* Updated October 2026

Parent Handbook

Infant Toddler Program, 3–5 Year Old Group, Multi-Age Program and School Age Program

Phone: 604-943-7869

Cell: 778-999-1015

Email: sunnytownlearnandplay@gmail.com

Address: 693 53rd St, Delta BC, V4M 3B6 (South)

1631 56th St, Delta BC, V4M 4H8 (North)

CONTENTS

1. **Introduction**
   - Philosophy **3**
   - Locations **3**
   - Hours of Operation **3**
   - Role of the Manager **4**
   - Gradual Entry **4**
   - Proposed Daily Schedule Sample – all locations **5**
2. **General Information**
   - Entering and Leaving **5**
   - Trial Period **6**
   - Absentee **6**
   - Attendance **6**
   - Space Limitations **6**
   - Close Centre Days **7**
   - Liability Insurance **7**
   - Diapering **7**
   - Potty Training **7**
   - Napping Policy **8**
   - Facility Washroom **8**
   - Toys From Home **8**
   - Staff Qualifications **8**
   - Emergency Closure Policy **9**
3. **Behavioural Guidance Policy** **9-10**
4. **Safe Release of Children Policy** **10**
5. **Transportation Policy** –
   - Sunny Town Learn and Play Childcare Centre - South - 693 53rd Street **11-12**
   - Sunny Town Learn and Play Childcare Centre – North - 1631 56th Street
6. **Emergency Preparedness and Practice Drills** **13-14**
7. **Health, Illness and Medication Procedure** **15-16**
8. **Reportable Incident Procedure** **16-17**
9. **Nutrition Policy** **18**
10. **Active Play Policy** **20**
11. **Screen Time Use Policy** **20**
12. **Video Surveillance Policy** **20**
13. **Repayment Agreement Policy** **21**
14. **Excessive Crying and Emotional Well-Being Policy** **21-22**

Amendment **22**

Final Note **22**

Acknowledgement Form (to be signed) **23**

Indication of Care Required (to be signed) **24**

Parent/Guardian Information (to be signed) **25**

Code of Conduct (to be signed) **26-27**

1. INTRODUCTION

Welcome to Sunny Town Learn Childcare Centre's. This handbook is intended to help parents and caregivers understand Centre polices, philosophies and daily routines. Within in the handbook, parents and caregivers will understand what they can expect from the Centre's, and what is expected from families and their child(ren). Please reach out with any questions or concerns regarding this document.

We embrace and provide inclusion to all children and families regardless of background or beliefs. We believe diversity strengthens our Centre's and do not impose any religious practices in the classroom. If you have values and beliefs the Centre's should know please inform us and we will do everything to accommodate this.

Philosophy

At Sunny Town Childcare, we believe optimal development is achieved in a safe nurturing environment adaptable to all children and their diverse needs. We ensure quality learning through delivery of developmentally appropriate practice and activities. These activities incorporate development in social-emotional skills, gross motor development, fine motor ability, cognitive development and creative thinking. Every child's inclusion and optimal development rests at the core of our philosophy.

Locations

Sunny Town Learn and Play Childcare Centre's currently has 2 locations:

(**SOUTH**) Sunny Town Learn and Play Childcare Centre
693 53 Street
Delta, BC
V4M 3B6

(NORTH) Sunny Town Learn and Play Childcare Centre
1631 56th Street
Delta, BC
V4M 4H8

Hours of Operations - SOUTH	
Monday	06.45 am - 17:00 pm
Tuesday	06.45 am - 17:00 pm
Wednesday	06.45 am - 17:00 pm
Thursday	06.45 am - 17:00 pm
Friday	06.45 am - 17:00 pm
Saturday	CLOSED
Sunday	CLOSED

Hours of Operations - NORTH	
Monday	07:00 am - 17:00 pm
Tuesday	07:00 am - 17:00 pm
Wednesday	07:00 am - 17:00 pm
Thursday	07:00 am - 17:00 pm
Friday	07:00 am - 17:00 pm
Saturday	CLOSED
SUNDAY	CLOSED

Staff are present at the Centre and ready to start accepting children no earlier than 06:45 am. Our Centre is closed at 17:00 pm, and we kindly ask to arrive and pick up children before this time. This is to respect the time of closing staff and ensure fairness to all families.

Sunny Town Learn and Play Childcare Centre NORTH - Staff are present at the Centre and ready to start accepting children no earlier than 07:00 am. Our Centre is closed at 17:00 pm, and we kindly ask to arrive and pick up children before this time. This is to respect the time of closing staff and ensure fairness to all families.

***A history of late pick-ups following staff acknowledgement to guardians can result in a small financial fee. ***

In the event a parent or caregiver is late or unable to pick up their child, the Centre staff must be notified immediately. If the staff are not notified by 17:00 pm, the Centre will contact the family or emergency contacts for alternate pick-up options. Please call the following numbers:

Sunny Town Learn and Play Childcare Centre **SOUTH**
693 53 Street
Delta, BC
V4M 3B6

Centre No.	**604-943-7869**
Director Ray Win	**778-999-1015**
Manager Manjot Mann	**778-927-4043**

Sunny Town Learn and Play Childcare Centre **NORTH**
1631 56th Street
Delta, BC
V4M 4H8

Centre No.	**604-868-5031**
Director Ray Win	**778-999-1015**
Co-Director Ray Nell Lee	**778-885-4528**
Manager Casey Walters	**236-808-4046**

***If there is an emergency, please contact 911 or local authorities first, the staff will always remain with a child until an authorized adult can pick them up. ***

The Role and Responsibilities of the Manager

The Manager is responsible for overseeing the day-to-day operations of the childcare Centre and establishing and sustaining a positive, safe and nurturing learning environment for all children. The Manager overseas the coordination of education, educational programs that comply with applicable regulations, ensures facilities are well maintained, manages and support daycare staff and overseas the Center's financial and administrative affairs.

- Ensure children are happy, safe and provided with a stimulating learning environment.
- Manage and coordinate curriculum with staff to ensure compliance with Centre themes and licensing requirements.
- Evaluate and purchase education, educational materials, equipment, and supplies.
- Manage, support and supervise staff while promoting professional development.
- Interview, hire, on-board and train new staff in accordance with Centre policies and legal requirements.
- Complete ongoing professional training to remain current with childcare standards and procedures.
- Communicate effectively with parents regarding children's development and Centre policies.
- Develop and implement marketing and communication strategies for the Centre.
- Demonstrate strong, leadership, interpersonal, and teambuilding skills.
- Maintain excellent written and verbal communication skills.
- Demonstrate strong, organizational, problem-solving, and time management abilities.
- Maintain a friendly, approachable and professional demeanor at all times.
- Ensure compliance with the Community Care and Assisted Living Act and Childcare Licensing Regulation.
- Maintain knowledge of and enforce Centre policies and procedures.

Gradual Entry

Entering childcare is an important transition in a child's life. In order for the best experience, we recommend gradual entry for new registered children. Typically, this is a 1-to-2-week period and begins with shorter visits gradually increasing over time until successful drop offs. Brief drop offs are shown to be the most successful way to help children transition from drop off to the classroom, we encourage families to do this. We understand not all children's needs and caregiver schedules can accommodate a gradual entry. We are willing to build a plan completely structured for your individual needs and concerns.

