

Stardom Childcare Center Policies

Hours of Operation:

We are open Monday to Friday, 6:00am to 6:00pm. We are closed all statutory holidays, as well as Easter Monday, Christmas Eve, Boxing Day and The Day of Truth and Reconciliation. Additional 2-3 days around Christmas may be added.

Registration:

At the time of registration, the following fees are due:

- Non-refundable Registration Fee - \$50.00 per child
- Required- 1st months payment (post-dated to start date)
- Immunization Records and Birth Certificate MUST be provided prior to child's start date.

Fees will not be refunded once payment is received. Fees will not be altered due to absences, centre closures, illness or vacation, including summertime.

If applying for subsidy from the Ministry of Children and Families, an authorization number must be given prior to child starting. If authorization number is not available, parent must pay the fees which will then be reimbursed upon payment from subsidy.

Payments:

All payment must be made on the 1st working day of each month, unless prior arrangements made with Owner or Manager.

Late fees are as follows:

- > 1st to 3rd day of the month - no fee
- > 4th to 10th day of the month - \$20.00
- > 11th to 15th day of the month - \$25.00
- > after the 15th day - \$35.00

Payments can be paid with post-dated cheques or cash. It is your responsibility to know when your cheques run out.

There is no monthly invoice; however, we will hand out tax receipts during the first week of March.

Re payments-If you withdraw before your start date and have already paid the months fees. You will not be reimbursed. If you give your one month notice and have paid your monthly fee, you will be reimbursed.

Late Fees:

The facility closes at 6:00pm. Parents who pick up their children late will be billed \$1.00 per minute.

Withdrawal:

When your child is withdrawing from the facility, a 30-day notice must be given to Jeanine Halstead (Owner) or Angela MacPherson (Manager) or their will be a one-month fee charge.

If we feel that your family is not a good fit for any reason at Stardom. We will immediately stop care for your family. You will be asked to leave by letter. Some examples of not a good fit:

- Mistreating staff
- Inappropriate conduct
- Non payment
- Confrontational
- Not following Stardom's Policies

- Extreme behaviours
- Denial for internal/external support

Snacks and Lunches:

Please let us know of any food allergies or preferences.

Parents are to provide their child morning snack, lunch and an afternoon snack. It is suggested that you pack the snack in a separate bag or compartment. You are welcome to leave a bag of snacks for your child with their name on it for your convenience.

We promote healthy eating. Please try to limit the number of treats your child receives in their lunch.

We post all allergies in all classrooms so all staff are aware of all children and staff's allergies.

Bottles & Sippy Cups:

If your child uses a bottle or Sippy Cup. Please provide the centre with one to stay at the centre. We will wash them daily to ensure they stay clean.

PLEASE NOTE THAT STARDOM CHILDCARE IS A NUT FREE FACILITY!

Toilet Training:

Please provide us with diapers and wipes for your child. When the supply is getting low a staff member will inform you. If your child is using cloth diapers, parents are to bring home the soiled diapers everyday!!

If your child is not toilet trained, we will work with you towards this goal. We will encourage your child to first walk with us to the bathroom with the other children to get used to going there. When they are comfortable with this, we will then begin to encourage them to sit on the toilet and try. By working together and in steps, we are confident that it is just a matter of time.

It is your responsibility to supply diapers or pull-ups and wipes.

If you are trying any specific steps to helping your child learn, please inform us so that we may continue them while your child is in your care.

Napping:

When we feel your child could benefit from a quick nap, we will put them to sleep. If you have any other instruction regarding nap time and routines for your child's nap, please provide us with that information.

Mats will be provided for each child. Parents are to supply the bedding for their child. Once a week the staff will do the bedding laundry, if there are any allergies to laundry soap please let us know.

