

Morning Glory Family Child Care Centre
Parent Handbook
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Centre Philosophy
Guidance and Philosophy

Welcome to the Morning Glory Family Child Care Centre.

Being a parent myself, I know that it is very important for parents to find a person who is responsible, friendly and trustworthy when looking for child care. I'm sure that you will find all these qualities within me. Years ago I completed a Family Day Care Course that was offered through Langara College. Since taking the year long program I have completed an Early Childhood Education Certification along with the Special Needs and the Infant and Toddler Certification Programs both offered at Kwantlen College. I update my first aid certificate yearly. My past experience has mainly been in the recreation field dealing with all ages not to mention that I am a mother of two young adults and have been licensed for over 20 years.

Over the years I have sat on many boards and committees, both child care and school related and have assisted my children with their sports teams.

Please note that I am not a babysitter, but an educator and caregiver of a family child care centre. There are many aspects involved in the centre from basic hygiene to actual assistance for parents in guiding their child's growth and development.

At first, you and your child may need to adjust to a new environment and routine. Therefore, if I can be of any assistance to you as a working parent, please let me know. I hope that you will be able to look upon me as both a friend and a caregiver for your child.

The centre welcomes any new suggestions or ideas for field trips or special events. Feel free to speak up or even take a peek at us from time to time.

Once again, welcome aboard!

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Morning Glory Family Child Care Centre

Policies and Procedures

Days and Hours of Operations:

The centre is open Monday through Friday, from 7:30 am to 5:00 pm 11 months of the year. We are closed for the month of August for holidays and closed on Statutory Holidays:

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

Each year the centre closes between Christmas and New Years. Where applicable the part-time rate will be applied and the parent pays the lessor of the two, full time or part-time rate.

Fees and Payment:

Tuition is paid in monthly installments by a series of post-dated cheques for the year and are due on the first of each month. The total tuition is required regardless of statutory holidays, child's illness or your personal vacations. There is a 1 month trial basis for all new participants.

If a child is not in attendance any part of the week, the full tuition will be charged.

If the bank for any reason returns a cheque a bank fee of \$20.00 will be charged and must be paid upon notification. The centre reserves the right to request certified cheques or cash payments for tuition if one cheque is returned NSF.

The centre closes promptly at 5:00 pm SHARP!! All children must be picked up before that time. There is an extra charge of \$10.00 per hour for late pick-ups. If an emergency does arise, please notify the centre as soon as possible. I request that you respect and honour the pick-up time as there are times that I need to leave promptly at 5:00 pm.

Day Care Fees

These fees pay for quality child care, nutritious breakfast, snacks and lunch, and a nurturing environment for your child. Your fees must provide my income, including taxes and CPP. Beyond that, your fees pay for higher home insurance, a separate liability/abuse insurance policy, additional daycare- use, vehicle insurance, gas and

maintenance and repair, training, day care food, cleaning supplies, books, toys equipment, art supplies, and all other things that pertain to the care of your child.

Like other self-employed workers, Family Child Care Providers do not receive the benefits that many employees take for granted. These include health/dental insurance, life insurance, extended health insurance, retirement/pension plans, paid personal days, worker's compensation, paid vacations, flexible time off, and unemployment insurance. These benefits often amount to as much as 35% of an employee's wage.

Unlike other forms of self-employment, family child care is very restrictive. There is no room for growth. The province dictates the size of my business. I cannot take time off for appointments or obligations without careful planning and covering of my responsibilities. To protect my rights and income, you will find that a guaranteed wage is part of my contract. Most people have a fourty hour work week. Mine is 50 hours, which does not include all my time spent on professional development training, daily facility preparation, bookkeeping, paperwork, shopping, or cleaning time.

Withdrawal:

Two months written notice is required prior to the child being withdrawn from the program. In order to create less confusion notice is to be served on or prior to the first of the month and will take effect on the first of the month. If the parent gives no notice the full monthly tuition will be charged.

Deposits:

All new registrants will reserve the child care space by a \$100.00 deposit. If your child does not attend child care as discussed then the deposit is non-refundable.