Proposed Daily Schedule **–** Sunny Town Learn and Play Childcare Centre - **SOUTH**

06.45am - 08:00am	Wash Hands/Breakfast
08:00am - 09:00am	Free Play
09:00am - 09:45am	Circle Time & Music & Movement
09:45am - 10:00am	Wash hands/Bathroom Break
10:00am - 10:30am	Snack Time
10:30am - 11:00am	Arts & Crafts
11:00am - 11:45am	Outdoor Play/Gross Motor Focused
11:45am - 12:00am	Wash Hands/Bathroom Break
12:00pm - 12:30pm	Lunch Time
12:30pm - 14:00pm	Nap Time/Quiet Time Activity for Non-Nappers
14:00pm - 15:00pm	Structured Play/Table Time/Fine Motor Play/Group Activities
15:00pm - 15:15pm	Wash Hands/Bathroom
15:15pm - 15:45pm	Snack Time
15:45pm - 16:30pm	Physical Education/Outdoor Play
16:30pm - 17:00 pm	Wash up & Clean Up!

Prepare to go Home!

* all children must wash their hands upon entry

Proposed Daily Schedule **–** Sunny Town Learn and Play Childcare Centre - **NORTH**

07:00am - 08:00am	Wash Hands/Breakfast
08:00am - 09:00am	Free Play
09:00am - 09:45am	Circle Time & Music & Movement
09:45am - 10:00am	Wash hands/Bathroom Break
10:00am - 10:30am	Snack Time
10:30am - 11:00am	Arts & Crafts
11:00am - 11:45am	Outdoor Play/Gross Motor Focused
11:45am - 12:00am	Wash Hands/Bathroom Break
12:00pm - 12:30pm	Lunch Time
12:30pm - 14:00pm	Nap Time/Quiet Time Activity for Non-Nappers
14:00pm - 15:00pm	Structured Play/Table Time/Fine Motor Play/Group Activities
15:00pm - 15:15pm	Wash Hands/Bathroom
15:15pm - 15:45pm	Snack Time
15:45pm - 16:30pm	Physical Education/Outdoor Play
16:30pm - 17:00 pm	Wash up & Clean Up!

Prepare to go Home!

* all children must wash their hands upon entry

2. GENERAL INFORMATION

Entering and Leaving Sunny Town Learn and Play Childcare Centre SOUTH - 693 53 Street, Delta

All parents, caregivers and staff MUST drive slowly through the parking lot as the building is used by various members of the community including children. Our chain fence goes up when children play in the back parking lot area to ensure safety, use caution when driving around this.

As many parents will be dropping off and picking up around similar times, it is imperative that parents/guardians always hold onto their child's hands securely at all times when walking through parking area. You remain responsible for your child until they are physically handed off to their teacher in the child's classroom. Children are not to walk across the parking area without supervision from the parent/guardian that is dropping off or collecting from the Centre.

Parents and caregivers may only enter the building through the Sunny Town facility doors. All other areas are not owned by the Centre and would be considered trespassing. Your child will be signed in when we meet and greet each other at the door. When your child gets picked up by parent or guardian your child will be signed out.

Entering and Leaving Sunny Town Learn and Play Childcare Centre NORTH – 1631 56th Street, Delta

All parents, caregivers, and staff must drive slowly through both parking lots to keep children and families safe. Limited parking is available on the Playhouse side (55A Street), while a larger lot is available at the Lighthouse and Seaside entrances (56th Street). Please note that this lot has a slight incline when entering.

Because many families arrive at the same time, parents/guardians must always hold their child's hand in the parking lot. Children remain the responsibility of the parent/guardian until they are physically handed to their teacher in the classroom. Children are not to cross the parking lot unsupervised.

All drop-offs and pick-ups will take place at the front entrances: Lighthouse, Playhouse, or Seaside, depending on your child's classroom.

- The Playhouse and Seaside entrances open at 8:00 AM.
- Families arriving between 7:00-8:00 AM must use the Lighthouse entrance.

At drop-off, an educator will greet you and your child at the door and complete sign-in. At pick-up, your child will be brought to the door, and an educator will complete sign-out when your child is released to an authorized parent/guardian.

Trial Period

There is a two-week trial period for families starting in the program. Often the Centre and families will know if Sunny Town is the best fit for them prior to the first day. However, if a family or the Centre feel it's not best fit, either party can give notice at the end of the two-week trial to terminate the childcare agreement.

If the family terminates the agreement, they have another two weeks in order to make other arrangements for childcare. If a family withdraws their child before the month is up, they must pay the month fee. If the centre terminates and the family withdraws before the month is up, the family is responsible for time and attendance and the remaining balance will be refunded to the family.

* Following the trial period, **one month written notice is required to withdraw from the Sunny Town Childcare program**. Note- notice for the month is considered the first day of the month till the first day of the following month. * Example: If you wish to withdraw on January 31st, notice must be in by January 1st (1st to 1st).

Absentee

Parents or guardians must notify Centre or staff if a child is going to be absent no later than 9AM of that day. Parents are responsible to pay for their child's booked days regardless if a child is absent or not (holding a spot inhibits another family from being able to receive child care).

Absenteeism is anytime your child is not at the Centre on their schedule days. This includes sick days, holidays, extended time off, vacation, appointments, unexpected parent days off or relatives visiting.

Attendance

Signing in and out is required for every departure and arrival of a child. Our staff have the responsibility of ensuring every child is account for at all times. Teachers are responsible for signing children in and out. All attendance sheets are kept on file.

Daily attendance sheet and classroom communication books are used for recording children who are sick, on vacation, absent, behaviour changes or other.

Head counts are done 2-3 times or more every hour, during before and after each transition and going indoors and outdoors.

*** Maintaining records in conjunction with constant supervision skills are critical in ensuring safety and well-being of the children in our Centre. ***

Space Limitations

We aim to meet the needs of all families. However, we have a high demand in our programs with limited spacing**.**

We give priorities to families already enrolled in our program, however:

- If a family is entering another child or sibling into the Centre, please do not assume a space is immediately available for your child as this is not always guaranteed or possible.
- Similarly, if your child is planning on transitioning from an Infant/Toddler room to a 3-5 group room, we may not have a guaranteed space available at that time. We enter new children into the program or rooms based on the waitlist. The more notice provided to the Centre about a family obtaining another or new spot, the more likely a spot can be provided when required.
- Due to the high demand, there might be occasions where families need to enter their children sooner than they need childcare. For example if the next family wanted to start in November, but a space in the program became available in September, the family would need to start in September or it would be offered to next family waiting for care. This could mean a spot for childcare might not be available in November.

- Part-time requirements – if you are sharing a week with another family because part-time hours are required by both, should one family leave the Centre there is a possibility that the other family will lose their space if a replacement cannot be found.
- Please reach out for questions or specifications about this.

Close Centre Days

Our Centre's will be closed on the following Statutory Holidays:

- Labour Day
- Victoria Day
- Good Friday
- Canada Day
- Christmas Eve - Centre closed by 3 PM
- Christmas Day (DEC 25) till New Year's Day (JAN 1)
- Boxing Day
- Thanksgiving
- Family Day
- Reconciliation Day
- Remembrance Day
- Easter Monday
- BC Day
- August long weekend (full week closure)
- Two Days Mid October *Special request made by Church building for the fall festival* (Only at the South location)

Questions or inquiries about the specific dates can be made to the Centre staff. Notification of closure dates will be made far in advance for families to make other arrangements for childcare.