Guidance and Discipline:

It is our goal to maintain your child's safety and happiness. Emotionally, we long for them to grow and develop intellectually and physically. We offer your child a friendly, enjoyable, and, most of all, stimulating atmosphere. For the safety of the children, when inappropriate behaviour is observed, the child will first be redirected. If the problem still occurs, the child is given three warnings. If problem persists after the warnings, the child will be asked to move to a thinking chair. They are to remain there for three minutes. If, at the end of the three minutes the child is not calm and ready to discuss the situation with the teacher, they may remain there for an additional couple of minutes. If they are calm and ready, they will discuss with the teacher what behaviours they exhibited to end up in the chair, as well as what could have been done differently and what was a better choice.

We do understand that each child is different and this approach may not be suitable for your child. If there is a specific way you deal with situations at home and find that it is beneficial, we may come up with a care plan for your child, with steps to follow (as long as they are within the Licensing Regulations).

As the caregivers of your child, we will be teaching your child the right mannerisms and respect for others.

There will be no spanking, hitting or belittling of others. Everyone is equal and will be treated equally.

We will ensure that when a child is having an aggressive moment, they will be protected from causing harm to themselves and to others. Once the child is calm, we will talk to the child and take further precaution when necessary.

We will ensure that your child will never be physically restrained or isolated from any of the teachers or from the other children. It is our duty to help all of the children feel equally towards each other.

We will not allow your child to be deprived of meals, snacks, rest or necessary use of the toilet. It is our duty to ensure that your child is happy and comfortable in their environment. Nobody should feel neglected.

Clear and simple limits are in place to protect themselves, others and the environment. We focus on the child's behaviours positively and will give them choices when needed. Children will be given time to respond to the choices we give. We also encourage the children to ask for help and to bring any concerns to the teachers, or even Jeanine or Chelsea. We will always be alert of the children's needs and close by for their safety.

We will be role models for problem solving, redirecting and diverting. We will be reminding the children of the expectations that we require of them.

Active Play- All children must ensure a minimum of 60 minutes per day of outside play. If the weather is not permitting to go outside, then some active play must be done inside (example: tumble mats)

Split up Families

Parents that are separated, separating or divorced will be required to prove by the court of law what days, times, and who is allowed to pick up the children. Children are our number one safety and we go to all measurements to ensure that the children are in the correct care.

When parents are assigned current days, the daycare will only speak with the parent that is assigned to those days about issues, concerns or any communication that needs to be relayed. We will never speak negatively about the other parent while speaking with the other parent. We are only to be used to help children through situations and the children need to understand that we are a safe place for them no matter what the circumstance at home is like between the parents. If something happens on a certain parents day, it is not up to us to rely that information to the other parent if its not their day. (unless it is court ordered)

Surveillance

Stardom is proud to have added surveillance cameras in our hallways to ensure safety of the children. These were added March 1, 2019. If you have any questions, please feel free to speak to management.

Release of a Child:

A child will only be released from care when:

Picked up by an authorized person on the authorization form, which is to be filled out at time of registration. If we have never met them, we will ask for ID to ensure that they are who they say.

The parents of that child give written or face-to-face permission for an alternative person to pick up their child. Phone calls are accepted only in emergency cases.

The person is capable of providing proper care for the child.

A child will NOT be released if:

The person appears to be incapable of providing safe care, such as being intoxicated or does not have an appropriate car seat. The person will be given a choice of contacting for assistance with the pick up of the child.

An emergency contact on the registration form.

Another person of their choice.

Or the Ministry of Children and Family Development.

Someone picks up the child who is not authorized and we have not been given permission. We will withhold the release until we have received permission from the parents. At this time, we will require ID to ensure that the person is who they say they are.

If permission for a child to be picked up by someone not on the authorized list and a teacher is unable to get in contact with a parent, we will get call the next authorized person on the registration form.

When a child is not picked up:

All contact numbers for the enrolling parents/guardians will be contacted first.

All emergency contacts listed on the registration form or emergency cards will be contacted.

If no one responds after one hour of the childcare closing time, steps will be taken to contact the Ministry of Child and Family Development and/or the police.

These steps are to ensure the safety of the children. It is our responsibility to ensure that the children are released into safe hands.