A non-refundable deposit of \$100.00 per child will be requested by the end of July for the following September to reserve a space for your child.

Communication:

I believe very strongly in a partnership between the parents and the staff of the child care centre.

Ensure that there is ample time upon arrival and departure to discuss important information.

An open door policy is one form of communication, however, it is important to remember that depending on the time that you plan to arrive unannounced can be a rather difficult transition time for your child. Two such difficult transition times may be lunch or nap time. Please check with the staff before arriving in order for us to prepare the children for your arrival. It is also important for your child to be prepared ahead of time that they are not going home, but that you are only coming in for a short visit and that

you will need to go back to work. They may think that you have come to take them home.

Most children are able to inform parents how their day was, however, the young are not capable due to their lack of verbal skills. A communication log is used in this case to place such information as to feeding, toileting/diapering and nap information. If your child has had a bad night record the information for me to read in case you are running late and unable to pass along the information. This booklet will be passed back and forth on a daily basis until we feel we no longer need it. It is also a wonderful keepsake for them as they get older.

On a monthly basis, time permitting of course, I send out a newsletter updating the parents to news around the child care centre. Information such as upcoming birthdays, special events, the Waldens' sports schedule, etc. is included. At times I will include a Scholastic Book Order Forms and an interesting article for all to read.

Short notices also may be sent home.

The telephone is also another form of communication and by all means, if you have an issue or a concern that needs to be discussed give me a call and we can set up a meeting.

With todays technology e-mail is another form of communication that I use on a regular basis. It may be a quick update to reminders to sending out photos that were taken in the day care.

Enrollment and Gradual Entry:

As each family's needs change so do the child's. Gradual entry is always a benefit, however, it may not always be practical depending on timing. Facilitating a gradual entry means that a partnership will be needed in order for it to be workable.

It is recommended that the child start child care for a couple of hours a day and then over a period of time the child may be ready to attend the whole day.

Extended Absences

Due to maternity leave, summer or extended leave from your job I require full monthly fees for the entire time of your absence to hold your child's spot. Most parents withdraw their child from the centre, however, I can not guarantee a space for your child when you are ready to resume child care. Another option is to keep your child registered on a part time basis providing if it works for all parties involved.

Change of Information:

The centre must be notified immediately of any changes such as work or home address, telephone numbers or authorized escorts for the child.

Each July parents are requested to revise their child's file to ensure all information is up to date. At this time a new contract may also be completed if necessary.

Arrival and Departure Times:

Arrival and departure time can be a very stressful time for both the parent and child. As a parent myself, it is important to remember that one must relax, things will be fine and it is okay if the child cries; goodbyes can be a sad time for them. Most children stop crying once the door is closed and you have left. One day your child may be crying upon arrival, the next day they may cry having to leave the child care centre for the day.

Here at Morning Glory we believe that when a parent leaves the facility "goodbyes" are very important. Goodbyes reassure that they are loved and that you will be back. After one final hug and kiss, say goodbye quickly. If you hear your child crying upon your departure smile and very cheerfully blow a kiss, say "I love you" and only come back to the centre when it is time to. If you are in distress upon your departure as well, give us a call. We ask that you remember coming back into the facility will only upset your child even more and will set the whole entry process back a step.

Since we believe in independence at a young age it is recommended that you assist your child in this development. Depending on your child's age get them actively involved in undressing and placing their belongings in the appropriate places.

The same goes for departures. While your child prepares for departure we will discuss the day. At times parents are tempted to come in and play with their child, but please respect the fact that day care closes at 5:00 pm and that it is time to go home.

Release of a Child:

Upon registration authorized escorts will be recorded on the registration form.

If a parent/guardian is unable to have contact with the child by phone or in person then a copy of the court order and documents are required for the child's file. The papers will only be used for the sole purpose of keeping the child safe.

Only those authorized by the parent will be allowed to pick up the child at the centre. This cannot be done by telephone so please plan pick-ups accordingly. An acceptable form of photo identification will be required such as a driver's license. If an unauthorized individual arrives to pick up the child then the child will not be released into the individual's care. I will attempt to notify you for verification.

