Injuries and Accidents:

Daycare staff will document any minor injuries, illnesses and unexpected/unusual behaviours that occur during your child's day, regardless of whether immediate parental notification was deemed necessary.

We will contact you immediately by telephone if your child becomes ill during the school day or sustains a serious injury.

Missing Child Policy:

If a child goes missing while at daycare, staff will immediately check all areas of the centre and property. If the child cannot be located, the police will be called immediately, and the child's parents or emergency contact person will be notified.

Safe Release of Children:

Your child will only be released to the person(s) you have listed on your registration form. Each of these people must be registered by the family for pickups on the Brightwheel app. It is difficult for every staff member to meet and remember the face of every parent/authorized person listed in your child's file (particularly while wearing a mask). Therefore, staff may request photo identification before releasing a child to a person's care. Please remember to call the centre (604-228-5885) or email the educators if your child will be away before 9:30am. The educator's email is teachingteam@abccdaycarevancouver.com.

We request that families be mindful that the transition to the end of the day is a hectic time for educators. We ask that you respect the activities in process and allow the educators to maintain their focus on the group. For the benefit of all concerned, our policy is "When a family member arrives, it's time to go home." This avoids the "5:00 p.m. incident" (accidents, tantrums or negative transition behaviour). Our insurance policy does not cover the use of the outdoor play space if a supervisor is not actively supervising the area. Therefore, children cannot play in the yard after leaving the building. The daycare closes promptly at 5:30 p.m. Please arrive no later than 5:25 p.m. to let the closing staff member depart as scheduled. Families arriving without this buffer will be expected to exit the premises immediately. No updates will be provided; all questions or concerns must wait until the following day. Please consult the Liability Waivers for the late pick-up fee schedule. The program reserves the right to terminate services in the event of repeated late pick-ups. As a courtesy to the closing staff, families must notify the program by telephone if they expect to arrive late.

Families must secure children in a car seat before leaving the daycare premises in any vehicle. Any staff member who witnesses a child placed in a vehicle without a car seat will immediately call 911. Additionally, all incidents will be reported to the Ministry of Children and Families.



If the staff believes or suspects that the parent/guardian picking up a child is under the influence of alcohol or drugs, the following procedure will be followed:

1. The staff will inform the parent/guardian of their concerns.
2. The staff will telephone an alternate contact person.
3. If the parent/guardian insists on leaving with the child, the staff will call 911 and the Ministry of Children and Family Development and inform them of the situation.

Daycare Pet Policy:

We believe that children learn how to care for and respect living creatures from daily interactions with animals - the opportunities for genuine learning are considerable! To this end, the program regularly has “daycare pets” on the premises, most frequently dogs. Per Licensing Regulations, up-to-date immunization records for any animal that requires vaccines are kept on the daycare premises. Children’s interactions with animals are closely monitored, and they are taught how to read an animal’s non-verbal cues and react accordingly. Measures are taken to ensure that any visiting animal is kept away from the group during meals and naps.

Allergies:

To maintain a scent-reduced environment, we request that you limit the use of artificially scented products on yourselves or your children and refrain from wearing perfume while spending time in daycare.

Handwashing:

To minimize the spread of germs within the daycare, we ask that **EVERYONE** entering the centre (parents, guardians, staff, children, visitors) **WASH OR SANITIZE THEIR HANDS**. Families must ensure that children can wash their hands with minimal support from an adult before entering care. The process that we follow is as follows:

Turn on the faucet, dampen hands, turn off the faucet, and begin scrubbing the palms of hands, the back of each hand, each finger and thumb and intertwine fingers to clean between fingers. Turn the water back on, rinse, and dry with a paper towel.

ABC University Daycare Society Toilet Training Policy

Children must be toilet trained before beginning our program. Please note that “fully toilet trained” is defined as a child with the ability to do the following with minimal support from an adult:

1. Communicate with the teachers before s/he uses the washroom.
2. They have the capability to pause an activity and identify that they need to use the toilet.
3. Pull down his/her clothing and get them back up without assistance.
4. Wipe him/herself after using the toilet with minimal assistance.
5. Get on/off the toilet by him/herself (step stools are readily available for smaller children).
6. Wash and dry hands.
7. Postpone going if they must wait for someone in the bathroom or if we are not in the immediate proximity of a washroom.
8. Alert educators during nap time should they need to use the bathroom. If your child still wears a diaper at night, we will support this at school.
9. All children must sit while using the toilet, whether boys or girls.

Children must be wearing underwear. A child who wears pull-ups or has frequent accidents is not considered toilet trained.



Even toilet-trained children occasionally have accidents. By definition, accidents are unusual incidents that happen infrequently. In these instances, teachers help children change their clothes, encouraging independence as much as possible.

Opportunities to use the washroom are offered frequently during the day, such as before and after transitions, before morning/afternoon snack/lunch, before going outdoors, and before nap time. A teacher will assist children as needed, but children should be able to complete toileting activities independently.

It is not uncommon for a child who is entirely toilet trained to have a setback when in a new environment. Our teaching team knows this and will assist the children when necessary. Please have your child dressed in clothing that they can easily manage independently. Please send a complete change of clothes appropriate for the season. These will be left at school in case of accidents. Parents will be notified if a child has a toileting accident.

To support families, we will allow 4 weeks from your child's first school day to adapt to their new environment. For our program, a child will not be considered toilet trained if they have consistent accidents after the first 4 weeks of full-time attendance. If admission is delayed, it may be necessary to postpone attendance until the child has been fully toilet trained. Please note that the family will be responsible for fees to maintain the space or will have the option of withdrawing and reapplying later. There will be no refund of tuition fees or the security deposit, as families know this policy before registering their child in our program.

After the first 4 weeks of school, the following policies will be in place for children who have accidents:

If two accidents occur in one week, the parents will be notified with the understanding that the issue needs to be addressed and corrected.

If three or more accidents occur in one week, the parent will be notified with the understanding that if the issue is not corrected by the end of the second week, the childcare services will be suspended until the child is entirely toilet trained.

Please note that this policy is not in place to shame or punish a child or inconvenience primary caregivers. Instead, cleaning accidents in the early years setting is time-consuming, and this time that teachers spend attending to and cleaning accidents is time that they are not interacting with children and facilitating the curriculum. This policy is intended to ensure the safety and happiness of children and staff at ABC University Daycare Society.

Thank you for your cooperation and understanding.

Sun Safety Policy:

During the warm summer months, children often spend significant time outdoors. Families are expected to apply sunscreen to their children either at home or upon arriving at the daycare. Sunscreen should be applied to all body areas exposed to the sun while wearing a bathing suit. Staff will help children to reapply sunscreen from home or the daycare sunscreen, if the outdoor play area is in full sun during the afternoon. We reinforce the Sun Safety slogan: "Slip, Slop, Slap!" Slip on a t-shirt, Slop on sunscreen, and Slap on a hat. Families must ensure that a sunhat is kept in their child's cubby at all times during the spring and summer months. If parents do not comply with our Sun Safe policy by failing to apply sunscreen or provide sun-protective clothing or a head covering, staff will assume that the family prefers their child not to wear a hat or sunscreen. Children are not permitted to play outdoors without a hat.

Please refrain from applying sunscreen to children in the tunnel (cubby area), as there is a chemical reaction between spilled sunscreen and the detergent used to clean and sanitize the floors, which discolours the floor and is extremely difficult to remove.



ABC EMERGENCY PROCEDURES:

This document covers Emergency Lockdown, Hold and Secure, Fire, and Earthquake procedures.

Lockdown Policy

A lockdown is an emergency that prevents the daycare's safe evacuation and requires steps to isolate children and staff from danger by requiring everyone to remain inside the building. This policy establishes procedures for various levels of threats and emergencies. There will be two (2) practice drills per year.

Recognizing that each potential crisis will vary, these procedures may be modified to adapt to each situation.

The levels of threat can range from an imminent building threat to a National Emergency. Our emergency Evacuation Procedures are outlined in our Emergency Evacuation Policy and are different from Lockdown Procedures.

Lockdown Procedure

1. An alert will be called in an emergency when the daycare cannot be safely evacuated.
"THIS IS AN EMERGENCY - ABC IS NOW IN LOCKDOWN"
"THIS IS A DRILL – WE ARE DOING A LOCKDOWN DRILL"
2. The staff must then shut all fire doors and remain with the children until all is clear.
3. The Supervisor or designate will initiate lockdown procedures depending on the type of threat.
4. Depending on the situation, specific instructions will be given as soon as possible.
5. Do not unlock the door until the Senior Staff or designate has given the "all clear".

General Procedures for Lockdown

School officials, emergency personnel, an authority, senior Staff, or a designate have called a lockdown due to an unsafe situation in the school or vicinity, where evacuation could be extremely dangerous.