Health and Illness:

Parents must inform the teachers when their child is going to be absent.

We must be informed within 24 hours of a diagnosis of a serious illness or contagious disease of a communicable nature in the family.

Pink Eye-If we see a possible case of pink eye in your child, we will send the child home right away to be seen by a doctor. We will need a doctor's note stating that it is confirmed or not. If your child does have pink eye they can return 24 hours after the prescribed drops are given.

If staff is made aware of a contagious illness in the centre, a notice will be posted in each classroom, as well as posted on the Parent's Board. This notice will contain information on the illness reported, known symptoms, and possible treatments or preventative measures. It WILL NOT contain the child's name.

If 3 or more children are diagnosed with a contagious disease, a report will be made to the Licensing Officer, as this may be deemed an outbreak.

Symptoms are to be absent for 24 hours before the child is able to return to the facility. If incubation period is known for a specific illness or disease, after that amount of time a child may return to the centre.

Information on the care of the recuperating child must be provided upon return to the facility, if applicable.

The ultimate care of the child is the parent's responsibility.

If your child is throwing up, he/she must be picked up immediately for the health of the other children. They may return to the facility 24 hours after the last purging episode without the aid of medication.

If your child has diarrhea, he/she must be picked up immediately for the health of the other children. They may return to the facility 24 hours after the last episode without the aid of medication.

If your child has a fever over 38.3 C (100F), they are to stay home until their temperature has returned to normal temperature (without the aid of medication) of 36.4C. If they are at the facility, they will have to be picked up within an hour or as soon as possible.

Head Lice: If lice are found in your child's hair, the parents will be informed immediately and will have to pick their child up as soon as possible. The child will be allowed back to the facility once the first lice treatment is applied and the all nits removed.

If your child is not well enough to take part in the regular programs of the facility, they should stay home, or parents will be called to pick them up.

Temporary care will be provided for your ill child at the facility. The child will be given a quiet area, away from other children, but within supervision of the teachers, until the parents arrive.

We reserve the right to send a child home if illness is suspected. A doctor's note is required for the child to be able to return.

Administration of Medication:

Any child that needs medication must have a Medication Consent form signed by parents. This form includes the dosage amount and times to be given.

The prescription MUST have the correct child's name on the bottle.

The prescription must be in the original container.

Please hand any medication to staff; it can not be left in lunch kits and/or backpacks.

All medication will be kept out of reach of children until it is time to administer it.

Teachers are not permitted to administer Antihistamines (i.e. Benadryl), Antacids/Anti-nausea (i.e. Pepto, Tums, Imodium, Gravol) Decongestants (i.e Nasal Spray, Cold & Sinus, Vicks Vapo Rub), Pain Relievers Acetaminophen & Ibuprofen (ie Advil, Tylenol, Motrin) as needed.

Non prescribed Benadryl may be administered with a care plan from parents and physicians.

Prescribed Epi-Pens and Inhalers will be administered with a care plan from parents and physicians.

Sunblock and chapstick are considered medication and can not be left in child's care, as per licensing regulations.

Stardom Childcare Covid Policies (WCB Protocols)

- Children and parents must not enter the center if they have any symptoms of COVID-19 within the last 7 days or have travelled outside of Canada in the last 14 days without 2 doses of vaccines.
- At drop off, a daily “yes/no” verbal confirmation that children do not have symptoms of a common cold, influenza, COVID-19 or other respiratory disease. Do not accept a child at drop off if the answer is yes.
- Children are encouraged to do individual play and more space between children and staff.
- Children should practice hand hygiene often, especially before and after using commonly touched surfaces (e.g. the bathroom, the playground, etc.).
- Children are to practice respiratory etiquette, including sneezing/coughing into the elbow and throwing out used tissues right away.
- Children are to encourage telling staff if they’re not feeling well.
- If we have had to isolate any classrooms, center policy will be to show a negative test to return

Drop off & Pick up

- Drop off and Pick up should allow minimal persons inside the center.
- All visitors must wear masks and use the hand sanitizer station upon entry and exit
- Minimal time spent in the center while dropping/Picking up their children

Symptoms of COVID-19

- Fever (above 38°C)
- Chills
- Cough
- Loss of sense of smell or taste
- Difficulty breathing
- Sore throat
- Loss of appetite
- Headache
- Body aches
- Extreme fatigue or tiredness
- Nausea or vomiting
- Diarrhea

Abuse Reporting:

If there is any suspected abuse, we are entitled to ensure that the child is safe.