Children are not allowed to walk home by themselves. An adult or an older sibling with permission must accompany the child home. The older sibling must be recorded as an authorized escort.

If the parent is not at the centre by 5:15 pm to pick up his or her own child an alternate person will be contacted and a late fee will be charged.

Special Events and Occasions:

Holidays and birthdays are celebrated. At times food is requested to be brought into the centre and parents are notified about allergies ahead of time. Parents are also welcomed to send along a treat for their child's birthday, just let us know ahead of time so we can plan around it.

Photographs:

A camera is a wonderful way to capture those golden moments with children and we all know how much they love looking at themselves in the pictures. A consent form is to be signed allowing the staff to take photos providing they pertain to the centre programs. These photos will not be used for advertising or commercial uses, however, a chosen few will be displayed at the day care web site www.morningglorydaycare.ca.

With the use of a digital camera and computer I can e-mail photos to you providing you provide me with your e-mail address. This is a great way to capture and share those golden moments while at day care with your family and friends.

Volunteers and practicum students need special permission from parents before photos are taken. Copies of these photos are requested by the caregiver for parents.

If photos are requested for advertising or commercial use a special permission form stating the reason and use will be requested to be signed by both parents. An example of this would be for the development of a child care centre brochure.

Children's Program:

The program at the child care centre varies from day to day and depend on the ages of the children and their individual needs.

Themes ring throughout the centre by the use of art, library books, songs, posters, circle time and dramatic play and are offered on a daily basis. These activities may be incorporated into the program as being structured and/or non-structured. Since I am a very community oriented individual, we explore our neighbourhood and community on a daily basis, especially when the weather co-operates. Some of the places we visit are the local library, parks and playgrounds, the dyke, Steveston, Gary Point, Minoru Duck Pond

and the pet store. In preparation for child care birthday celebrations we go as a group to the mall and purchase a birthday gift. As all families need to run errands, so do we.

Morning Glory, inside and out, is set up for children to accommodate individual activities as well as small and larger group activities. We do get together with other child care centres.

Toys:

It is recommended that parents discourage their children from bringing toys to the centre unless it is for a show and tell activity. It is too easy for toys to be misplaced. If a child brings a toy to the centre and is intended for playing, the toy must be shared with the others, otherwise the toy goes home. If this creates a problem then the toy is placed out of sight until departure. During nap or rest time stuffed animals or a quiet toy are welcome, however, we do have stuffed toys and dolls for such periods.

Morning Glory Family Child Care Centre is a “war” toy free zone. The centre is to be a psychologically safe place for children. To further this goal, we have decided to prohibit violent play. **No weapons** are to be brought to the centre. The staff will assist parents and children in the interpretation of this policy.

Clothing:

It is important that your child be dressed in comfortable, washable clothing, which they can manage easily. Children need a pair of good fitting shoes with non-slip soles. Children need to be able to walk, run and climb without worry for tripping. Closed toe sandals with a heel strap are appropriate for the playground during the warmer weather.

Each child must keep a complete set of labeled clothing, suitable for the season, at the centre. If a child takes home a soiled set of clothing, replace the extra set the next day. Indoor slippers are optional.

Please note: We do a lot of walking at the centre even in the rain, so please for your child’s sake of remaining as dry as possible, supply a muddy buddy or rain gear. Hats, boots and mittens are also recommended for the colder rainier months.

Daily Schedule:

7:30 am	Centre door opens
7:30 - 8:15	Breakfast
8:15 - 8:30	Toileting/free play/centres open
8:15 - 8:40	School dropoff (if needed)
9:00 - 9:20	Free play/centres open
9:20 - 9:30	Toileting
9:30 - 9:50	Snack
9:50 - 10:00	Circle time (calendar, stories, music, movement, weather)

10:00 - 11:15	Art/outdoor time/community
11:15 - 11:30	Toileting
11:30 – 12:15 pm	Lunch
12:15 – 12:30	Toileting/make beds/look at books
12:30 – 12:45	Story time/goodnights
12:30 - 2:30	Nap/rest time
2:15 - 2:45	School Pick up (if needed)
2:30 - 3:15	Wake up/put beds away/free play/toileting
3:15 - 3:30	Snack time
3:30 - 4:30	Toileting/art/outdoor time
4:30 - 4:45	Clean-up from art or outdoors
4:45 - 5:00	Clean up centres and prepare to leave for day

Free play includes puzzle play, free art, drama play, quiet reading, writing table, etc. School pick ups/drop offs depend on the need and comes with the territory of being a family day care centre.