1. Senior staff or a designated person should call 9-1-1, notify the management team, and ensure that the school entrances are secured, both stairwell doors are locked, and no individuals leave the building.
2. Senior Staff or designate ensures that all children and staff are on the daycare floor. Suppose children are playing in the playground or on a walk. In that case, directions may be given to send them to the designated emergency site (Off-site location is Vancouver Public Library, West Point Grey Branch: 4566 W 10th Ave, Vancouver, BC V6R 2J1 (604) 665-3982) if returning to building poses an undue safety risk. The Senior Staff or designate would then contact the emergency evacuation site and inform them of the group's imminent arrival.
3. Senior Staff or their designate informs teachers to stay indoors and close all windows. Staff and children are to stay away from the external exit doors. The staff is to remain on site until the lockdown is called off. All outdoor play is cancelled.
4. If lockdown is due to an external threat, children are gathered in the internal lockdown area, which is as far away from the windows as possible. This is the administration area next to the blue couch. Lights are turned off in the classroom, tree room, bathroom, and kitchen. The curtain is secured to the bathroom door, and the bi-fold doors are closed to prevent visibility into this area.
5. Necessary calls are made to report a Serious Occurrence as soon as possible.
6. The incident is reported to the Program Manager and Chair of the Board of Directors.
7. Senior Staff or designate will remain in constant communication with emergency personnel at the scene, and officials will determine the duration of the lockdown.
8. Parents are not permitted access to the building until it is determined that it is safe to do so.
9. The emergency personnel, school officials or Senior Staff will give the final word on lifting the



lockdown.

10. Parents are called under the direction or guidance of the Ministry of Education Program Advisor, police, Senior Staff/designate or other official authority.
11. A consistent message is given to all the parents who call or are contacted. See staff procedures for phone script.

Staff Procedures for Lockdown

Not all threats are equal or predictable; therefore, please be aware that the following procedures may need to be revised for each situation as it arises.

1. Remain calm and reassure children that the emergency is under control.
2. Turn the lights off, and pull shades or drapes as applicable.
3. Keep everyone facing away from the glass and doors where possible.
4. Take attendance of children who are present.
5. If children are in the washroom or hallways, send one teacher to bring them back to the room or advise the Senior Staff of their whereabouts.
6. Keep children in program rooms.
7. Compile a list of children who are absent and have it available for the Senior Staff or designate.
8. Do not use telephones, cell phones or radios in the rooms unless the Senior Staff or designate has instructed you to do so.
9. Do not open the door unless the Senior Staff or designate has instructed you to do so.
10. Report any suspicious activity and wait for further instructions.

Hold and Secure Procedures

A School Official, emergency personnel, authority, senior Staff, or designate has issued a “hold and secure” when an incident occurs in the community. This event poses no immediate danger to the children or staff unless they leave the building. The school doors are closed, and children and staff continue their day.

1. Senior Staff or designate ensures that all children and staff are on the daycare floor or in their rooms. If children play in the playground, children will be quickly escorted back to the daycare. Staff and children who are on a walk will be contacted and given one of the following directions:
 - a. go to the designated emergency site,
 - b. return to the centre,
 - c. or follow other specific directions under the advisement of the police or authority.
2. A call is placed to report a Serious Occurrence as soon as possible.
3. The incident is reported to the Director and the Chair of the Board of Directors.
4. Senior Staff or designate will remain in constant communication with emergency personnel at the scene, and officials will determine the duration of the “hold and secure.”
5. Parents are not permitted access to the building until it is determined safe to do so.
6. The final word on lifting the “hold and secure” will be given by the emergency personnel, school officials or Senior Staff.
7. Parents are contacted under the advisement of the police, Senior Staff/designate or official authority.
8. A consistent message is given to all the parents who call or are contacted. See staff procedures for phone script.

Off-Site Procedures during a Lockdown or “Hold and Secure”

1. If you are not on-site during any threat, just arriving for your shift or returning from lunch, and a lockdown or “hold and secure” has restricted your access to the daycare, ensure your safety, then call the centre for further instructions.



2. If you are on a field trip or at Nature School with the children and are restricted from entering the daycare or school, proceed to the emergency evacuation site, contact the daycare and wait for further instructions.
3. If you are on a break and away from the Daycare, please return to the daycare immediately if it is safe to do so. If not, enter the nearest room for your safety and await further instructions.

Phone and/or email script to Parents

During a crisis of this type, the daycare suggests that parents keep informed by listening to the radio or monitoring the situation on television or through other reliable media. During the emergency, the daycare will do all we can to notify parents (starting with the youngest children); however, certain emergency situations may preclude this possibility.

Hi this is (your name) from ABC Day Care. I am calling/emailing to let you know that a situation (describe briefly, if appropriate) has arisen, but your child (name of child) is fine. For the time being, we have been requested by the local authorities to stay indoors and not increase foot traffic in and around the building. Therefore, we ask that you not come to the daycare or in the near vicinity. The authorities have also requested that we keep our phone lines clear. We will contact you again once the situation has been resolved so you may pick up your child. We thank you for your cooperation in this matter. We want to stress again that your child is okay. We will call you back as soon as we are able.

Thank you.

Emergency (Fire and Earthquake) Procedures:

Fire drills are conducted monthly, and earthquake drills are conducted twice a year. The procedures are as posted:

Earthquake Procedures:

1. The emergency siren will sound or Senior staff will tell children that
"THIS IS AN EMERGENCY - ABC HAS AN EARTHQUAKE" OR
"THIS IS A DRILL – WE ARE DOING AN EARTHQUAKE DRILL"
2. Teachers will tell the children calmly to drop and take cover (assume the crash position) under tables.
3. Teachers will also drop and take cover. The teachers example will reinforce the importance of earthquake drills.
4. Teachers will speak calmly and reassure the children. The children will count to 10, 6 times.
5. Remind the children to take deep breaths and encourage them to count. Teachers and children will remain under tables and listen to what the teachers are saying.

After an Earthquake:

1. One staff member will turn on the battery-powered radio and check the building for damage and other hazards.
2. The children will be checked for injuries, and first aid will be administered. Children will be reassured calmly.
3. Do not shut off gas or electricity unless you smell gas or see that circuits are damaged.
4. Use a flashlight and check the utilities.
5. Do not flush the toilet.
6. Do not use the telephone unless it is an emergency.
7. Do not use a vehicle.
8. When outdoors, remain at least 10 meters away from any power lines.



9. Listen to instructions on the radio to locate the nearest command centre and evacuate if necessary.
10. Records of all fire/earthquake drills will be kept.

Fire Evacuation Procedures:

Fire drills are conducted once a month. Children regularly practice “making a train line” and evacuating a room quickly, regardless of whether a drill occurs. In the event of a drill or evacuation due to a real fire, the following procedures will take place:

1. For a drill, the fire bell is rung; for an emergency, pull the fire alarm and call 911. The Senior Teacher will tell the children:

**“THIS IS AN EMERGENCY - ABC HAS A FIRE” OR
“THIS IS A DRILL – WE ARE DOING A FIRE DRILL”**

1. The Supervisor on duty will instruct the children to line up in single file (train line) at the safest escape route door.
2. The teacher will retrieve the sign-in sheet, portable telephone, emergency cards and any mandatory medication and instruct the children to follow the teacher to the primary evacuation location, the picnic table, or secondary location, the front lawn adjacent to the ABC University Daycare Sign.
3. An assisting staff member will scan the entire classroom, paying particular attention to the quiet room, gym, play areas, kitchen, and bathroom (checking each individual stall). They will take the first aid kit and proceed out the door where the other staff and children exited, closing both fire doors behind them.
4. The supervisor will immediately take attendance, including all staff present that day.
5. No staff or child shall be permitted to re-enter the program until all is clear.

Emergency Preparedness:

Childcare Facilities are under the authority of local municipal or regional district health authorities and/or governments during emergencies or natural disasters. Unless otherwise ordered, we will shelter in place. We have ample emergency supplies, food stores, and a landline to facilitate communication. If ordered to relocate, the staff will walk the children to the nearest reunification center and a note indicating this will be posted on the front door. Please listen to local media for information regarding reunification centres.

Please ensure that you have an emergency plan for your family in place. Items to consider are:

- For families with more than one child, which parent will be responsible for picking up each child from school/daycare?
- In the event of widespread disruption to cellular and internet service, do you have an alternate means of communication?
- Have you devised an emergency plan with your designated emergency contacts if you cannot pick up your children?
- Are your local and out-of-town contacts up to date? Do we have current contact information?
- Please ensure that you have our program telephone number readily available and that this number has been provided to your emergency and out-of-town contacts. 604-228-5885. In an emergency, we are more likely to contact you from the Teacher's cellphone at 672-551-5885. You must respond promptly if you receive a phone call from either of these numbers. For this reason, you must provide us with contact numbers that can be reached during your child's hours at Daycare.

If you or an emergency contact cannot pick up your children, the program can only release children to the Ministry for Children and Families. The alternative is to designate an "Emergency Parent," ideally someone who lives within walking distance of the program and is willing to provide



emergency care. In the unlikely event that your child is released to the Emergency Parent, their contact information will be posted on the main entrance.

Inclement Weather and Emergency Closure Policy

ABC University Daycare Society monitors weather forecasts and conditions closely and collaborates with the City of Vancouver, local School Boards, UBC, and other relevant partners when evaluating potential closures due to inclement weather or hazardous conditions. Situations that may trigger a closure or early dismissal include, but are not limited to:

- Heavy snowfall
- Extreme cold
- Freezing rain
- High temperatures
- Other weather-related or emergency events that may pose a risk to health, safety, or accessibility.

While we aim to align our decisions with nearby schools and childcare centres when appropriate, our decisions are guided by the specific circumstances impacting our specific site. Considerations include the entire day's weather impact on transportation, staffing, accessibility, and the ability of families and staff to travel safely. Due to our location, transit disruptions caused by weather—especially on the surrounding hills of 4th and 10th—can present significant challenges. Past experience has shown that the University of British Columbia's closure decisions often provide a more accurate reflection of the local transit realities affecting our daycare community, given our shared reliance on the same routes and conditions.