*** Parents/Guardians are to pay their full monthly fees and agree to all Centre closure dates, including holidays and statutory dates by signing this document. ***

Liability Insurance

Sunny Town Childcare carries appropriate coverage for the facility and company vehicle transportation.

Diapering

- Staff are responsible for frequently checking diapers or pull-ups throughout the day for adequate changing purposes.
- Parents and caregivers are responsible for providing diapers, wipes, and cream/ointment.
- Parents and caregivers are responsible for informing staff about diaper/bathroom concerns (diaper rash, constipation or refusal for example).
- Our change mat is cleaned and sanitized after each use.

Staff wear disposable gloves for changing and are required to wash hands before and after changing before returning to work.

Potty Training

We recommend that children be at least 2 to 2 ½ years and must show signs of readiness as well telling the teachers they want to go to the potty. We will help assist and encourage your child as long as they are willing to do so. Potty training will be done in a relaxed manner with lots of reminders and the cooperation of the family. The child must be kept in Pull Ups at all times until a child is fully ready to let us know when they need to go and are no longer having accidents.

We are happy to be part of this experience but parents please keep in mind we are also very busy caring for all our children in day care.

Accidents on carpet can be very difficult to clean and properly sanitize and it is against public health sanitation policies.

* Please do not force potty training on a child when they're not ready or expect teachers to enforce potty training when the child refuses to go. This often causes regression and a lot of unnecessary pressure. Each child is unique and ready at different times.

Nap and Quiet Time

Nap and quiet time are important for all children at all ages. We understand all children have different quiet time needs; the Centre will develop a flexible routine adjustable to the needs of the specific child.

Children rest each day at the Centre, even for those who do not nap. During quiet time, 3-5 year children will rest on their mats for a minimum of 20 minutes and then will be provided with an individual activity.

Facility Washroom

Staff will always be with children in the bathroom to assist with any needs. If a child needs help using the bathroom consistently or requires application of ointment or cream this needs to be clarified by parent or caregiver to staff room member.

Toys From Home

We do not allow home toys in the Centre unless it is for a "show and tell day". This would be specified in advance by the Centre staff. This is due to a history of toys being accidentally broken, lost, misplaced among Centre toys and fought over by other children.

The Centre has a large variety of toys and materials for all the children to access. Not all children can access the same toys at home as others, and this ensures inclusiveness and fairness to all families. **Please be respectful of the Centre's policy and other families.**

Staff Qualifications

Our staff at Sunny Town are knowledgeable, caring, compassionate and dedicated to delivering quality practice. We have early childhood educators, infant toddler teachers and responsible adults with years of experience in the field.

Our staff are required to:

- Provide a criminal record check.
- An up-to-date immunization records.
- Medical clearance.
- Provide 3 references.
- Valid first aid at appropriate level.
- Valid certification.
- Early Childhood Education certificate or diploma.
- Complete Guiding, Caring and Responsible Adult course (School Age).
- Experience working with children and youth.

Sunny Town will train staff according to Centre's policies and procedures. We strive to continue and grow as child and youth care practitioners through on-going training and workshops.

Emergency Closure Policy – Staff Sickness

Sunny Town is committed to having our programs open on all scheduled days. We recognize that emergencies beyond the Centre's control such as the breakdown of essential services (hydro, heat and/or water) or inclement weather days or emergency health conditions can occur. Due to unforeseen circumstances, the Centre may be required to close for health, safety reason or improper ratio (i.e. illness, outbreak, direction from the government and/or public health, fire, flood etc).

We must consider the safety of all students and staff when we make decisions regarding full day closures or early closures due to emergency conditions.

With teacher sickness or away, we may need to move your child/ren into another classroom while still ensuring that we meet the regulations of staff / child ratio. If these regulation ratios cannot be achieved and additional staff members are unavailable, we may need to cancel childcare for that day or until staff / child ratio are at the correct levels. We will do everything we can to prevent unexpected closures. Most importantly to prevent sickness and spread of germs, please keep your child at home when they're sick. **UNLESS OTHERWISE NOTED**, THE FEES WILL NOT REFUNDED DUE TO THE CENTRE CLOSURES RESULTING FROM CIRCUMSTANCES BEYOND THE CENTRE'S CONTROL.

3. BEHAVIOUR GUIDANCE POLICY

Sunny Town Childcare takes pride in establishing a positive guidance policy. All guidance in the Centre is positive, supportive and protective of child's development and self-esteem. Chances to provide guidance are seen as opportunities to provide learning and build trusting relationships between educators and children.

Staff adapt their approach based on the individual child and their needs. We meet them on their level and provide opportunity for them to solve their own conflicts. No child or staff member will ever be subject to neglect, physical or verbal harassment as a form of discipline by staff or families. The following behaviours are also not permitted to be used by any staff member:

Pushing or shoving, hitting or shaking, restraining, harsh belittlement or degrading treatment, spanking, separation without supervision, using food or rest aa a form of punishment.

Sunny Town Childcare has a zero tolerance for violence. We do not allow hitting, biting, scratching or yelling to any children or staff members. In the event redirecting is not possible, a child may be taken out of the classroom space to ensure safety and have "time for themselves". During this time a staff member will provide a "time in" opportunity for a child to discuss what has happened, what their actions entail and a moment to have one on one comfort. No matter the behaviour staff with always be supportive, receptive and nurturing to the child.

Staff will document minor behavioural incidents/concerns in our communication book as well as in our minor incidents' logbook. In a more serious manner where a child or another child gets injured where the child or the other child will need medical attention or the behaviour is severe and threatening, our staff will need to make a report to licensing as a Reportable Incident.

If a child is not receptive to redirecting and aggressive behaviour is persistent, staff will collaborate with parents or caregivers about conducting a plan of action for supporting this child. In the very rare event, a child's persistent behaviour may be a safety concern to themselves, other children or staff, the centre has the right to remove this child from the program.

Biting and Pushing

Biting and pushing is unfortunately not unexpected behaviour for toddlers. Some children and many toddlers communicate through this behaviour. However, biting/pushing can be harmful to other children and to staff. This biting/pushing policy has been developed with both ideas in mind. As a daycare, we understand that biting/pushing, unfortunately, is a part of a daycare setting. Our goal is to help identify what is causing the biting/pushing and resolve these issues. If the issue cannot be resolved, this policy serves to protect the children that are bitten/pushed. If a biting/pushing incident occurs, we will notify the parent of the child biting/pushing and the parent of the child who was bitten/pushed be contacted. Names of the children are not shared with either parent.

When Biting/Pushing Does Occur:

Our staff strongly disapproves of biting/pushing. The staff's job is to keep the children safe and help a child that bites learn different, more appropriate behaviour. We do not use techniques to alarm, hurt, or frighten children.

For the child that was bitten/pushed:

- First aid is given to the bite. It is cleaned with soap and water. If the skin is broken, the bite is covered with a bandage. The child will be comforted.

- Parents are notified.
- The biting or pushing incident will be documented.

For the child that bit/pushed:

- The teacher will firmly tell the child, we do not bite/push. And ask them to check in with the child who was hurt.
- The child will discuss with a teacher how the other child may feel and what other ways there are to deal with their frustration.
- The parents are notified. The incident will be documented.