Rest or Nap Time:

All children are required to lie down for either a rest or nap time. This is the time that the centre staff clean up from the morning and lunch, prepare for the afternoon or sit down and have a quiet moment for themselves.

Rest or nap time can be a difficult transition for some children. After lunch each child toilets themselves and prepares their own mat; help is provided when requested. Following toileting we read a couple of stories and then we say our goodnight with hugs, kisses and tuck ins.

The child care room is used as the main room for rest or nap time and the children sleep on regulated 3” mats. Younger children who require play pens or those that require more sleep will be placed in another room.

In dealing with children who have difficulties falling asleep, caregivers will lay down beside the child and rub their backs. If children feel uncomfortable with this then the caregiver will sit in the room until such time they fall asleep. Soothing music will be played in the background. An adult will be present on site at all times while children are sleeping or resting.

Parents are to provide a crib sheet and blanket for their child and are to be laundered on a weekly basis. Pillows are optional and will be sent home for laundering. Following nap or rest time sheets and blankets are removed, folded and stored in the child’s cubby. Mats are sanitized in preparation for the next day.

Revisions:

Revisions to policies and procedures, contracts and forms may be changed with a minimum of 2 weeks notice UNLESS it is a safety concern or a new regulation set forth by the Licensing Officer or Province.

Policies, procedures, contracts and forms are reviewed periodically and updated, usually in June or July.

Field Trips and Outings:

The Morning Glory Family Child Care Centre leaves the premises and takes daily outings in and around the community. Parents are informed where we go on a daily basis, however, if we travel farther than Richmond parents are well aware of the plans and the caregiver is accessible by cell phone.

The first aid kit is available at all times as is the emergency cards and an earthquake kit is always kept full, updated and ready for use in the van. It is not unusual to travel with another child care center to ensure two adults are present.

The child care children are told ahead of time where we are going and expectations and behaviours are clearly set out for them. If children are not co-operating we immediately come home.

Safety is very important to me and if at any time I feel uncomfortable about where we are and what is happening around us, we immediately travel back to the centre.

A checklist is in place to ensure the safety of all.

Children's Health and Medication:

Each child must have a completed medical information sheet on file, which is to be updated according to the Board of Health requirements.

Those of us who care for your child during the day are very concerned about his or her health and safety. The following guidelines must be adhered to:

1. Children must not attend with a fever over 100 degrees F and must be normal for 24 hours before returning back to the centre;
2. Children must not attend with gastro-intestinal problems (ie. vomiting, diarrhea) and must be normal for 24 hours before returning back to the centre;
3. Children may not attend with an undiagnosed rash and must be given clearance by a physician before attending the centre;
4. Children may not attend with running eyes or pink eye until it has been diagnosed and treated;
5. Children must be capable of participating in the program.

I request that you will respect the above signs and symptoms because it is my responsibility to ensure the health and welfare of all children in the child care centre.

If a child has a **cold bug** the child may attend the child care centre providing they are not exhibiting any of the signs and symptoms above. If they have a persistent cough or has a runny nose with a green phlegm it is recommend that a physician see them.

Giving a non-prescription medication to your child prior to child care only masks the problem and aids in spreading the illness that your child may be harbouring. It is the caregivers right to turn an ill child away at the door and it is the parents responsibility to have a back up plan in case of an illness.

When a child develops an illness during the day the child will be kept as comfortable as possible and the parent will be contacted immediately. It is the responsibility of the parents to pick up the child immediately to ensure the illness does not spread.