We acknowledge that families may observe that Vancouver School Board schools or UBC child care centres remain open during weather events when ABC University Daycare closes. However, these institutions operate with broader support networks, including access to custodial staff, substitute educators, and administrative support. As a small, independent non-profit society, ABC University Daycare must manage all aspects of weather response—including staffing, site safety, and communication—within a limited team.

Decisions to close or dismiss early are made with great care and with the safety and well-being of children, families, and staff as our top priority. Notifications will be sent via Brightwheel as early as possible—either the evening before or by 7:30 a.m. the day of the closure.

Note: On days when the centre remains open during snowy conditions, we warmly welcome any assistance from families with snow removal. Help is especially appreciated at 8:00 a.m. and again at 2:45 p.m.

Other Emergency Daycare Closures:

The Greater Vancouver Regional District occasionally experiences natural disasters, and other emergencies. During these events, we may not be able to open or might need to close the centre during the day. Examples of these emergencies include fire, earthquake, tsunami, blizzards, ice storms, and power outages.

If an emergency of this magnitude occurs during operating hours, we will attempt to contact all parents and arrange for children to be picked up as soon as possible. If a widespread emergency occurs and communications are out, please come to the daycare immediately. In the event of an emergency, it is also the responsibility of parents to contact the daycare.

If an extreme emergency occurs outside of regular operating hours, the daycare will not open until the situation returns to normal. We will do our best to contact families if this is the case. Please call the daycare to verify that the centre is closed and there will be a corresponding voicemail as well as a message on Brightwheel. If the public transit system is not operating or road closures/conditions make driving difficult, please assume that the centre will not open as the staff cannot get to work. Our program must comply with Work Safe BC regulations, the Employment Standards Act, According to the Community Care Facilities Act, and other applicable laws and by-laws. It is also necessary to reduce any risk to the children at the centre.



RISKY PLAY POLICY

At ABC University Daycare, we recognize that opportunities for risky play are an essential part of a child's physical, cognitive, and social development. Risky play helps children build confidence, assess challenges, and develop important problem-solving skills. Each child attending our program must be physically able to participate in program activities, which include age-appropriate opportunities for active, outdoor, and exploratory play. Risk management strategies are in place to ensure that while children are supported in taking appropriate risks, their safety and well-being remain a top priority.

For our friends, risky play may include activities such as climbing on playground structures, balancing on logs or stepping stones, running at full speed, exploring uneven terrain, or using real tools under close supervision. You may often hear them refer to things such as 'Big Kid Climbing'. Staff will always supervise and ensure children are safe while exploring their limits.

Child Abuse and Neglect:

For the benefit of the teaching staff, the following procedural guidelines are in place:

- The staff will keep the door open when holding private conversations with a child.
- When redirecting a child, staff will step away from the group but remain visible. The child may be removed from the group's view, but the staff will remain visible to others.
- When physically comforting a child, the child will be asked if they would like a hug or pat on the back.
- When a child is injured, and staff must move or remove clothing to see and treat an injury, two staff members will work together as much as possible.
- We discuss instances of secret keeping or "don't tell" with children and attempt to impart the understanding that secrets should not be kept at school or among family members.

As citizens of British Columbia, we are legally required to report any situation that causes us to suspect that a child is being abused or neglected to the extent that his/her safety or well-being is endangered. This duty is outlined in the 1981 Family and Child Service Act of British Columbia, Chapter 11, Section 7, "Duty to Report."

Please note that Early Childhood Educators fall under the classification of Mandatory Reporters. Failure to report suspected abuse can result in prosecution under the Family and Child Services Act.

We are NOT permitted to contact the parent unless directed by the Ministry or the Police.

Reporting procedures are designed to protect the child.

Our responsibility is to report possible suspicions or disclosures, not to determine if abuse has occurred. After reporting to the appropriate authorities, staff will inform the confidential board member. Staff can designate any board member as the confidential board member and will notify them when they report a case of suspected abuse.



4. DAILY OPERATIONS

Daily and Late Arrivals:

Our program opens at 8:30 a.m. sharp. If you arrive early, please do not ring the intercom, as this disrupts the teachers' morning preparation time. Educators have been instructed not to answer the intercom or telephone before 8:30 a.m. Families must bring their children into the building and deliver them into the care of one of our Early Childhood Educators by an adult over 18. Children cannot be signed into the program by an older sibling. Children must never be left at the door or dropped off outside the building. Parents/guardians are responsible for logging their child into the centre using the Brightwheel App.

Families are expected to call the program if their child will be absent before 9:30am. All children must arrive at the centre or prearranged off-premises drop-off locations no later than 9:30 a.m. Unless prearranged, no children can be dropped off or picked up between 9:30 a.m. and 12:00 noon or during Quiet Time 2-3pm. If the family does not advise the program that their child will be dropped off for the afternoon session, the child may be refused entry, or the staff may be unavailable to answer the buzzer or telephone.

Quiet Time:

To prevent jealousy and competition while promoting good health, all children will participate in "Quiet Time" at approximately 2-3 p.m. daily. This time is not an enforced sleep time but the opportunity for rest. During this time, children will relax through yoga, breathing exercises and storytelling. ABC University Daycare provides rest mats, sheets, and blankets. If your child has a special blanket or comfort toy, they are welcome to bring it to the centre, provided it remains on the daycare premises. Wake-up/Get-up times are scheduled individually.

Active Play:

Active play is a physical activity that includes moderate to vigorous bursts of high-energy activities, such as running or jumping, that cause visible signs of physical exertion. It helps promote healthy growth and development by improving balance and coordination and developing gross and fine motor skills. Active play also aids in bone and muscle formation. It promotes self-confidence, improves concentration, and improves cognitive and social development.

The Canadian Physical Activity Guidelines recommend that children aged 30 months to 5 years accumulate at least 180 minutes of physical activity throughout the day. Our regulatory body suggests at least 60 minutes of outdoor active play daily, which may be continuous or accumulated in 15-minute increments. We believe in the importance of outdoor play and take the children outside everyday, in all weather conditions, so it is imperative that children have a range of waterproof clothing options year round.

Nutrition Policy:

A substantial morning snack will be provided each day. Families are asked to send their child's lunch. Additionally, families must supply a fruit or vegetable for each afternoon's "Sharing Snack". These items can be placed in the basket at the Sign-In table. Please ensure these items are washed and sent whole, not cut. Unless otherwise specified, our program is not designated as nut-free, and food items containing nuts may be included in your child's lunch.



How to Make a Healthy Lunch:

Use the proportions of foods on Canada's food guide plate as a tool to help you make healthy meals or snacks.

Step 1: Make half your plate vegetables and fruits. Vegetables and fruits should always make up the largest proportion of the foods you eat throughout the day.

Step 2: Make one-quarter of your plate whole grain foods.

Step 3: Make one-quarter of your plate protein foods.

Canada's Food Guide Plate



Ideas Include:

Greek yogurt with honey or maple syrup and fruit
Chia pudding
Home made "lunchables" deli meat, cheese, sliced
veggies with dip
Leftovers!
Home-made fruit muffins or loaves (with minimal
sugar)
Dips such as hummus or Guacamole

Hard-boiled eggs (peeled)
Quiche, Omelets, Egg Bites, Frittata (all can be
made ahead in bulk in muffin tins and frozen)
Sushi
Edamame, seaweed
Perogies
Fruit/veggie smoothies (with Greek yogurt for
added protein)

Treats to be Enjoyed at Home: *kindly refrain from including the following items. They will be sent home as a "treat for later" rather than labelled healthy or unhealthy**Note: this extends to birthday treats and special events.*

- Any food item that contains chocolate
- Any food items with any artificial sweetener (stevia or monk fruit are acceptable)
- Granola Bars with chocolate
- Juice boxes
- Heavily processed foods, i.e. string cheese, high sugar yogurts, packaged snacks like bear claws, hotdogs, and SPAM.
- Chips
- Cookies
- Cake

Notes:

- Please ensure that all food items in your child's lunch are ready to eat. For instance, all vegetables should be washed and sliced, and all fruits must be washed and prepared for consumption; for example, oranges must be peeled and sectioned, cherries must be pitted, and grapes must be cut, as they pose a choking hazard.
- We provide cups, bowls, plates, cutlery, and cloth napkins
- Please put any warm foods in an insulated container to keep warm. Licensing regulations prohibit us from warming the children's meals in the microwave. When closing the thermos, please close it, but not too



tightly. Sometimes, when hot foods cool, it causes a vacuum seal that is very difficult to open! No glass containers, please!

Please ensure that all food storage items are clearly labelled with your child's name!

Encouraged Items:

Milk Products:

Yogurt drinks
Cottage or ricotta cheese
Cheese slices
Cream cheese
Yogurt dip for fruit and veggies
Milk substitutes (oat milk, soy, almond milk)

Fruit and Vegetables:

Any fresh fruit (washed, peeled and ready to eat)
Canned fruit, stewed fruit, applesauce
Dried fruits
Fruit leather (no sugar)
Jam and Jelly
Any fresh or cooked vegetables
Vegetable juices
Pickles, olives,

Grain Products:

Bread, rolls, rice, noodles
Biscuits, pizza, bagels
Pita, tortilla wrap
Pancakes or waffles
Cereal (not sugar coated)
Crackers, rye, wheat, cracked wheat, ricecakes, graham crackers, goldfish crackers, pretzels
Popcorn

Meat and

Alternatives:

Any meat, fish, or tofu
Eggs
Beans, peas, lentils, and seeds
Stews, soups, casseroles,
Nuts, nut butters, trail mix (with no added chocolate)

Birthday Parties and Special Events:

During the school year, we have many seasonal celebrations. At the discretion of the teaching staff, we may modify and relax the nutrition policy slightly and offer special treats.