Moving forward

The child will be shadowed to help prevent any biting/pushing incidents. The child will be observed by the teachers to determine what is causing the child to bite (teething, communication, frustration, etc.) The child will be given positive attention and approval for positive behaviour.

We will not dismiss any family that are trying their best to work with us to help change unwanted and challenging behaviours regarding their children. We want to work closely with our families to come up with a better solution to help stop these unwanted behaviours.

Each case, is a different situation and we understand that young children often present biting, pushing behaviours and we will continue to work with and support families so we can help better support their child in a positive way. We also want to ensure our families that safety is our biggest priority at Sunny Town Childcare and have put in place a policy on biting/pushing.

Biting, Pushing and Positive Behaviour Support resources are available.

4. SAFE RELEASE OF CHILDREN POLICY

Please be advised that staff have the authority to request photo identification from any adult picking up a child. Unless we are instructed in writing to do otherwise, the Centre will only release a child to the following people:

- The child's parent, guardian or custodial parent (as noted on the emergency care/registration form).
- The emergency contact person.
- Any other guardian whom the parent, by way of written authorization, has given the Centre permission to release the child to.
- **GOVERNMNENT ISSUED PHOTO ID WILL BE ASKED FOR NEW INDIVIDUALS WHEN PICKING UP A CHILD IN ADDITION TO PARENT/CAREGIVER CONSENT.**
- A copy of the Custody Order must be provided to the Centre if a parent is unauthorized to pick up a child.

We reserve the right to keep the child at the Centre if we are not completely certain about any person who has come to pick the child up or if the staff suspects that person of being under the influence of drugs or alcohol. In this case the staff will:

- Phone an alternative adult on the emergency contact list.

For children who are not picked up by 17:00 pm the staff will:

- Try to contact the parent.
- Try to contact an emergency contact person.
- In the event that the parents/guardians/emergency contact(s) are not available and it is after 5:00pm with no notice of late pick-up, staff members are to call the Ministry of Child and Family Development at 604-660-9260 and follow their instructions. Under no circumstances are staff members to remove the child from the Centre. 911 is to be called if no contact at MCFD.

If an authorized adult comes to the Centre to pick up a child and appears unable to provide safe transportation for the child, the staff will suggest an alternate method of transportation, or call a person on the emergency contact card. **If the adult does not comply with the alternate suggestion and takes the child into a vehicle, the staff will contact 911 immediately.**

5. TRANSPORTATION POLICY

This transportation Policy is for Sunny Town Learn and Play Childcare Centre - 693 53rd Street, Delta

Transportation Policy For School Age and Field Trips

Sunny Town Childcare currently provides before and after school care for children attending the following elementary schools:

- South Park Elementary.

Starting Sept 2023 we will be offering Drop off and Pick Up at the following schools:

- Cliff Drive Elementary
- Beach Grove Elementary
- English Bluff (after school pick up only)
- South Park Elementary
- Pebble Hill Elementary

At Sunny Town Childcare, we provide convenient transportation for children that are ages 3-5 years to school age for field trips, and pickup and drop off to and from school. No vehicle transportation is provided for children under 30 months. We have designated, labeled and certified bus/vehicle to transport your child safely. All drivers undergo safety training, and a driving history is reviewed to ensure safety.

Sunny Town Childcare, will make sure that the following guidelines are met anytime children are being transported to/from a destination:

- The driver of the vehicle is 19 years of age or older.
- The driver holds a drivers license that permits the driver to operate the type of vehicle being used.
- If more than 8 children (30 months-5 group room) are transported in a single vehicle, Sunny Town Childcare will ensure our teacher to child ratio is in place, not including the driver. This does not apply to the school age program.
- If more than 12 children of our school age program are transported in a single vehicle, Sunny Town Childcare will ensure that at least one responsible adult, not including the driver, is in the vehicle being used.
- Children will be transported to and from school in the daycare vehicle, and in case of emergencies or field trips, in an approved vehicle.
- A name call and headcount of children will happen before every departure to ensure all children are on the bus and accounted for.
- Safety checks of the vehicles will be made before every trip.
- All vehicles will be checked and maintained regularly by a certified mechanic.
- All children will be seated in appropriate car seats/booster seats when and if necessary.
- Children from grade 1-7 will be dropped off at the school's main doors and expected to walk to class. Children in kindergarten will be walked to class either by the driver or responsible adult/teacher.
- There will be times posted in the Centre to inform parents/guardians of what time the bus/vehicle will be departing the Centre.

The Following rules and guidelines are for parents of Sunny Town Childcare that must be met:

- We will correspond with schools and teachers to ensure that children are waiting safely in the school office or designated area for pick up by bus, teacher or responsible adult (assigned by the daycare) to bring children safely to the Centre.

- Parents/guardians will contact and advise the teaching staff at Sunny Town Childcare of any changes for transportation and will give ample time to meet these changes.
- Due to unforeseen circumstances if a child may arrive late to daycare for transportation, the parent/guardian will understand that Sunny Town Childcare will make every effort to wait to transport all children but will leave to ensure the timely arrival of other children.
- At times children may forget or leave belongings at school, in which the driver will not have time to return to the school to collect them.
- A list of Pro D Days, early dismissals and holidays will be provided 1 month in advance to staff members at Sunny Town Childcare.
- At times transportation may be cancelled due to poor weather conditions, parents/guardians will need to find other means of transportation, parents will be contacted as soon as possible.
- It is the responsibility of the parent/guardian to notify the school that Sunny Town Childcare will be dropping off and/or picking their child up from school
- Parents/guardians must inform Sunny Town Childcare if they will not be using the daycare transportation service at a timely manner.

The following are rules and guidelines that all children must follow when transportation is provided.

- Children are to always remain seated.
- Seat belts are to be always worn until the driver instructs children to unbuckle/or assist to unbuckle.
- Children must sit in designated seats, depending on their height/weight/age. They will be designated a booster seat, child seat or other according to the law.
- Children are encouraged to talk amongst themselves, this is a social part of their day, however we do discourage loud/screaming voices.
- Children are reminded that there is no food or drinks allowed during travel to ensure safety.
- The windows on the van/vehicles are to be adjusted by the driver to ensure the children feel comfortable in warm weather.
- Children are not allowed to get out of their seat while the van/vehicle are in operation. In case of an emergency, they may comply with the driver's directions to do so.
- There is a mobile phone on the van/vehicle for emergency calls.
- If there is a behaviour concern or safety concern, the driver will pull over to remind children of behaviour requirements, and the driver will relay the information back to the Manager and may then be relayed to the parent/legal guardian if necessary.
- If behaviour concerns continue with a child, transportation will be refused for that child to ensure the safety of all passengers on the van/vehicle.

Sunny Town Childcare has the right to refuse transportation for your child with limited notice.

This transportation Policy is for Sunny Town Learn and Play Childcare Centre – **NORTH** – 1631 56th Street, Delta. Sunny Town will take the children off premises for walks or field trips. We will inform parents ahead of time about field trips. Sunny Town is located in an area close to multiple public spaces: including sports fields, nature trails, Imperial Village Park, SD recreation Centre and an elementary school playground. The staff at Sunny Town may at times utilize these spaces. Staff will ensure appropriate ratios for supervision are maintained at all times. Any area used by our childcare will be assessed for any potential dangers or hazards, and staff will ensure the environment is safe for the children. Any off site playground equipment will be used with caution and age appropriateness will be maintained at all times.