Please be aware that if a family member is ill, that member will be present in the home. However, he/she will remain away from the other children to the best of my abilities. You will be notified of any contagious illnesses.

The caregiver will administer prescription medicine only with an authorization from the parent. If non-prescription medication is required then a form must be completed and signed by the doctor. Otherwise it is the parents responsibility to administer before and after child care.

Infectious Disease Control:

All precautions will be taken in order to prevent the spread of diseases. Should a childs' parent choose to disclose medical history, it will be treated with the strictest confidence. For this reason, Universal Precautions should always be used.

Universal Precautions:

Handwashing is the most important precaution in preventing the spread of diseases. Liquid soap in a pump dispenser is required and should be washed under running water for a minimum of 30 seconds. Hands must be washed with soap and warm water before preparing and eating food and after toileting.

Blood and body fluids may carry infectious agents. Clothing and linen that may have blood or body fluids will be bagged for home laundering. Disposable gloves are to be used to avoid exposure of open sores to blood and body fluids. Soiled surfaces are to be disinfected thoroughly after cleaning.

The children must not share personal articles such as toothbrushes and hairbrushes.

Allergies:

A medical emergency form is to be completed on children who suffer from food allergies or sensitivities. The centre staff are to be apprised of any changes that the child may exhibit.

In the case of severe allergies the parents are to supply all food and drinks for the child. It is recommended that Benadryl and an EpiPen is left on the premises in case of an allergic reaction. In case of medical attention an ambulance will be requested immediately and instructions will be followed as discussed with the parent.

Nutrition:

Included with the fee your child may be provided breakfast before 8:00 am, a morning and afternoon snack and lunch. For safety reasons it is requested that parents of children who have food allergies supply their child's own food. In the interest of establishing good eating habits we ask that you do not bring food items to the child care centre such as candy, bubblegum, or chocolate bars. During some time in our program we will request a food item that may be used as friendship salads, co-operation soups or sauces.

The child care centre provides only skim milk, therefore if you wish your child to receive 2% or whole milk it is the parent's responsibility to provide it. Infants and toddlers are not put down for their nap with a bottle. The bottles are drunk prior to or after their nap.

Breakfast:	Cold cereal and milk Fruit juice	Yogurt and fruit (or juice) Toast
Morning Snack:	Apple and cheese Cereal bits (non-sugary) Juice or water	Crackers & jam (non-salty) Cranraisins Juice or water
Lunch:	Chicken strips/tatar gems Veggie sticks Orange and banana pieces Milk	Ham & cheese sandwiches Veggie sticks Kiwi, nectarine, peach pieces Milk
Afternoon Snack:	Pizza bagel bites Cereal bits Water or juice	Freezies (very hot days) Fruit pieces Homemade fruit leather

Toileting and Diapering:

All diaper needs, (wipes, diapers and diaper creams), are to be supplied by the parent.

Diapers are changed quite frequently throughout the day or when necessary. Infants and toddlers become involved in changing diapers at a very young age. They are given warning that their diaper is about to be changed and when time comes they are encouraged to get the equipment needed in place for the change. They also hold the diaper that is about to be used. This routine becomes a social time between caregiver and child and are taught independence and self-help skills that will promote good health. Following diaper changes the child has his/her hands washed.

Soiled diapers are then wrapped in a plastic bag and discarded in the diaper pail outside. The change table will be sanitized following every diaper change. The caregiver will wash her hands following each diaper change.

As part of a child's development, toilet training does become necessary. It is the child care's practice to guide the child through toilet training providing the parents do so at home. This step must be consistent in order for the child to learn proper toileting procedures.

An extra set of clothing is required in case of accidents and also the clothing must be easy for the child to remove themselves. All soiled clothing will be sent home for laundering.

Toileting routines usually occur during transitional periods of the day when leaving to go outside, snack times and lunch and upon waking up from nap. Children are free to use the washroom facility whenever needed.

Hiring Procedures:

All family members, substitutes, volunteers and practicum students must undergo a criminal record check prior to attending Morning Glory Family Day Care Centre.