Families are welcome to send treats for their child's birthday or any other special day they want to acknowledge. Please consult with the Management Team to determine what items will be acceptable. Due to their high sugar content, grocery store and bakery items are generally prohibited. Homemade, reduced-sugar items are preferred. Chocolate and icing are not permitted to be eaten at Daycare and will be sent home as an after school treat.

We celebrate each child's birthday. However, invitations to outside parties will not be distributed on daycare premises (including leaving invitations in cubbies). We limit discussions of outside parties or play dates to avoid disappointment and hurt feelings. Staff cannot provide contact information to facilitate the planning of private off-site events, nor will they distribute invitations via email.

Extra-Curricular Activities:

At the AGM each year, the families decide which extracurricular activities (such as yoga or karate) will be offered during the coming year. For 2024/25, these activities incur a nominal extra fee of \$125/month.

2024/25 Extra-Curricular Activity Schedule:

Monday: Soccer (Football) with the Coaches from HappyFeet. The class is split into two groups for a 30-minute session. While one group participates in HappyFeet, the remaining children play outdoors, and vice versa.

Tuesday: Zumbini with Instructor Mayaan

Wednesday: Nature School is supported by the teachers and led by Senior ECE teacher Caitlin.

Thursday: Drama Bugs musical Theatre with teacher Taylor. The group is split into two by age; one group participates while the other plays outdoors, and then the groups switch.

Friday: Yoga with The Yoga Buggy instructors.

During the summer, some extracurricular activities instructors may temporarily be away on holidays. In their absence, other activities will be offered. For example, in Summer 2024, we substituted Soccer with Basketball and DramaBugs with Music Class.



Statutory Holidays and Daycare Closures:

We are closed on the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday and Easter Monday
- Victoria Day
- Canada Day
- BC Day (Civic Holiday in August)
- Two weeks in Summer (July or August)
- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day

- The last two weeks of December.
- No reimbursement will be made for unforeseen program closures (e.g., snowstorms, inability to maintain mandatory staff-to-child ratios, windstorms, earthquakes, or lack of heat or electricity).
- There will be two staff Professional Development Days per year, one in the Spring and one in the Autumn. The days will coincide with Professional Development Days as scheduled by the Vancouver School Board.
- The program will close for any additional holidays set by Federal or Provincial Governments to mark historically significant events, such as the National Day of Mourning, which occurred upon the death of Queen Elizabeth II.



5. COMMUNICATION AND FAMILY RELATIONSHIPS

Communication:

One of our core beliefs is that children benefit from an open, trusting relationship between parents and teachers. Morning drop-off and evening pick-up times can be particularly hectic and do not allow for extended conversations. We ask that you respect ongoing activities, as the educators' primary focus must remain on the children. Please be mindful of the rebound effect that can happen when engaging educators in lengthy discussions during program hours. Taking one educator away from the group affects mandatory teacher-to-child ratios, disrupts the day's flow, and requires other educators to compensate, often resulting in our teachers working longer hours to finish essential tasks. *While your primary concern is your child, please remember that teachers must balance your expectations with those of all enrolled families.* Please email (teachingteam@abccdaycarevancouver.com) to arrange a mutually convenient time to discuss matters. To ensure continuity, please direct any questions, comments, or concerns about policy issues or your child to the Program Manager. If you have questions about your child's progress, they may be directed to Caitlin. Please do not address any queries to other teachers. They have been asked to refer all inquiries to Raquael or Caitlin.

It is imperative that staff can contact you regarding your child. If you receive a call from the Daycare, especially the Teacher's cellphone (672-551-5885), you must respond promptly. Each family is responsible for providing the educators with contact numbers where you can be reached during your child's school hours.

Note: The children are always the teacher's priority while on program premises. We understand that one is expected to be immediately available in today's society. However, this is not feasible within a childcare centre. Please understand that telephone calls and emails are of secondary importance. You will receive a response when the needs of the children permit an educator a moment to step away.

Confidentiality:

In compliance with the Privacy Act of Canada, ABC University Daycare Society staff will ensure that all documentation in your child's file remains confidential. The program will not release any information about your child without written consent. Kindly note that this policy extends to sharing contact information amongst families. Educators will always discreetly take parents aside to discuss sensitive, serious, or unusual incidents within the confines of the pick-up environment to enable as much privacy as possible.

Conflict Resolution:

If a parent or guardian has a concern about an incident that has transpired at the daycare, we encourage you to follow our conflict management procedure:

1. First, speak directly with the staff member to discuss your feedback. If this does not resolve your enquiry, please continue through the steps.
2. Please email your feedback to the teaching team. A senior staff member will review it and respond within 2-3 working days, or a meeting will be arranged.
3. If you feel your feedback was not acknowledged and/or responded to appropriately, communicate with the Program Manager.
4. If the Program Manager feels that the situation cannot be handled alone, the Chairperson or Ombudsperson of the parent board will be consulted and/or a meeting of the Board of Directors will be held to discuss the concern.

If you have a serious concern rather than a pressing worry, such as something related to the safety, health, or well-being of the children (such as Misconduct or Safety violations), please contact the Management Team Directly.



Family Code of Conduct

Rationale

The standards of behaviour and personal conduct described in this *Family Code of Conduct* apply to all family members of children enrolled at ABC University Daycare Society. It also applies to all people dropping off and picking up children in the program, who are expected to be aware of and comply with all program policies. Family members play a critical role in shaping the community's ethos through the role models they provide to their children and their support of the educational programme and its values.

ABC University Daycare Society has high social and ethical standards. Staff, students, and parents are expected to be respectful and responsible members of our community who support a safe, positive, and caring learning environment. All family members and trusted people, such as designated pick-up or drop-off people, are expected to be courteous and considerate towards all ABC University Daycare Society community members at all times. This applies to face-to-face interactions and online behaviour conducted via email, text, Family Chat Groups, and various social media, such as Facebook and Instagram.

The *Parent/ Guardian Code of Conduct* guides all correspondence and interactions that involve the program, including written and verbal communication. The following expectations suggest the community we wish to build for all associated with ABC University Daycare Society.

The Role of Family Members

Family members have a key role in educating their children. They are responsible for supporting the efforts of school employees to maintain a safe and respectful learning environment for all students. Family members fulfill their roles when they:

- Exercise personal regard for all employees of ABC University Daycare Society, including staff, students and administration, as well as extra-curricular instructors or support staff and their family members
- Familiarize yourself with and comply with the program's Policies and Procedures at all times
- Understand that members of the teaching team are contractually obligated to reinforce established policies and procedures without exception
- Respect the program's opening and closing hours. This includes not ringing the entrance bell before 8:30 am and not parking in the church car park unless you meet the necessary accessibility requirements.
- discuss sensitive needs or issues with staff while their child is not present
- model the school's policies with - and for - their child, ie, *discouraging children from bringing toys from home and keeping your child home when ill.*
- Are responsive to phone calls from Daycare (both the landline and especially the cellphone 672-551-5885) and respond promptly.
- read program communications and stay up to date on what is happening;
- help their child be appropriately dressed and well-prepared for school;
- ensure that their child attends school regularly and on time;
- collaboratively assist ABC University Daycare Society educators in dealing with disciplinary issues involving their children;
- make appointments to have discussions about their child, which require more than a brief check-in;
- Respect instructional time; if arriving late (after 9:30 am), approach the group respectfully and quietly with minimal disruption. Call the program if you will be late dropping off or picking up your child late, and notifying the program if your child will be absent for any reason. Pickups after 5:30 pm will incur a late fee.

The Role of Educators

Educators have a key role in assessing and responding to student interactions, needs, and behaviours and then relaying important or pertinent information to parents and/or caregivers promptly and sensitively. Educators fulfill their role when they:



- contact parents directly and as soon as possible should any serious or unusual incidents occur with a student during programming;
- always discreetly take parents aside to discuss sensitive, serious, or unusual incidents within the confines of the pick-up environment;
- postpone check-ins with parents when their child is dysregulated unless critical information needs to be relayed;
- are available to relay information as necessary in quick check-ins. (Note: educators will not be expected nor available to have ongoing conversations while teaching).

Educators are not expected to disclose personal information they do not feel comfortable sharing, contact families outside of Childcare hours, or care for Childcare children outside of their contracted hours and duties.

Standards of Behaviour and Conduct

The partnership formed between parents and the company at the time of enrollment and for the duration of a child's education at ABC University Daycare Society is covenantal. This means it is a moral engagement to work with ABC University Daycare Society to develop the child's cognitive, social-emotional, physical and ethical development to the fullest extent possible. In keeping with this spirit of partnership, it is important that parents:

- demonstrate respect and courtesy in all communications both to - and about - the program and its employees;
- support the efforts of the educators to maintain a safe and respectful learning environment;
- respect the need of others to work in an environment that is conducive to learning and teaching;
- demonstrate honesty and integrity;
- treat others with dignity and respect at all times, especially when there is disagreement;
- respect the rights of others, and treat others fairly, regardless of personal differences including but not limited to: race, ancestry, place of origin, ethnicity, citizenship, culture, religion, creed, colour, ancestry, sex, gender, real or perceived gender identity, gender expression, sexual orientation, age, disability, family composition, financial status, receipt of public assistance, or marital status;
- show proper care and regard for the program facility and the property of others;
- take appropriate measures to help those in need, and
- resolve conflict peacefully.