We will report any suspected abuse to the Ministry of Child and Family Development, as required by law.

Emotional Abuse: defined as "Any act, or lack of action, which may diminish the sense of well-being of a person in care, perpetrated by a person not in care, (e.g. Verbal Harassment, yelling, confinement)."

Physical Abuse: defined as "Any physical force that is excessive for, or is inappropriate to, a situation involving a person in care and perpetrated by a person not in care."

Sexual Abuse: defined as "Any sexual behaviour directed towards a person in care by an employee of the licensee, volunteer or any other person in a position of trust or power" or,

Neglect: defined as "The failure of a child provider to meet the needs of a person in care (e.g. Food, Shelter, care, supervision)

As required by law, any suspected or disclosed abuse will be reported to the Ministry of Children and Family Development. We are not permitted to contact the parent or guardian regarding any report. We are responsible to report any suspicions or disclosures; it is not to determine if abuse has occurred.

If the allegations are against any of the employees, all parents will be informed and another responsible adult will take over as supervisor until the investigation is completed. The Ministry will conduct the investigation. We will do everything possible to ensure that everyone in the facility is safe.

Emergency Disaster Plan:

Fire Drill:

Monthly fire drills will be practiced and recorded. A teacher will shout "fire drill" or will sound an alarm.

Everyone will exit in a safe and orderly manner and line up at the fence at the back of the school, as marked on the evacuation plan. An evacuation pack with emergency supplies and information will be taken on the drills.

Our Muster Station is located behind the bus cage or if raining/snowing inside the busses.

Earthquake Drills:

Regular Earthquake drills will be practiced and recorded. A teacher will shout "earthquake drill" and everyone will move to an inside wall or go under a table. They will crouch low, cover their heads with their hands and count to one hundred. After that time, they may be asked to count again or be given the all clear. Earthquake kits must be supplied by the start date of the child. Please see final page for a list of suggested items.

If the facility is evacuated, we will be relocating to Pitt Meadows High School 19438 116b Ave, Pitt Meadows, BC V3Y 1G1.

In our effort to update our Emergency Preparedness Procedures, we have arranged an out-of-area contact to be used in the case of extreme emergency ONLY! This will give you and us a contact name and number, in the case of having only the long distance lines open. This person is prepared to take messages from the teachers regarding the status of all persons in the facility and will be available to receive your phone calls to ask about the well-being of your child.

Out-of-Area Contact: Crystal Hincks

Phone Number: 1-403-473-7846

Our emergency supplies will be stored in an easily accessible location. Ask to know where in your child's room.

As your child's caregivers, we will teach and practice with them the proper emergency procedures on a monthly basis.

In case of an emergency and leaving the facility in order, a note will be left on the door to the Centre stating where we have relocated to.

Power Outages:

In the case of a power outage in our area, we will call BC Hydro for an estimated time of when the power will be restored. If it is more than an hour, phone calls will be made for the children to be picked up. This is strictly for the safety of the children.

Reportable Incidents:

Reportable Incident forms are kept in a marked file folder in the filing cabinet in our office. If a reportable incident has occurred, a form must be completed and Licensing notified within 24 hours. Please ask to see the forms for the definitions of what constitutes a Reportable Incident.

The form will be completed by a staff member who was directly involved in the incident.