Possible "substitute" candidates must be over the age of 19. He/she must obtain a current First Aid Certificate and even though an ECE Certification is an asset, it is not necessary. Candidates are interviewed and their professional and personal references are checked. Once the references are checked the candidate is then observed with the children for a couple of hours to see the interactions.

The successful candidate will have on file at Morning Glory Day Care Centre the following:

- a copy of their resume
- a confirmation from the Criminal Record Check Review of no valid record existing
- a note from a medical practitioner
- an completed emergency card and
- a signed copy of the *Abuse Policy and Procedure Handbook Agreement Form*

All caregivers, volunteers and responsible adults will receive an orientation or training to the childcare program, and be provided time to familiarize themselves with the program policies and procedures.

I prefer to only hire individuals that have been highly recommended to me by other caregivers.

Smoking:

In consideration to fellow family members and the children of Morning Glory Family Child Care our home is deemed as a smoke free environment.

Drug and Alcohol Usage:

As a child care provider of young children it is my responsibility to ensure the safety and well being of all involved.

It is the policy of the centre to ensure that if a parent/guardian/alternate contact arrives with a suspected drug or alcohol usage that the child(ren) will not be released into the care of that parent/guardian/alternate contact. An alternate will be contacted or other arrangements will be made to ensure that the child(ren) get home safely.

Child Abuse Policy for Staff, Volunteers and Practicum Students

Once your child enters into Morning Glory Family Child Care Centre it is our responsibility to ensure that your child(ren) feels safe at all times. Therefore, the following policy has been developed to ensure such personal safety.

Definition of Abuse:

Abuse and neglect is a crime.

Physical Abuse is causing physical pain or injury to an individual. This includes, but is not limited to, hitting, kicking, pinching, slapping, pulling hair, punching, causing bruising, burns, welts, bite marks or broken bones.

Sexual Abuse generally means any sexual use of a child by an adult or a significantly older or more powerful child. Sexual abuse includes one or more of the following:

- touching or an invitation to touch for sexual purposes, or intercourse either vaginal or anal
- menacing or threatening sexual acts, obscene gestures, obscene communications or stalking
- sexual references to the child's body or behaviour by words or gestures
- requests that the child expose their body for sexual purposes
- deliberate exposure of the child to sexual activity or material

Emotional Abuse is the most difficult type of abuse to define and recognize. It may range from habitual humiliation of the child to withholding life-sustaining nurturing. It can include a pattern of:

- scapegoating
- rejection
- verbal attacks on the child
- threats
- insults
- humiliation

When emotional abuse is persistent it can result in damage to a child causing anxieties, depression, withdrawal or self-destructive or aggressive behaviour.

Verbal Abuse includes, but is not limited to unnecessary shouting, swearing, making derogatory remarks, teasing or encouraging individuals to be abusive to others.

Neglect includes, but is not limited to a failure to provide food, shelter, basic health care, or supervision and protection from risks, to the extent that the child's physical health, development or safety is harmed or is likely to be harmed. Neglect also includes a failure to thrive, leaving a child too long without cleaning or changing; leaving children naked or exposed for longer than a few moments in a public or semi-public area and feeding in a manner that causes discomfort or pain. Not always intentional, neglect may be a result of insufficient resources or other circumstances beyond a person's control.

A Child Needs Protection in the Following Circumstances:

- a) if the child has been, or is likely to be physically harmed;
- b) if the child has been, or is likely to be sexually abused or exploited;
- c) if the child has been, or is likely to be physically harmed or sexually abused and the parent is unwilling or unable to protect the child;
- d) if the child has been, or is likely to be physically harmed because of neglect by the child's parent;
- e) if the child is emotionally harmed by the parent's conduct;
- f) if the child is deprived of necessary health care;
- g) if the child's development is likely to be seriously impaired by a treatable condition and the child's parent refuses to provide or consent to treatment;
- h) if the child's parent is unable or unwilling to care for the child and has not made adequate provision for the child's care;
- i) if the child is or has been absent from home in circumstances that endanger the child's safety or well-being;
- j) if the child has been abandoned and adequate provision has not been made for the child's care;
- k) if the child is in the care of an authorized person upon agreement and the parent is unwilling or unable to resume care when the agreement is no longer in force.