Examples of Inappropriate Behaviour and Misconduct:

Examples of inappropriate parent behaviour and misconduct may include, but are not limited to:

- exhibiting disrespect towards members of the ABC University Daycare Society, such as using a raised voice when speaking with teachers or administration staff;
- touching any ABC University Daycare Society member at any time without consent;
- exhibiting conduct injurious to the moral tone of the program or to the physical or mental well-being of others, including yelling, swearing and physical intimidation;
- engaging in and spreading discourteous communications, rumours and/or gossip about members of the program community;
- bullying, intimidating or threatening a member of the program community;
- uttering insults of a personal nature;
- Making any threat to a member of the community, whether veiled or directly, in writing, digitally, or in person;
- violating the privacy of teachers or program personnel;
- vaping/smoking tobacco or cannabis or using cannabis products on public land while our programs are happening
- harassment of any kind.



Consequences for Inappropriate Adult Behaviour and Misconduct:

If a parent acts inappropriately and contravenes the bounds of good conduct, they will be subject to consequences.

At the discretion of the Director, these consequences may include:

- loss of privilege to attend program events;
- loss of privilege to pick up or drop off the child either at the facility or off-site locations
- loss of privilege to communicate in person or in writing through any medium with employees of the school;
- immediate withdrawal of childcare services with little or no notice.

A parent who commits one of the aforementioned inappropriate behaviours must agree to a meeting with the Assistant Program Manager within one week of the incident. The purpose of the meeting will be to resolve the situation and restore the relationships affected.

Providing Feedback, Expressing Worries and Making Suggestions

ABC University Daycare Society has high social and ethical standards. Staff, students, and parents are expected to be respectful and responsible community members who support a safe, positive, and caring learning environment.

In addition, we strive to maintain open-mindedness and a desire for continual improvement. With this in mind, we understand that parent perspectives and feedback are critical in our role as educators who seek to inspire the children we are working with. If parents do have suggestions, feedback or questions about a specific approach that an educator is using or notable worries, we expect parents to do so in a courteous and considerate manner and to follow the process outlined below:

1. First, speak directly with the staff member to discuss your feedback. If this does not resolve your enquiry, please continue through the steps.
2. Write your feedback in an email to the teaching team. A senior staff member will review it and respond within 2-3 working days, or a meeting will be arranged.
3. If you feel your feedback was not acknowledged and/or responded to appropriately, communicate with the Program Manager.
4. If a situation between the teaching team and/or Management Team cannot be resolved, it will be referred to the Board of Directors, and any decisions they make regarding the issue will be final.

It is critical to follow this process to ensure colleagues are first allowed to collaborate and resolve any concerns. Additionally, parents need to speak to educators immediately when a problem arises rather than seek support from other community parents. This counterproductive approach could undermine our sense of community and collaboration.

Alternatively, if you have a serious concern rather than a pressing worry, i.e. something related to the safety, health, or well-being of the children (such as Misconduct or Safety violations), please contact the Management Team directly.

FAMILY CODE OF CONDUCT PARENT CONTRACT

I, the undersigned, have carefully read the ABC University Daycare Society Family Code of Conduct and agree to follow its terms. This includes all trusted adults in the family who have close connections to the child enrolled at ABC University Daycare and will interact with the ABC community.

I also understand that if I, or anyone I am signing on behalf of, fail to comply with the terms of this agreement, the Board of Directors of ABC University Daycare Society and/or the Management Team reserve the right to request your family to make alternate childcare arrangements. This may occur with little or no notice upon a breach of any of these agreed-upon terms. I understand that my family will forfeit any Security Deposit or fee refund. I acknowledge that I have read and agree to abide by all policies outlined in the ABC University Daycare Society Family Code of Conduct.



1. I agree to participate in special events and emergency meetings. There are no set dates for parent meetings; ample notice will be provided. Also, I will consider volunteering for Board of Director positions when available.
2. I understand that families are not allowed to park in the parking lot unless they possess a disability parking pass from the City of Vancouver.
3. I will call the centre, send a message on Brightwheel or email the Teaching Team at teachingteam@abccdaycarevancouver.com no later than 9:30 am if my child will be away. Children must arrive no later than 9:30 a.m. If the child has a medical appointment or school visit for therapy or diagnosing additional support needs, I will let the teachers know a minimum of 48 hours in advance. I understand that educators cannot reschedule program activities to support this request. My child may be refused entry and/or the daycare may not answer the door buzzer or the phone if I arrive beyond the drop-off deadline.
4. I agree to pay a non-refundable cash deposit of \$650.00 by Brightwheel upon admission (no subsidy payment is allowed). I have been informed of and understand the terms of this deposit and the policy regarding termination of services.
5. I agree to pay the monthly fee for my child by Brightwheel on the 1st day of each month. I have been advised that families pay full monthly tuition fees regardless of program closures. I understand that in the case of divorced or separated couples, full payment must be received from one parent, and no split payments are accepted. I know that families will vote upon any extracurricular activities and that I will be responsible for these fees. I understand and agree that the program will charge a \$20.00 administration fee for all letters or forms, such as letters/forms confirming enrollment for private school admittance, immigration/visa, etc. I acknowledge that I have been made aware that the program will not write any letters of reference for any private early years or Kindergarten program. Extended forms required by medical professionals or supported childcare will be charged a \$50.00 administration fee.
6. If our family is in the process of separation/divorce/custody, the daycare and/or staff will not become involved in any court proceedings. ABC Daycare is a safe, neutral setting for the child. The daycare and/or staff will not go to court or write an affidavit for either parent. Furthermore, the Management Team reserves the right to appoint one parent as the primary contact for communication and finances.
7. I understand that the daycare will be closed on the following days: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, B.C. Day, Labour Day, National Truth and Reconciliation Day, Thanksgiving Day, Remembrance Day, and two weeks for the Winter holiday with dates aligning with the VSB's annual closure. The daycare will also close for two Professional Development Days each year and one day for Family/Teacher Meetings. Additionally, the program will be closed for two weeks in the summer (usually in July). Parents will be informed of closures well in advance so that alternate childcare arrangements can be made. Professional Development Days will align with the Vancouver School Board's Professional Development Days. In the event of daycare closures due to "acts of God" (e.g., snowstorm, earthquake, loss of electricity or heat, etc.), tuition fees will not be reimbursed.
8. When children first enter the program, there will be an initial 2-week trial period. If after this trial period has lapsed, the child/family are still experiencing challenges integrating into the program, child care services will be terminated. The Management Team may at their discretion, extend the trial period. ABC University Daycare Society retains the right to terminate childcare services with little or no notice. Reasons for termination include non-payment of fees; unsuccessful resolution of difficulties when a family is not abiding by expectations laid out in the Parent Contract or Liability Waivers document; acts of violence, harassment or abuse (physical or verbal) by any family member; or if the program is unable to meet the additional needs of a child or a family within existing resources, or any situation beyond our capacity. Every effort will be made to resolve conflicts, including staff/parent meetings, staff/parent/Ombudsman meetings, use of outside resources (community health nurse or other workers, suggestions of pertinent resource materials, etc.). Upon termination, the Board of



Directors will determine if the security deposit and/or the remaining portion of the fees will be refunded.

9. I understand that children must be immunized according to the schedule set forth by Vancouver Coastal Health. I have been informed that this is a condition of acceptance. I agree to provide immunization records upon enrolment and will update them as additional vaccines are administered. I understand that this policy extends to the yearly flu vaccine. Although not currently mandated, the COVID-19 vaccine is strongly encouraged.
10. I acknowledge that Canada's privacy laws prevent program staff from sharing contact information among families. I understand program policies prohibit personal communication between the teaching team and families. This includes, but is not limited to, social media, personal cellular phones, social activities, offers of rides in individual vehicles and requests for private childcare arrangements.

Letters of Reference:

The Daycare will charge a \$25.00 administration fee for all short letters or forms, including letters or forms for private school admittance, immigration/visa, etc. The program does not provide reference letters for private school admission. It will only confirm the child's registration dates and outline the educational objectives. Extended forms for all other purposes, including Supported Childcare, will be billed at \$50.00 per form.

Custody Issues:

Our priority is the protection and best interest of the children in our care. During situations involving marriage dissolution and/or access disputes, ABC University Daycare will remain a neutral setting. The staff will not involve themselves in court proceedings, testify on behalf of, or write an affidavit for either party. We reserve the right to designate one parent as the primary contact person for such issues as communication/progress reports, program pick up/drop off, and financial matters.

If a parent has sole custody of the child(ren), we require court documents that clearly define the non-custodial parent's access. If a non-custodial parent arrives at the program, the child will not be released to that parent without the express written consent of the custodial parent. The following safety protocol is in place:

If a staff member cannot identify the person speaking over the intercom, the door will be answered manually, not by telephone release, only after securing the locked fire door between the primary classroom and cubby area. If the parent attempting to gain access is not authorized to pick up the child, the staff member will calmly state the Safe Release of Children Policy and ask them to leave the premises. If they refuse, staff will notify the police by calling 911. The custodial parent will be notified that the non-custodial parent attempted to access the child.