The white copy is kept for the facility and is placed in the child's file. The yellow and pink copies are mailed to the Licensing Department at #400 22470 Dewdney Trunk Road, Maple Ridge, BC, V2X-5Z6. The Manager will phone Licensing within 24 hours of the incident at 604-476-7012.

Non-Reportable Incidents:

Minor accidents, illnesses or unusual events are recorded in our communication book. Any entry must be dated and signed.

Parents/Guardians will be informed right away through a telephone call or a text message. This is to ensure the parent/guardian is aware of any non serious incidents that have occurred at the centre.

Nap Time:

Please inform staff if your child requires a nap.

Nap time is from 12:30pm to 2:30pm. They are given a book or a stuffed animal at their cots to help them settle down before falling asleep.

We will provide cots and bottom sheets.

Parents are to provide their child with a blanket and pillow.

Children who have a nap will be moved to the classroom that is used for Preschool, where they will be able to rest without others playing in the room. A teacher will stay with them at all times.

Active Play- All children must ensure a minimum of 60 minutes per day of outside play. If the weather is not permitting to go outside, then some active play must be done inside (example: tumble mats)

Fieldtrips:

We will go on a minimum of one fieldtrip each month.

Parents will be given the information on where, when, cost and what is entailed in the monthly newsletter.

It is the responsibility of the parents to read the newsletter and be aware of what fieldtrips are coming up, so that their child is prepared.

Permission slips and money must be handed to staff **3 days** prior to fieldtrip date to allow organization time.

Failure to do so may result in your child not being able to participate.

Cost is to be covered by parents. A dollar will be added to the admission price for gas, unless otherwise stated.

Parents are required to supply booster or car seats, unless otherwise stated. Please see Car Seat Policies and Procedures.

Parents are more than welcome to join us, if they are able. They will have the sole responsibility for their child and must cover their own cost, if there is one.

Children will be under constant care of the staff.

Staff will have with them at all times a working cell phone, a First Aid Kit, hand sanitizer, emergency snacks (such as granola bars), diapers and wipes (if age appropriate), and emergency cards.

Picking up children from school

It is the parent's responsibility to communicate with the staff at school if their child does **NOT** need to be picked up from school. Call or email. We assume we are always picking up your child, so communication to know if they are not with us is a must. If we can not find your child after school, we will not leave the school grounds until we have communication that either they are with the parents or family. If we can not reach the parents or family to ensure they have the child, we will go to the office and get them paged.

If a child is being sent home from school during school hours, it is the parents responsibility to pick up their child as we do not have school age staff on shift.

Transportation:

Please also see Car Seat Policies and Procedures.

We have 3 vehicles

- i) 2013 Chevy Bus, White and dark grey, maximum 21 passengers, no booster, seat belts or carseats required.
- ii) 2012 Chevy Bus, Light grey and dark grey, maximum 21 passengers, no booster, seat belts or carseats required
- iii) 2012 Chevy Bus, Light grey and dark grey, maximum 21 passengers, no booster, seat belts or carseats required
- iv) 2017 Dodge Caravan, Beige, 7 passenger, boosters are required for children 4-9 years old.

Drivers have the proper license required to drive the vehicle they are assigned to.

Car Seats:

The following policies are in place for the safety and well-being of your child. They are in compliance with the Motor Vehicle Act.

As required by law, all children must be in the proper child seat as listed below.

Child booster seats will be provided by the facility. We will only use boosters that have the Canadian Motor Vehicle Safety Standards label of approval. Booster seats are only for the van, not the buses.

Child booster will be cleaned and inspected on a weekly basis.

Child car seats are not provided by the centre and parents will need to leave their car seat on field trip days.

Installation of seats in the vehicle will follow the manufacturer's instructions and the vehicle owner's manual.

Ensuring that the seat belts are properly secured is the responsibility of the adults, not the children.

A logbook will be kept in the vehicle at all times of which type of seat each individual child is to sit in.

Children will not be released to an adult without the proper seat for their transportation, as explained in the Release of a Child Policies.

If you are unsure of the proper installation of your child's seat, ICBC will do a free check for you.