- Staff/child ratios will be maintained on all walks or field trips.
- First-Aid Kit and emergency cards with updated information and photo of child will be brought on all field trips or walks.
- Walking rope/train and/or strollers will be used where necessary.
- At least one staff member present with the children must hold a current, valid first aid certificate.
- Access to a working telephone must be available within 5 minutes walking distance of the field trip site.
- An emergency plan must be developed prior to field trip. All staff and volunteers in attendance at the

field trip must be familiar with the emergency plan. All emergency plans should contain the telephone numbers of parents, ambulance, hospital and doctor, as well as what actions are to be taken in the event of an emergency occurring.

- A signed consent form must be received from the parent/guardian of the child prior to any field trips.

This transport, safety plan complies with the community care and assisted living act the childcare, licensing and Fraser health licensing requirements.

6. EMERGENCY PREPAREDNESS AND PRACTICE DRILLS

In our emergency preparations we hold monthly meetings with all staff to review safety and emergency plans and first aid kits. We provide emergency earthquake kits for $30 per child. This ensures that all kits are consistent and the kits are small and compact for easier storage.

Practice emergency drills and fire drills once a month. Children will be prepared for what is expected of them to do. Having regular drills will also help the children to feel less stressed and panicked in stressful situations. After each drill, teachers will gather the children and discuss as a group what may happen in a real situation. Our emergency supplies are in a wheeled bin that is easily rolled out if an emergency occurs. We may take the children for shelter at our nearby schools (SDSS, South Park Elementary) if fire occurs during bad weather for the parents to pick them up. We will contact each parent to instruct them on how to pick up their child safely.

Sunny Town Learn and Play Childcare Centre – **NORTH.** During an emergency and the need to evacuate the premises, shelter will be at the Coast Hotel (next door) or South Pointe School (over near the South Delta Rec Centre). Emergency Plans are hung by every main entrance/exit.

Emergencies: Fire, Earthquake, Power outage or Poor Weather Conditions

Our centre has monthly fire and earthquake drills implemented to ensure safety and emergency readiness. You may inquire with room staff about specific room plans.

Emergency telephone numbers, emergency evacuation and fire escape plan will be posted by the parent board.

In the event of a power outage, the staff will contact BC Hydro to determine the status and estimated wait time for power to return. If the outage is more than 2 hours the staff will notify parents or guardians to pick up their child.

The Centre will close in the event of extreme snowfall or other inclement weather, and if Delta School District have closed for these reasons. Families will be contacted by the Centre **no later than 7:30 AM on the day of the closure** via e-mail, phone and posts made on our social media accounts.

Evacuation and Fire Plan

- Our emergency meeting area for Sunny Town Learn and Play Childcare Centre SOUTH - 693 53rd Street, Tsawwassen is the far side of the parking lot located on the west side of our building. If the parking lot is inaccessible then we will use the high school field to maintain a safe distance from the danger. We will walk safely to either meeting area. Sunny Town Learn and Play Childcare Centre NORTH - 1631 56th Street, Delta – the meeting area is the Coast Inn Hotel next door or if that is not accessible the South Delta Recreation Centre.
- Evacuate anyone in immediate danger!
- 3-5 year olds will use a walking rope to exit our building with teachers. Meet west of the building to count and roll call the children. The children will walk through the rear of the building as there is less traffic and meet at the Coast Inn Hotel.
- Move infant toddlers quickly out of the doors with strollers. Strollers are located by the exit door. Some toddlers will walk with a walking rope with teachers. Meet west of the building to count and roll call the children. The children will walk through the rear of the building as there is less traffic and meet at the Coast Inn Hotel.
- Call or email parents to inform them of emergency situation.
- If we leave the premises, a note will be left at the front entrance.

- The director or designee (if absent) will check all bathrooms and any other room or areas where someone may be.
- All teachers will take attendance log, time sheet, first aid kit, PPE, emergency files, and any other record easily carried.
- Teachers will close all doors as they leave the building.
- Teachers will account for all children by checking attendance log and reporting to the director or designee as soon as possible.
- Assistant director or designee will provide first aid as needed.
- If fire PULL FIRE ALARM or call out "CODE RED" if alarm does not work.
- Report Fire to 911 once outside using cell phone. Tell 911 "There is a fire at 693 53rd Street Tsawwassen United Church or 1631 56th Street (next to the Coast Inn) is burning.
- Use portable fire extinguisher if it is safe to do so.
- As soon as the fire is discovered, start an orderly evacuation as during a fire drill and collect all necessary equipment for safety and first aid.
- Evacuate ALL children and ALL adults through the nearest exit away from the fire to an area well away from the building.
- Do not re-enter the building until permission is given by the Fire department.
- Staff trained in first aid will be with each care group.
- The emergency supplies bin will be collected and taken out of the building by a staff member. Children will have access to food and water as well as books, games, toys, etc..
- Emergency supplies will be checked every 6 months and ensure that all children's information is up to date.
- All children will be kept safe by their teachers who will occupy the children with books, games, sing songs until further instructions are available.
- Wait for authorities to advise that it is safe to return to the premises or wait for parents to collect their children.

Fire Drill

- Announce to the children to STOP what they are doing and that we are conducting a Fire Drill.
- Teachers/staff members are asked to use a bell & their voice.
- Instruct the children to line up at the door.
- Follow the evacuation procedures above.

Earthquake Drill

- It will be announced to the children to STOP what they are doing and that we are conducting an Earthquake Drill.
- Teachers/staff members are asked to use their voice.
- Children will be instructed to move quickly and take cover under the tables or to brace themselves in a doorway.
- Everyone should cover their head and face in a crouch position and face away from windows.
- Count to 60 and wait until the shaking has stopped.
- Wait 10 minutes when the earthquake is over, for aftershocks, before evacuating the building.
- Instruct the children to line up and follow the evacuation plan

7. HEALTH, ILLNESS AND MEDICATION PROCEDURE

Sunny Town strives and is committed to provide children with a safe and healthy environment. We ensure all staff and children follow the health policies and guidelines set forth. We strongly recommend your child's immunizations are up to date.

Preventative measures for a healthy and safe environment at our Centre include:

- Handwashing before and after food consumption, post outdoor play, tabletop play, the bathroom and entry to the building.
- Handwashing for a minimum of 20 seconds with soap and water.
- Modelling coughing and sneezing into your elbow to the children.
- Following infection prevention practices.

- Cleaning and sanitizing surfaces and rooms frequently.
- Providing a positive and nurturing environment.
- Following proper diaper handling and changing practices (as per diaper procedure available upon request).
- Meeting individual needs of children and their families.
- Recording and adhering to daily/weekly cleaning schedules.

The children and the staff will wash their hands before/after eating, after using the washroom and changing diapers. The Centre will be cleaned regularly. The toys and surfaces will be sanitized with a bleach and water solution regularly. All diapering surfaces must be wiped/sanitized after each use while wearing disposable gloves.