If a non-custodial parent attempts to access a child while the children are outdoors or otherwise visible, staff will relocate the children to a secure area. Once the children's safety is assured, 911 will be called. To protect both staff and children, the teaching team will not physically intervene if a non-custodial parent tries to forcefully remove the child. Staff will promptly call 911 and make every effort to provide a description of the vehicle and other identifying details.



6. TECHNOLOGY AND MEDIA

Social Media Policy:

Social media platforms like Facebook and Twitter (X) are best for personal communication. We prohibit social media interaction between the teaching staff at ABC University Daycare Society and the children and families of registered children. The teaching team frequently see articles relating to parenting or early educational issues. Information that the staff would like to share with the parent body will be posted on the Parent Communication Board or in the Teaching Team Family Updates. If families want to share information with staff, they are welcome to print the document for staff to review before posting it or send it to the program email address: teachingteam@abcdaycarevancouver.com.

Technology and Screen Time Policy:

ABC University Daycare Society maintains a low technology/screen time environment. It adheres to the following recommendations from the Canadian Pediatric Society: “To promote child health and development in a digital world, physicians and other health care providers should counsel parents and caregivers of young children on the appropriate use of screen time. Specific recommendations include the following:

Minimize Screen Time:

- Screen time for children younger than 2 years is not recommended.
- For children 2 to 5 years, limit routine or regular screen time to less than 1 hour per day.
- Ensure that sedentary screen time is not a routine part of child care for children younger than 5 years.
- Maintain daily ‘screen-free’ times, especially for family meals and book-sharing.
- Avoid screens for at least 1 hour before bedtime, given the potential for melatonin-suppressing effects.

Mitigate (reduce) the *risks* associated with screen time:

- Be present and engaged when screens are used and, whenever possible, co-view with children.
- Be aware of content and prioritize educational, age-appropriate and interactive programming.
- Use parenting strategies that teach self-regulation, calming and limit-setting.

Adults should model healthy screen use:

- Choose healthy alternatives, such as reading, outdoor play and creative, hands-on activities.
- Turn off their devices at home during family time.
- Turn off screens when not in use and avoid background TV.”

As there are no proven benefits of media exposure for infants and toddlers and known developmental risks, counsel parents to *minimize* young children’s screen time. Minimizing screen time leaves more time for face-to-face interactions, which is how young children learn best.

When children watch educational, age-appropriate content with an engaged adult, screen time can be a positive learning experience. When adults *mitigate* screen time, they:

- Watch with children. Adults can connect what is viewed with real life and build language and cognitive skills, such as attention, memory and thinking. Shared screen time also avoids the disadvantages of solitary viewing.
- Actively curate children’s screen activities by prioritizing educational content or apps, avoiding mainstream or commercial programs and using a media classification rating (e.g., the Canadian Home Video Rating System) to guide viewing choices.
- Combine touchscreen use with creative or active play.



The staff at ABC University Daycare Society utilize technology/screen time in the following manner:

1. As a resource to respond to children's queries or requests for information.
2. This session is held once a month in the afternoon and is a tool for staff to participate in full team planning. It lasts no longer than 90 minutes.
3. On occasion, the children are allowed to watch a movie as a special event, such as holiday parties or PJ parties. These special events are infrequent (a few times a year).

Any time screen time is provided, the activity is optional and children are always offered the opportunity to participate in alternate activities.

We request parents put their phones away and focus exclusively on their children during program pick-up!

Photography Policy:

Photographs are taken for internal documentation purposes and to communicate with families. Photographs will never be posted online or on any social media platform. As per our last AGM, photographs that show children's faces will only be used in polaroid form or in Brightwheel newsletters. If families ask to take photos on program premises, a staff member will ensure that only their child and/or consenting staff appear in the frame. Families are reminded that photos depicting staff are for personal use only and should also not be posted on any social media platform.

Group Performances are optional events and are often recorded/photographed at family's discretion for personal use. If there is a concern, please bring this to the attention of the teaching team.



7. EDUCATIONAL PHILOSOPHY AND CHILD DEVELOPMENT

Let's Talk About Touching Policy:

The teaching staff will use the appropriate terminology for all body parts. This initiates the process that helps children feel comfortable and natural with their bodies while equipping them with the vocabulary needed to protect themselves against abuse.

At the daycare, the policy focuses on fostering a positive self-image and demonstrating that the staff cares for the children through appropriate physical affection, such as comforting a child who is hurt or greeting them upon arrival or departure from the program.

Guidelines for Teaching Children about Consent:

In our program, we model and promote consent. We communicate that children's bodies belong to them and that they are not obligated to show affection to anyone. Teachers exemplify this by asking for permission before offering a hug or any display of affection to a child and by respecting the child's boundaries if the answer is negative. Children are also encouraged to ask for permission from one another before engaging in physical contact.

We also emphasize free choice and consent during play. It's common for children to focus on one particular classmate. At this stage of development, the distinction between "being friends" and "playing together at this moment" is minimal. This clarifies why families might hear that another child is "no longer their friend." We assist children in navigating this potentially challenging emotional landscape.

Guidelines for Recognizing Sexual Differences:

We believe that children are naturally curious about their bodies and sexuality. This curiosity can extend to others. When issues arise, we respond in a calm and accepting manner. We will also redirect sexual play. We provide short, factual answers to children's questions about human sexuality. We support children's privacy by explaining, when appropriate, the private and personal parts of a child's body and that they do not have to show these parts to their friends. We aim to be matter-of-fact about discussions of sexuality and inform families when their children have shown curiosity.

Guidelines for Gender Identity and Expression:

Each child's gender self-identification will guide our teaching team. Preschool-aged children often express curiosity about gender identity. Research suggests that gender roles are a social construct learned from birth, significantly influencing gender equality. This can impact children's interactions, exploration, and developing self-concept. We strive to help children consider perspectives that challenge the status quo. We believe an equitable view of gender will inspire our practice and perspective. Our program offers a curriculum that enables children to act beyond traditional gender roles.

Managing Children's Behaviour: Child Guidance Policy

While managing children's behaviour, the teaching staff will:

- Provide clear rules and expectations.
- Model appropriate behaviour.
- Encourage self-regulation and self-confidence.
- Provide choices.



- Redirect children's energy or activity.
- Model respectful communication.
- Provide time for reflection.
- Work as a team to develop and document strategies for any challenging behaviours that develop.

Group management encompasses all facets of the childcare program. When planned effectively, programs:

1. Recognize and accept each child as an individual with a unique level of development.
2. Develop a feeling of trust, security, mutual respect, acceptance and caring between children and teachers.
3. Allow children the opportunity to make an independent choice.
4. Minimize the impact of problematic environmental influences.

This policy will be included in the Policy and Procedure manual that families receive upon registration.

It is the responsibility of the Program Manager to ensure that all members of the teaching staff have read the Child Guidance Policy. This extends to all teaching staff, practicum students, and volunteers.

This policy will be reviewed annually and revised if deemed appropriate.

Child Management Principles:

These principles intend to foster acceptable behaviour rather than focusing on less desirable behaviour.

1. **Plan for Positive Outcomes:** Consider the group's needs during program planning. Factors will include the children's developmental level, unique interests, temperament, and personality. Arrange or adapt the environment and/or schedule to meet these needs. Be aware of the emotional climate and intervene before play deteriorates.
2. **Recognize Positive Behavior:** Show your genuine approval when children are engaged positively.
3. **Project An Enthusiastic Attitude:** Use a sense of humour to encourage children to see the funny side of things.
4. **Offer Choices:** Choices must be genuine, clearly understood by the child and acceptable to the caregiver.
5. **Provide Praise and/or Compliments:** Praise accomplishments or qualities in a descriptive manner (e.g., "I like how you concentrate while you are tying your shoe"). Nonverbal or indirect praise can also reinforce children's positive feelings about themselves. Nonverbal praise may include a smile or a nod.
6. **Encourage Children:** Encouragement indicates that we recognize and appreciate the child's efforts. This provides the impetus to initiate exploration.
7. **Relate Clear Messages:** Make requests in clear, precise terms that are related to the child's level of development. Verbalize what you would like to have happen.
8. **Removing Focus From Inappropriate Behaviour:** If this method is used, staff must work together closely to ensure that one teacher does not reinforce behaviour that other teachers are choosing not to observe. The child may need to be removed from the audience or the audience from the child.
9. **Be Flexible:** It is acceptable to change your mind and modify rules if it is sensible and appropriate to do so.
10. **Point Out Logical Or Natural Consequences:** Clarifying logical consequences assists in developing understanding and self-regulation.
11. **Provide Time Alone:** Allowing time for children to reflect is not punishment or a time out. It is intended to allow the child the opportunity to reflect, resolve mixed emotions, regain composure, or come to terms with negative emotions. Children will be provided an appropriate space for a solitary activity, such



as reading books or working on an activity like a drawing or puzzle. In our program, the grey sofa or the science table offers children a space to work independently while they remain near other children and are supported by the teaching team.

12. **Separate The Behaviour From The Child:** Simple statements such as “I don’t care for it when you (describe the behaviour), but you are still fantastic” helps maintain the level of trust and self-confidence.
13. **Promote Discussions:** Let the children own the problem and help find a solution. Encourage them to talk and listen to one another.
14. **Reconnect:** Take a moment to reestablish the connection with children after negative interactions.
15. **Model Positive Language:** Remember to say please and thank you when making requests, and phrases such as “please remember to...”, rather than “don’t forget to...” helps to create a positive atmosphere.