Preventing Abuse:

We all have a role to play in preventing abuse of all children and should be aware of the following:

1. Some family members are not aware of what constitutes abuse or could be perceived to be abusive, and a word of advice is often all that is required to prevent occurrence.
2. Families can be described as being “at risk” in that they may be under pressure due to domestic and other problems and may take out their frustrations on the child(ren). It is our role to intervene before the behaviour deteriorates. People “at risk” may include individuals with problems with alcohol or drugs, serious financial problems, work related problems or marital problems.
3. It is difficult dealing with difficult parents and we may become momentarily angered. It is best to disengage from the situation to prevent it from becoming abusive. The issue can then be discussed when both parties have calmed down.
4. Keeping the children in control is necessary, however, dealing with a challenging behaviour may become that, a challenge. It is best to take a step back and count to 10 before an abusive tactic takes place. Discuss the problem with the parent or another caregiver.

When a Child Discloses Abuse:

1. stay calm and listen
2. go slowly
3. reassure them that they have not done anything wrong
4. be supportive
5. gather essential facts
6. tell the child what will happen next
7. report
8. make notes

Reporting and Investigating Abuse:

All caregivers are required by law to report suspected or disclosed abuse to the Ministry for Children and Families and the Community Care Licensing Officer. This is something I always hope will not be necessary, but these procedures are designed to protect the child. It is the responsibility of the Ministry for Children and Families to investigate and decide if abuse has occurred. I will not be permitted to contact the parent unless specifically directed to do so by the Ministry or the Police. Please remember my concern, as always, is for the safety and well being of your child.

In cases of an alleged physical or sexual abuse that require immediate attention, the police and/or ambulance should be called right away. An Incident Report Form is to be filed immediately upon notification.

When an individual accuses a substitute, volunteer, practicum student or another parent at Morning Glory of abuse the following information must be recorded for reporting:

- Name of individual reporting the allegation
- Name of individual that is being reported
- Details of the nature of the alleged abuse
- Date, time and place where the alleged incident or incidents occurred
- Name of other individuals that may have witnessed the incident
- Any other information that may be helpful with the investigation including physical evidence of abuse

The accused individual will not be permitted at the centre until such time the investigation has been completed.

Consequences for the Accused:

1. Investigations may show that the abuse of the child did not take place and steps will be taken to ensure that any misunderstanding is corrected and the accused name will be cleared.
2. The Ministry and Licensing may be convinced that the accused individual is guilty of abuse and the action taken will depend on the nature and degree of the abuse and if there are extenuating circumstance.
3. Discipline can be as follows:
 - Educational courses may be recommended
 - Discharge
 - Legal action may take place

All rights of those involved will remain private and confidential.

Missing Child:

Procedures have been developed to ensure the safety of all children and guidelines have been set out to prevent a child from going missing. Since I work alone in the home I am a member of the Parent Block Watch which offers a fan out system in case a child goes missing. I have a number of neighbours that I may call on in case of an emergency.

See attached checklist.

Emergency Preparedness:

Evacuation plans are posted on the wall by the coat hooks. Emergency plans such as fire and earthquake drills are practiced monthly. Fire alarms are checked monthly and the fire extinguisher is recharged annually.

Where a state of emergency is called the caregiver and children will follow municipal evacuation procedures. You will be contacted by the caregiver as soon as possible.

Safe Zones:

West Richmond Community Centre and/or James Gilmore Elementary School.

In case of an emergency it is recommended that a password be set up between you and your child, providing they are old enough to understand and remember it. Please share this password with your caregiver; it will remain confidential.

Practicum Students, Volunteers and Substitutes:

From time to time the Morning Glory Family Child Care Centre have been known to work along side a college to assist in the training of an Early Childhood Educator Student. If at all an observation is required special permission is requested from the child's parent. All practicum students, volunteers and substitutes will undergo a Criminal Record Check prior to training or work. Practicum students and volunteers are not permitted to take part in diapering or toileting procedures. Handwashing is permitted.