In the event that your child is sick:

- If the staff feels your child should not be at the daycare because of illness, you will be notified and are expected to have him/ her picked up as soon as possible.
- A quiet place to rest is provided for ill children with extra care/ supervision while waiting to be picked up by parents
- Parents may be asked to confirm their child is free from symptoms before returning to the facility. This will ensure the control of contagious disease and well-being of others in the facility.
- It is advised that you inform the daycare within 24 hours of diagnosis of a serious illness or contagious disease your child or any family members may have. In the event of a contagious disease, we will warn other families of a potential outbreak. (eg. Chicken pox)
- Please phone the Centre if your child will not attend due to illness, etc.
- If medication is required to be administered, an administration of medication consent form is required to be signed by parents as given permission. Please give all medication to the caregiver on arrival. It is required that medication must be in the original container. We must follow the directions for use on the container unless alternate written instructions come from a physician.
- It is required that all medications other than emergency medication must be stored in a locked medical box.
- We practice the rules of health and hygiene provided by B.C Health Guide on a regular basis including staff, children and equipment. For example, washing hands before and after eating meals and snacks, after using the washroom, diaper changing, cleaning up bodily fluids, blowing nose, handling garbage, touching pets, etc. Cleaning and sanitizing washrooms, floors, tables, chairs, kitchenware, toys, children's bedding and all other equipment on a regular basis to prevent spread of infectious diseases in our facility.

Medical Administration & Care Plans

Staff will only administer prescription medication stored in the **original container with pharmacy label intact with child's name, health number, dosage amount, consent administration instructions in addition to parent guardian form. A Lock Box will be used to keep medicine stored safely.**

An administration medical form must be completed and signed by parents/guardian prior to administration of the medication. Staff would never administer medication without discussing it with a parent/guardian. Parents **must** give the medication to staff in order to ensure it is safe and secure locked away. All administered medication to a child will be recorded and kept in their record files.

Allergies and Existing Health Concerns

Parents must provide a Care Plan that carefully outlines a Step-By-Step action plan on what Staff should need to do in case a child needs an Epi-Pen or any other medicines due to their medical condition. Children with allergies will be posted on our board, as well as any children with any medical conditions. All emergency medications will be placed out of reach of children but easily reached and accessible to our staff.

Please keep a child at home for one or more of the following:

- Bad cold, bad cough, difficult breathing, sore throat, difficulty swallowing
- Diarrhea, nausea or vomiting
- Has unexplained pain

- Has a fever
- Uncontrollable runny nose (not allergy related) with bright green or yellow mucous
- Has lice or nits or any parasite related condition
- Have skin infections, undiagnosed rash, sore infected eyes, or any signs of contagious disease
  a child with fever must be 48 hrs symptom free without any Tylenol/Advil given, before they can return back to daycare and 48 hours symptom free of any tummy like viruses! Very contagious!

Families must keep the Centre updated on child's illness and discuss a safe return time back to daycare. Call 778-999-1015 or email on your child's health update. A child may return to the Centre when they are free from symptoms and no longer infectious. The child should be well enough to actively participate in the entire routine throughout the day. If your child is feeling uncomfortable and crying more than usual your child may be sent home. If a sick child is returned to the Centre the staff will kindly ask them to leave until it is safe to return. The child will be kept in a quiet, clean and supervised area to rest waiting for arrival of parents/guardians.

If a parent is unreachable after 15-20 mins, we will call the emergency contact to pick up your sick child.

We do not allow children or staff to be exposed to illness in the centre when preventable

Please do not give children Tylenol or Advil to mask fever or flu symptoms. The medication only lasts a few hours, and the fever will return resulting in parents/guardians having to pick up their child. This often causes more distress for the child.

In the case of a serious or unexplained illness and all rashes, a doctor's medical clearance form is required prior to admission back to the childcare Centre. Staff will notify families. This is in accordance with recommendations and standards of the Ministry of Health and Fraser Health Authority. Please also reference the COVID Health Policy for the Centre.

Child Records

All children records including medical (immunizations) must be kept up to date. It is the parents or caregivers' responsibility to inform staff about any updates or changes.

This includes changes to:

- Allergies – include a care plan & medications
- Medical illness
- Emergency contacts
- Hours of care needed
- Contact information (phone numbers, e-mails)
- Other

8. REPORTABLE INCIDENTS

We do everything possible to ensure the safest quality environment. A reportable incident is an injury/accident that happens to your child while they are at daycare. A reportable incident form will be completed within 24 hours of incident and sent to licensing officer.

Our Centre is responsible for:

- Notifying parents or guardians as soon as possible
- Completing and signing incident report forms
- Filing the originals at the facility and submitting one copy to the licensing officer

Guidelines for Sending Reportable Incidents

In events of urgent nature requiring licensing investment (sexual, physical, emotional, neglect, financial, or disease outbreak) the Centre will call or fax our licensing officer and mail a copy within 24 hours. In addition to reportable incident, we must all report all minor incidents and illnesses present in the Centre that do not require medical attention and are not considered by definition to be reportable incidents (behavioural, observations, and other

unexpected events that may need to be shared with parents.

Missing and Wandering Children

Sunny Town Childcare believes that all children should be cared for in environments that provides maximum safety. The daycare shall only permit children in its care to engage in activities and /or events that have been carefully planned to ensure maximum safety.

The staff are aware of their roles and responsibilities should a child become lost.

If a child should go missing the staff, in a calm and careful manner, shall carry out the following procedures:

- The senior staff person shall immediately instruct all staff to bring the groups of children together. She/he shall quickly and quietly determine where the child was last seen.
- The staff member that is responsible for that child will conduct a search of the immediate area
- Staff not engaged in the search shall ensure that the children remain calm and engaged in activities while the search continues
- Within two minutes, the search of the area will be expanded, and the staff will get as many people involved in the search as possible
- Should the staff fail to find the missing child within 5 minutes, the police shall be contacted immediately by the senior staff and pertinent information will be given
- Parents/ Legal Guardians shall also be contacted and informed of the actions taking place and will be phoned back every few minutes with updates on what is going on
- When the child has been found, the senior staff shall inform everyone involved, hold a debriefing as soon as possible and shall file a Serious Incident Report with the Community Care Facilities Licensing

Child Abuse and Neglect

All children have the right to live a life free of abuse and neglect in all areas including home and school. Our centre has the duty to ensure all children are always secure in physical and mental well-being.

Reporting Abuse and Neglect

Sunny Town Childcare is legally and morally obligated to report any information of suspected child abuse or neglect in accordance with childcare regulations. Everyone in the community should be alert to signs of abuse or neglect in children and youth. Their safety, welfare and well-being are a community responsibility. This would mean if a child provided information to staff, another family member contacts the Centre or the child has signs of maltreatment or abuse, a report to the Ministry of Children and Family Development ***must*** be made.

In BC anyone who has reason to believe that a child or youth under 19 has been or is likely to be abused or neglected and that the parent is unwilling or unable to protect the child or youth, ***must*** report the suspected abuse or neglect to the Ministry of Children and Family Development. The contact number is 1-800-663-9122 and website www2.gov.bc.ca.

What does "Reason to Believe" mean?

"Reason to believe" simply means that, based on what you have seen or information you have received, you believe a child or youth has been or is likely to be at risk. You do not need to be certain. It is the child protection worker's job to determine whether abuse or neglect has occurred or is likely to occur.