ABC University Daycare Society utilizes the “Guiding Children’s Behaviour” booklet developed by our licensing and regulatory body. Parents can review a copy at any time here:

https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/guiding_childrens_behaviour_april_2017.pdf

Escalated Challenging Behaviours

In extreme situations, if at any time the staff feel that a child's behaviour poses an immediate risk to themselves or endangers the well-being of another child, groups of children, or the teaching staff, the family or emergency contact will be contacted with a request for the child to be picked up immediately. This decision will be made at the discretion of the senior staff and will only occur after attempts to manage the child's challenging behaviour have been unsuccessful.

If there has been a pattern of behaviour a discussion between the senior management team and the family will occur to make a plan to best support the child moving forward.

In the event of three incidents involving significantly escalated challenging behaviour, ABC University Daycare Society management reserves the right to terminate childcare services effective immediately.

The following harmful actions are not permitted under any circumstances:

- (a) shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child;
- (b) confinement or physical restraint by an employee, except as authorized in a child’s care plan if the care plan includes instructions respecting behavioural guidance;
- (c) harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child’s self-respect;
- (d) spanking or any other form of corporal punishment;
- (e) separation, without supervision by a responsible adult, from other children;
- (f) as a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet.

NATURE SCHOOL POLICY

The following applies specifically to Nature School sessions. While we expect children and educators to follow the ABC University Policies and Procedures regardless of the setting, some specific adjustments need to be made for the outdoor environment.

Location



Dropoff for Nature School will be at the University Endowment Lands, a meeting spot across the road from 4794 W 6th Ave between 8:30-9:30 am. The educators arrive early to set up a clear meeting spot in the same place each week. This will be next to the picnic table to the side of the large pine tree. The meeting spot will include the foldup tent for backpacks. Remember that our program hours are strictly 8:30 a.m. – to 5:30 p.m. Although the educators will be on-site earlier, this does not mean that we accept earlier drop-off.

The children will return to Daycare using the walking rope, with an educator on each end. The walk takes an adult about 15 minutes and the children approximately 25-30 minutes. The walk allows us to explore our community, practise our good neighbour skills, remember essential road safety, and listen actively.

Handwashing Procedures

Children will be expected to wash their hands upon arrival, before they eat their snack and after they go to the washroom. Our educators carry a clean water bottle and a spray bottle of biodegradable soap for handwashing. For this purpose:

*** Pack a dry washcloth for them to dry their hands when they are done washing.

*** Children must be willing to wash their hands during class time.

Whenever necessary, we will use hand sanitizer to disinfect our hands should we require it. Each educator will have a small bottle with them.

Nature School Washroom Procedures

Children have two options if they need to use the washroom.

- Option one is to use the portable potty placed in a private area with wipes and toilet paper.
- Option two is to do a 'nature pee' where an educator will assist a child to 'pee on a tree' as they feel comfortable.
- Both the educator and the child will wash their hands afterwards.

RISK MANAGEMENT

Risk management and opportunities for risky play are integral parts of the outdoor education experience. At Nature School, our educators do a new risk assessment every time we enter a new park and regular risk assessments while onsite. We invite our children to participate in this process so they, too, can learn how to mitigate risks for themselves and their bodies. The educators also do routine risk assessments on an individual basis and for any activities that we perform. Each family is required to sign our Nature School Participant Agreement/Waiver upon registration.

Some of the risks inherent to our programming and outdoor play include, but are not limited to:

- Injuries from executing strenuous and demanding physical activities, possibly on uneven ground and terrain at our local park
- Inclement weather
- Bee or wasp stings
- Coming into contact with Stinging Nettle, blackberry bushes, poison ivy, etc.

Safety/ First Aid Policy



All of our facilitators are trained in first aid. A first aid kit will be onsite at all times. If your child is injured or involved in any serious conflict during the program, your facilitator will inform you immediately or upon return to school. Please be aware that sometimes, small injuries that a child did not react to will go unnoticed in the business of the play. We assure you that you will be informed of any injuries your child reacted to, including but not limited to anything requiring first aid or any injuries to the head or neck.

Accident and Emergency Procedure

In a severe accident or emergency, ABC staff will follow this procedure:

1. Establish the nature and extent of the emergency. The senior educator will take the lead in responding and administering first aid.
2. In consultation with other educators, ensure that the area and all other members of the group are accounted for, safe, and adequately supervised by other educators or volunteers.
3. Assess the child and ask another adult to call 911 or emergency services while the educator(s) administer appropriate first aid. The person phoning will need to respond to the following questions:
 - Nature of emergency
 - Injured party details: age, gender, medical history (see Emergency Medical Form in first aid backpack)
 - Location: which city park they're in and location inside of park
 - First aid administered
4. If possible, send another educator or volunteer to meet the ambulance at a reasonable location to direct EMS to the programs location.
5. Inform the child's parent or emergency contact and ABC Director of the injury as soon as possible.
6. Ensure that an appropriate adult attends the receiving hospital with the casualty, taking with them any available medical information.
7. Ensure the remainder of the group:
 - Is adequately supervised throughout the emergency
 - Returns to school as early as possible
 - Receives appropriate support and reassurance
 - The Lead Teacher, or other staff designate, will continue to liaise with the emergency services until the incident is over.
8. As soon as reasonably possible after the event, the accident will be reported using an Incident Report/Serious Incident protocol.
9. If a Hold in Place is required- the tent will be emptied, all children will go inside with one educator, and the other teachers will surround the tent.

Nature School Staff Ratios

Nature School has a staff ratio of 1 educator to 6 children with a minimum of 3 educators (regardless of group size) for us to take the full group off site. Whenever possible, an extra staff member will be in attendance or on-call a 8-10 minute walk away.



A Supply List

Below is a supply list of things your child will need during Nature School time with us.

- Extra clothes; pants, underwear, shirt, socks (in a Ziploc bag)
- Water bottle
- Whistle to hang on backpack
- A small cloth to dry hands with after handwashing
- Colder Weather Essentials
 - Raincoat/pants or a muddy buddy
 - Rain boots or close toed shoes (depending on weather)
 - Warm layers such as fleece or wool. (No cotton please)
 - A toque that fits under their hood—no pom-poms on hats
 - Warm mittens
- Warmer Weather Essentials
 - Brimmed hat
 - Sunscreen (already applied)
 - Close toed shoes (no sandals please)
 - Light and breathable long sleeved shirt- to keep bugs off and protect from the sun
 - Extra sweater
 - Raincoat tied to their back pack if necessary

Child Support Policy

ABC Daycare strives to provide social, emotional, cognitive and physical support for all children enrolled in our program. Children requiring extra support are welcome in our program as we are an inclusive program that strives to provide flexible programming that can meet the needs of each unique child and group. We would like to work with you to determine how to best care for your child.

Each child attending our program must be physically able to participate in the program activities or have a support person who can help them participate. Please note that if it proves impossible to include a child in Nature School due to safety considerations, there will be no refund of fees.

All children must be able to respond to a request to “Stop!” In our indoor programming, we rarely use the word “Stop!” as we want it to hold importance and weight. We find other words to use instead, such as “Pause” or “Wait,” and invite children to redirect their behaviour.

Scaffolding

To help set our children up for success to stop when we ask them to in our programming, we;

- play the game ‘Go, Go, STOP!’ to help them learn to stop when we say stop.
- Play other teacher-led games that familiarize children with listening to and following our directions.
- Talk about the importance of safety in our outdoor classroom. We say we have ‘invisible walls’ that are lines of trust between us. As educators, we must trust that the children will stop when we ask them to.



- We share that we're not asking them to stop because we can but because we have to because (insert reason here). This helps us all stay safe at school.

If a Child Can't Stop

If we find that a child is unable to respond to our repeated requests to "stop," we:

- will offer them many warnings
- work with them to find out the reasoning behind the running
- After a few warnings, we will share with them that if they can't listen to our safety messages, we may have to ask their parents to pick them up, or they will be unable to attend Nature School for a determined period. We explain that we don't want to do this as we love having them at Nature School.
- We will call to have an early pickup and then make a plan with the parents to help the child succeed.
- If the inability to respond to the request to 'stop' persists after the plan has been implemented, the child may be asked to stay home for a class or the following session.
- In extreme cases, the child may be asked to leave the program.

The educators will make diligent efforts to support both the child and the family before any final decisions are made.

Sending a Child Home

We view making arrangements for a child to be picked up early or unable to attend Nature School as a natural consequence rather than a punitive measure. We offer many compassionate opportunities for our children to follow our guidelines. We spend a lot of time explaining that we don't want to send them home and that they are a welcome member of our program! They must know they are wanted and cared for at school. When we call to go home, it's because their behaviour is now a safety issue affecting the whole group.

If you think your child may have a challenge responding to "stop," please contact us to discuss some methods of assistance. We're here to help!

If an individual child's need for support is greater than the facilitators can provide, we will work with you to look at additional care options for your child. These may include:

- Hiring a support person to attend with your child
- Having a friend or family member attend.

Licensing requires that any adult attending the program regularly submit a criminal record check.

Inclement Weather

ABC Daycare may change location for Nature School or end early on occasion due to extreme weather. The classes will be cancelled if the weather is hazardous to families travelling to and from the program or the children playing outdoors.

If the class is cancelled due to bad weather, an email will be sent out no later than 7:30 a.m. on the event day.

The group will return to Daycare if the class ends early because of extreme weather.



Snow: If the local school district has a snow day, *Nature School* will not operate.