After suitable training substitutes will take over the role of the caregiver. Parents will be notified, if possible, when a substitute will be present. This way we can also prepare the children in the centre. Pertinent information regarding child care children will be shared with the substitute to ensure the continuation of quality care. A communication log is written by the caregiver informing the substitute what to expect for the day. Likewise, the substitute will inform the caregiver as to how the day went.

Caregiver's Information:

Being a caregiver of a child care centre can be a wonderful rewarding career, however, at times it can be a very difficult. Being self employed I do not request holiday pay or sick pay, I do not have scheduled lunch breaks or coffee breaks. What I do request in return is the following paid days:

- Three (3) Compassionate Days:
This would allow me time off due to the death of a husband, children, siblings or in-laws. These days are from the September to July period and are non-transferable from year to year.
- One (1) Professional Day:
This will allow me time to participate in an annual conference of my choosing.
- Three (3) Sick Days
These days can be used anytime between September to July and are non-transferable from year to year. These days can only be used by primary caregiver.

Considering the fact that I have worked with young children over the past 14 years I like to believe that I am a very healthy individual. At some point in time I will become ill. In case such a situation occurs I will do the best I can to provide coverage,

however, it is not always possible. I request that the parents have a back –up plan just incase.

Parking:

Parking in the driveway is prohibited. Cars are to be parked in front of the home; avoid the south area of the driveway if possible and park there only if it is necessary.

Confidentiality Policy:

All information that is shared, verbal or written by a parent/guardian of a child in the child care is to be understood as being “private and personal” and will remain as that, confidential.

Such information to be considered confidential includes:

- information about children who are/were enrolled in the program with the exception to reporting alleged abuse as well as information that is subpoenaed by the court
- information about families of children who are/were enrolled in the program
- personal information about staff including information related to criminal record checks

The licensing officer may review the children’s files as needed providing permission has been granted by the owner/operator. If the licensing officers needs are not clarified, then permission will not be granted.

All information and files are confidential and only the owner/operator has access to such files. The owner/operator will share only pertinent information with staff members to ensure the health, safety and welfare of all children present in the program.

Staff employed by the Morning Family Child Care Centre are to abide by this policy.

Control of Children’s Files:

Only the owner/operator will have access to information in the children’s files with the following exceptions:

- licensing officer requests to view the files to ensure files are intact
- in care of reported alleged abuse and files are subpoenaed

Files of an ex day care child will be held for a period of seven (7) years and then shredded. Files may be held longer to allow for:

- children have required additional intervention

- there has been a complicated family situation (custody)
- a formal complaint has been made
- an investigation has taken place

Files in this case may be held incase of follow up or for future contact.

Files are to be administered, (prepared, maintained and stored) by the owner/operator of the child care centre.

Staff Records:

Community Care Facility Licensing advises child care centres to record staff credentials, personnel reports, criminal record checks and employment records to be stored in a file. An emergency card is requested to be filled out in case an emergency occurs during the shift. A copy of the first aid certificate is also requested and hung in the centre.

Child Care Rules:

Rules, rules everywhere. Here at the Morning Glory Family Child Care Centre I find that there are only three rules that fit every category. They are:

- Be respectful
- Be neat
- Be safe

Forms:

- File Information For.... (placed inside file folder upon registration)
- Registration Form
- Information Sheet (caregiver info on child)
- Request for Administration of Medication (incase medication if required)
- Eemergency Card
- Emergency Care Plan (incase of allergies, etc.)
- Consent Forms
 - Photographs (taking of photographs)
 - Application of Skin Care Products (sunscreen, creams, etc.)
 - Field Trip Consent (Richmond area)
 - Substitute Caregiver Neighbourhood Consent
 - Vehicle Consent
 - Caring Consent (permission for Jessica/JW to watch child)
 - Before and After School Walking Consent (walk home with other child or by self)
- Population Health - Immunization Information (Richmond Health)
- Contract (2 copies – file, home)