Keep in mind that:

- You do not need proof — it is the child welfare worker's job to determine whether abuse or neglect has taken place; your role is to report your concern, including any disclosures or indicators you have witnessed
- It does not matter if you think someone else is reporting the situation — you still must make a report
- It does not matter if a child welfare worker is already involved with the child or youth — you still must make a report
- The legal duty to report overrides any duty of confidentiality, except a solicitor-client relationship where provisions of the *Youth Criminal Justice Act* apply

- Failing to promptly report suspected abuse or neglect to the Ministry of Children and Family Development is a serious offence under the Child, Family and Community Service Act and carries a maximum penalty of a $10,000 fine, six months in jail, or both

When making a report Sunny Town will provide:

- Whether there are any immediate concerns about the child's or youth's safety
- Why you believe the child or youth is at risk
- Any statements or disclosures made by the child or youth
- The child's or youth's age and vulnerability
- Information about the family, parents and alleged offender; Information about siblings or other children or youth who may be at risk
- Whether there are any previous incidents involving, or concerns about the child or youth
- Information about other persons or agencies closely involved with the child, youth and/or family
- Information about other persons who may be witnesses or may have information about the child or youth
- Information about the nature of the child's or youth's disabilities, his or her mode of communication, and the name of a key support person; and
- Any other relevant information concerning the child, youth and/or family, such as language or culture

9. NUTRITION PLOICY

Parents are required to supply children with a lunch, a water bottle and two snacks for the day, every day. We promote following the Canadian Food Guide when preparing meals and eating healthy whole foods. We encourage parents to send an adequate amount of food as a lot of children will still be hungry after consuming all their food, and there are limitations to providing more.

We promote healthy eating; treats are allowed after a healthy meal has been consumed first. Please do not send juice boxes, water bottles.

Please label lunchbox and water bottle with child's name.

We are a **NUT FREE ZONE in all locations.** Please check ingredients and lunches to ensure safety. Special dietary restrictions and allergies are listed in each class. Please complete allergy/dietary restriction section if necessary. Any other foods not allowed in a specific classroom will be notified to families by classroom staff.

Staff will ensure:

- Children are never left unsupervised while eating or drinking
- Adequate amounts of food and water are supplied at the appropriate times in accordance with the children's developmental needs
- Prepackaged food items will be offered if children are still hungry from running out of food
- No popcorn for children under 4 years of age
- Grapes are to be cut lengthwise to avoid chocking
- Clean drinking water is available at all times of the day
- Children are not forced to eat or drink (consider child's preference when preparing food)

10. ACTIVE PLAY POLICY

Sunny Town Learn & Play Childcare North recognizes the importance of physical activity for young children. Implementation of appropriate physical activity practices supports the health and development of children in care, as well as assisting in establishing positive lifestyle habits.

Active Play is physical activity which includes moderate to vigorous bursts of high energy, raises children's heart rate and may make them 'huff and puff' such as running or jumping. For an infant or toddler, active play may include reaching out for a toy, rolling over, balancing in a sitting position and crawling/walking.

Why Is Active Play Important? Active play helps to promote healthy growth and development and supports body control and movement. Active play can help build strong bones and muscles, improve balance, coordination and assists with the development of gross motor and fine motor skills. Active play also helps to promote children's

confidence, improves concentration and thinking and learning skills and provides opportunities to develop social skills and make friends.

Our daily indoor and outdoor active play policy:

- Ensure that children receive 60 mins per day of active outdoor play time.
- Provide a designated safe outdoor area for infants and toddlers for outdoor play.
- Provide at least 15mins of dance and movement indoors for infants and toddlers.
- Increase indoor active play time so that the total amount of active play time remains the same, if weather limits outdoor time.
- Provide a variety of play materials (both indoor and outdoor) that promote physical activity.
- Indoor and outdoor play will have materials available for a variety of ways to promote jumping, climbing, running, balancing, and peer interaction.
- Throughout the regular day the children will have a 10-15 minute music and movement every day in circle time. This play will include dancing, stretching, bending, jumping, musical instruments and games to promote physical activity, listening skills and peer interactions.
- Activities or games which lead to long periods of sitting should be broken up with short bursts of activity for one to two minutes i.e. school age children who are engaged in reading, homework or board games will be encouraged to take breaks to stretch and walk about.

Parents or Caregivers must provide:

- A change of clothing including socks, underwear, shirts, shorts, pants and sweater (more than one outfit suggested).
- Two pairs of shoes (indoor pair and outdoor pair)
- If child naps, bedding is required (crib sheet, blanket, 1 stuffed comfort animal)
- Diapers and pull-ups for children not yet toilet trained
- Sunscreen
- Any additional items your child my need (ointment, diaper cream, bug spray, etc.)

***We encourage parents to label all items to avoid losing or mixing up materials. ***

Outdoor Play and parks Nearby 1631 56th Street, Delta — NORTH

The North Centre has three enclosed outdoor spaces for our 3-5 classrooms, Multi-age classroom, and infant/toddler classrooms. Our 3-5 classrooms will sometimes go for a 10 minute nature walk down to Imperial Village Park.

In order to ensure optimal safety staff will:

- Constant supervision
- Safety Talks before leaving to play outside
- 3-5 group and MA will Walk with a rope chain to nearby parks
- Infant/Toddler room will use our big stroller to transport children/toddler
- Bring emergency pack with first aid and children's emergency contacts
- Do frequent head counts to ensure all children are present and accounted for.
- Check playground and equipment for safety and security.
- Complete roll calls with children before going outside or inside.
- List names of children outside to other staff.
- Complete safety discussions with children prior to going outside.
- In Extreme Weather Conditions, when outside play is not an option, children will have indoor active play in our classrooms — gross motor activities, obstacle course, dance parties, etc…

Outdoor Play and parks Nearby 693 53rd Street, Delta — SOUTH

The South Centre has three enclosed outdoor spaces for the 3-5 group room, multi-age, infant/toddler room and school age room. We utilize the back area of the church building for outside play as well we have neighbouring parks.

In order to ensure optimal safety staff will:

- Set up cones for safety markings for children, staff and families.

- Ensure no traffic will come into the back of the building by putting up chain and fence at entrance.
- Constant supervision
- Safety Talks before leaving to play outside
- School age children will walk as a group with a buddy holding hands or a rope
- 3-5 group and MA will Walk with a rope chain to nearby parks
- Infant/Toddler room will use our big stroller to transport children/toddler may walk a short distance holding a teacher's hand
- Bring emergency pack with first aid and children's emergency contacts
- Do frequent headcounts to ensure all children are present and accounted for.
- Check playground and equipment for safety and security.
- Complete roll calls with children before going outside or inside.
- List names of children outside to other staff.
- Complete safety discussions with children prior to going outside.
- Extreme Weather Conditions, when outside play is not an option, children will have access to the indoor gymnasium.

School Age Children - Walking to and from School

Walking to school is great exercise, it's fun and a nice way for your child to spend time together with their friends but your child needs to be safe while doing it.

Staff prepare students for departure at 8:30 AM. Staff will depart with students at 8:40 AM. They will walk down the road holding hands with a "buddy" to South Park Elementary. Children will have safety discussions to remind them on the importance of staying together and being attentive when walking. Staff will meet students at a designated pick-up spot every day. Staff will have an attendance sheet and do a head count if more than one child.

Parents must notify the staff as soon as possible if the expected child has gone home from school or does not require after school care that day. Parents are responsible for contacting the Centre to notify of PD days and early dismissal days. Parents are also responsible to plan a course of action with the Centre for those days, it may not always be possible to have room for school age children.