Smoke: Educators will monitor the [air quality index](#). Sessions will be shortened for moderate risk (4-6) levels and held at the daycare for High Risk (7 – 10+) levels.

Extreme Heat: Class will be cancelled if temperatures rise above 32C during class time.

Extreme Heat Considerations

Signs of Heat Exhaustion in Children

- increased thirst
- weakness and extreme tiredness
- [fainting](#)
- muscle cramps
- nausea and [vomiting](#)
- irritability
- [headache](#)
- increased sweating
- cool, clammy skin
- body temperature rises, but to less than 105°F (40.5°C)

Signs of Heat Stroke in Children

- severe headache
- weakness, dizziness
- confusion
- fast breathing and heartbeat
- loss of consciousness (passing out)
- [seizures](#)
- little or no sweating
- flushed, hot, dry skin
- body temperature rises to 105°F (40.5°C) or higher

In the event a child is experiencing symptoms of heatstroke or heat exhaustion, the parent will be called immediately to come and pick them up. While waiting for the parent, educators will take the following steps:

- Bring the child into the shade immediately.
- Undress the child.
- Have the child lie down; raise the feet slightly.
- If the child is alert, place in a lukewarm bath or spray with lukewarm water.
- Give frequent sips of cool, clear fluids if the child is alert and coherent.
- If the child is vomiting, turn onto his or her side to prevent choking.



PROCEDURES FOR TOOL USE

We may occasionally use tools that require an educator present, such as hammers, carrot peelers, and scissors. We will follow the following guidelines.

- An activity risk assessment form will be completed for each tool-use activity.
- If it is safe to do so, a separate area will be set out for tool use with a maximum of 3 children.
- If the protective eyewear is required for activities such as hammering, we will provide it for them
- Individual assessments of the children and their capabilities will be performed prior to offering a child the opportunity to use a tool. Should a child require more focused one on one attention during this time, the child will be offered that by an educator thereby limiting the number of children in the work area to a 1:1 ratio
- Immediately upon completion of tool use, the area will be cleaned up and put away.

ABC NATURE POLICY

At *Nature School*, we have some specific rules that we follow while we are interacting with our natural surroundings. While it is not necessary for families to follow these rules on their own time, it's appreciated greatly should you choose to do so.

****Flower Picking***

We have a strict rule of not picking a living flower, weed or no weed. The flowers are the food for the bees and other pollinators in the environment that they need to survive. If 10 children all picked one flower every day, there would be very few flowers left.

We explain it to the children like this:

The parks that we play in are the kitchens of the bees and pollinators of the world. They are graciously sharing their space with us. Picking the flowers is like me going into YOUR fridge and eating all of your food! ----Yes, there are LOTS of flowers and if we just pick one, there are still more. But if I went and ate some of Emily's snack and Theo's snack I could say---there's still more snack in John, Anna and Tom's snack so it's okay right!? (the children's jaws drop at the thought of a teacher eating their snack because it's not allowed).

****Taking Items Home from the Park***

We don't encourage children to take copious items home from parks such as sticks, rocks, shells etc. All have a purpose in the life of the park. They need to stay in the park that they were found in because the environment needs that stick/rock/shell to stay with its family of other stick/rock/shells.

How we mitigate this:

We ask children to hide their beloved stick somewhere so they will find it the next time they come. If necessary, we'll help them find the perfect place to put it so nobody else will find it.



Alternatively, we will also create 'Looking Logs' to place our precious finds on for all to admire. The items on the logs get to stay behind for others to look at as well! It's a lovely gift to leave behind for someone else.

Nature School Staff Responsibilities

- To ensure that all safety measures are adhered to properly. (Including daily visual site/activity risk assessments and seasonal written site risk assessments)
- Ensure all children are cared for and treated with respect, empathy and compassion.
- To promote children's social, emotional, physical and cognitive development in the program.
- To work with families to provide our students with an open and supportive environment.
- To strive to provide a flexible, inclusive curriculum to meet the needs of all children whenever possible.
- To provide engaging activities and offerings based on the interests of the group as a whole.

LEARNING AND DEVELOPMENT

The educators of ABC root their approach to teaching Nature School within the Forest School Philosophy, which nurtures emergent curriculum and open-ended learning. Our educators shift their emphasis from daily planning to observation and reflection. Instead of pre-determining the activities for the day, educators closely observe participants, intervening with open-ended invitations and “provocations”. Through all this the educators support the learning of the child by asking open ended questions that will guide the child to discovering their own answer for things.

ENVIRONMENTAL SUSTAINABILITY

One of the many special features of our programming is that sessions are held in the same place, allowing the children to become very comfortable in and knowledgeable about this space. We believe that it is only through a deep connection to place that children grow up to be stewards of the land. Although this is very positive for learning, continued use of the same space over long periods of time can have an adverse environmental effect due to overuse of an area which is one of the reasons we rotate to different areas inside the Endowment lands area throughout the year. Through the rotation, we are striving to meet a delicate balance whereby we promote children's connection to nature through exposure and meaningful experience, while at the same time fostering an ethic of care and sustainable use of the land we are connecting to. We are thankful for this opportunity.



8. POLICY AND LEGAL

Termination of Services:

ABC University Daycare Society retains the right to terminate childcare services with little or no notice. Reasons for termination may include non-payment of fees, families not abiding by the regulations outlined in the family handbook or waivers, acts of violence, harassment or abuse by a family member, or if the program cannot meet the needs of a child or a family within existing resources. Every effort will be made to resolve difficulties, including meetings involving the staff, family and any agreed-upon outside resources. The Board of Directors will determine if the deposit and the remaining portion of the fees will be returned. A \$50.00 administration fee will be deducted.

Outside Child Care Policy:

Please do not ask ABC University Daycare staff to provide childcare services outside of the daycare program. This includes any arrangements made through third-party agencies such as 'Nannies On Call'. Staff members are not permitted to care for children in any capacity (paid or unpaid), currently enrolled in the program, while employed by ABC University Daycare. Any violation of this policy will result in serious consequences, including immediate termination of employment for staff and immediate termination of care for the families involved.



POLICIES AND PROCEDURES SIGNATURE PAGE

I, the undersigned, have carefully read the ABC University Daycare Policies and Procedures Manual. I agree to follow the terms herein. I also understand that if I fail to comply with the terms of this agreement, the Board of Directors of ABC University Daycare Society and/or the Program Manager reserve the right to request your family to make alternate childcare arrangements. This may occur with little or no notice. I understand that my family will forfeit any Security Deposit or fee refund. I acknowledge that I have read and agree to abide by all policies outlined in the ABC University Daycare Society Policies and Procedures manual.

By signing this, you are also agreeing to the following Policies as outlined in this document:

- Emergency Procedures
- Behaviour Management
- Nutrition Policy

There are separate agreements for the following Policies:

- Toilet Training Policy
- Parent Code of Conduct
- Nature School Policy
- Health and Wellness

Signature: _____

Print Name: _____

Date: _____

Signature: _____

Print Name: _____

Date: _____



FAMILY HANDBOOK INDEX

Topic	Section
Active Play	4. Daily Operations
Affordable Child Care Benefit	1. Welcome and Orientation
Allergies	3. Health and Safety
Birthday Parties and Special Events	4. Daily Operations
Child Abuse and Neglect	3. Health and Safety
Communication	5. Communication and Relationships
Conflict Resolution	5. Communication and Relationships
Confidentiality	5. Communication and Relationships
Custody Issues	5. Communication and Relationships
Daily and Late Arrivals	4. Daily Operations
Emergency Preparedness and Daycare Closures	3. Health and Safety
Emergency Procedures	3. Health and Safety
Exclusion Due to Illness	3. Health and Safety
Extra-Curricular Activities	4. Daily Operations
Family Code of Conduct	5. Communication and Relationships
General Illness and Attendance	3. Health and Safety
Guidelines for Awareness of Sexual Differences	7. Educational Philosophy and Child Development
Guidelines for Children About Consent	7. Educational Philosophy and Child Development
Guidelines for Gender Identity and Expression	7. Educational Philosophy and Child Development
Handwashing	3. Health and Safety
Health and Wellness Policy	3. Health and Safety
Immunization Policy	3. Health and Safety
Insufficient Human Resources	2. Staff and Supervision
Let's Talk About Touching	7. Educational Philosophy and Child Development
Managing Children's Behaviour / Child Management Principles	7. Educational Philosophy and Child Development
Medications	3. Health and Safety
Minor Injuries and Accidents	3. Health and Safety
Missing Child Policy	3. Health and Safety
Nature School Policy	7. Educational Philosophy and Child Development
Nutrition Policy	4. Daily Operations
Outside Child Care Policy	8. Policy and Legal
Parent Fee Reduction Initiative	1. Welcome and Orientation
Pet Policy	3. Health and Safety
Philosophy and Programming	1. Welcome and Orientation
Photography	6. Technology and Media
Quiet Time	4. Daily Operations
Reference Letters	5. Communication and Relationships
Registration	1. Welcome and Orientation
Safe Release of Children	3. Health and Safety
Social Media, Technology and Screen Time Policy	6. Technology and Media
Staff	2. Staff and Supervision
Statutory Holidays and Daycare Closures	4. Daily Operations
Sun Safe Policy	3. Health and Safety
Supervision of Children	2. Staff and Supervision
Termination of Services	8. Policy and Legal
Toilet Training Policy	3. Health and Safety
Welcome and Acknowledgement	1. Welcome and Orientation