11. SCREEN TIME POILCY

We do not believe television or excessive technology is an appropriate childcare method. If TV or technology is used at the Centre, it is to display only developmentally appropriate shows including, music, yoga, aerobics, sing along songs or scientific discovery to children.

On the rare occasion technology is used, it is no more than 30 minutes and most likely to take place during special occasions or holidays. Children 2 years of age and under will not have any screen time.

12. VIDEO SURVEILLANCE POLICY

For the safety and security of children, staff, families, and the facility, Sunny Town Learn and Play Childcare is equipped with video surveillance cameras.

- Cameras are placed in high-traffic areas (never in private areas such as restrooms) to deter crime, support supervision, and provide peace of mind.
- Video footage is for internal use only and may only be viewed by the Director or Assistant Director, either on site or remotely by the Director when off site.

13. EXCESSIVE CRYING AND EMOTIONAL WELL-BEING POLICY

Our centres are committed to supporting each child's emotional well-being by providing a safe, nurturing, and responsive environment. We recognize that it is normal for some children to experience periods of distress, particularly during gradual entry or when adjusting to a new routine. Our educators will use a variety of developmentally appropriate strategies to comfort, reassure, and support children who are upset.

Procedure for all Sunny Town Learn and Play Childcare Centres:

If a child experiences prolonged or excessive crying during gradual entry or at any time while attending the centre, staff will:

- make every reasonable effort to comfort and console the child. This may include providing:
    - one-on-one support, offering familiar comfort items (where appropriate),
    - redirecting the child to engaging activities, and
    - using other responsive caregiving strategies.

If, despite these efforts, a child continues to cry continuously for more than **20 minutes**, and staff determine that the child is unable to be comforted or participate in the program, the child's parent(s)/guardian(s) will be contacted and asked to pick up their child. This decision is made in the best interest of the child's emotional well-being and to ensure that they receive the support they need.

Each situation will be assessed individually, taking into consideration the child's age, developmental stage, and circumstances. Staff will communicate with families regarding the child's experience and work collaboratively to develop strategies that support a successful transition and positive attendance at the centre.

This policy is intended to establish clear expectations for families while ensuring that the emotional health, safety, and well-being of every child remain our highest priority.

14. REPAYMENT AGREEMENT POLICY

Sunny Town fees are payable in advance and are due on the first of each month. For the convenience of the centre and parents/guardians, we ask them to leave post-dated cheques for up to 6 months.

Fees that are non-refundable:

- $50.00 registration fee
- Late payment fees
- Late pickup fees
- Monthly fees if a withdrawal notice has not been given in a timely manner (minimum one month notice prior to withdrawal date).
- The first month of care will be a trial period for both parties (Sunny Town and the Parent/Guardian). Sunny Town or the Parent /Guardian may withdraw the child within the first month without the one-month withdrawal notice. The monthly fee will remain non-refundable regardless of when within the month the child is withdrawn.
- Monthly fees if a child is immediately withdrawn from the center regardless of withdrawal reason.
- Sick days, holidays, daycare closures (including but not limited to statutory holidays, emergency closures, etc.)
- Winter break (from Christmas Eve till New Years Day)

Fees that are refundable:

- $200.00 deposit fee which is refunded at the point the child leaves the Centre with one month’s notice being given.

AMENDMENTS

We reserve the right to amend, update, change any and all policies stated in this document. We reserve the right to change rates and fees. Changes and updates will be completed and writing and provided to parents and caregivers and signed by both parties. Policies are reviewed yearly.

FINAL NOTE

One of the most imperative qualities in excellent childcare is positive communication and collaboration between early childhood educators and parents/caregivers. Our philosophy is to provide an environment fostering cooperation between home and the childcare Centre. Similar to staff reporting changes in behaviours and

incidents to guardians, we ask guardians to inform staff about any behavioural changes at home or any information the family feels the staff should know about their child.

We use an app called Brightwheel that provides real-time messages, direct messaging, centralized communications, parent engagement, staff messaging, photos & videos, emergency alerts, reminders etc. Please be advised that doing busy times we might not be able to update on a regular basis.

Sunny Town has an Open-Door Policy. Parents or guardians are welcome to visit their child at the Centre when they wish. The Centre will adapt when there are changes implemented by Fraser Health Authority. Guardians may also contact the Centre to ask about their child's day. If you do not hear back right away it simply means the staff were unable to answer at the moment because they're with the children, they will answer your call or message as soon as possible.

We are truly passionate about delivering developmentally appropriate practice to little ones to help them reach their optimal physical, emotional and cognitive development. We embrace the diverse capacities every child has to offer. We want our Centre to be an inclusive warm environment for children to grow. We look forward to collaborating with you and your family soon.

Warmest regards,

The Sunny Town Learn and Play Childcare Family ☺

Acknowledgement Form

By signing this form, I acknowledge that I have received, read, and understand the **Sunny Town Learn & Play Childcare Parent Handbook**. I agree to follow all policies, procedures, and requirements outlined in the handbook.

In particular, I acknowledge and agree to the following:

- **Repayment Agreement Policy** – I understand the fee schedule, payment requirements, deposit/refund conditions, and non-refundable fees as outlined.
- **Video Surveillance Policy** – I understand that cameras are in use at **both Sunny Town locations** for safety and security purposes, and that video footage is for internal use only and accessible only to authorized Directors.

Parent #1: Name: _____ Signature _____

Parent #2: Name: _____ Signature _____

Date: _____

I understand that failure to comply with these policies may result in termination of childcare services.

Child's Full Name: _____

Date: _____

If entering more than one child into the program,

Child's Full Name: _____

Child's Full Name: _____

Child's Full Name: _____

Start date: _____

☐ PAID
Deposit Fee $ _____

Monthly rate $ _____

Daily Rate $ _____

Indicate Required Care Needed

Full Time Care:

☐ Every day - Monday, Tuesday, Wednesday, Thursday and Friday

Or please select one of the day combinations below …

Part Time Care:

☐ Tuesday and Thursday

OR

☐ Monday, Wednesday and Friday

If any specifications or changes are needed for your child's care plan, please comment them here.

_____

_____

_____

_____

_____

*** Requests are not guaranteed, but the centre does everything possible to accommodate our families. ***

Parent or Guardian Information

Parent or Guardian #1

Print Full Name: _____

Signature: _____

Date: _____

Parent or Guardian #2

Print Full Name: _____

Signature: _____

Date: _____

Optional, Parent or Guardian #3

Print Full Name: _____

Signature: _____

Date: _____

Sunny Town Childcare

Director's Signature: _____

Date: _____

Thank you for joining the Sunny Town family!

CODE OF CONDUCT

At Sunny Town Childcare, we strive to provide a safe, caring, learning environment for children, staff and families. We believe in the equality and respect diversity.

The following people are expected to behave in a respectful manner and comply with this code of conduct:

- Management, Directors and staff members
- Children
- Parents/guardians of children enrolled
- All others involved with our Centre (visitors, professionals, students, volunteers)

GUIDING PRINCIPLES FOR APPROPRIATE BEHAVIOUR

- **Be Respectful -** Everyone must be respectful of ourselves and other people. Everyone must be respectful of the ideas and feelings of others. Everyone must be respectful of the environment, equipment and materials.
- **Be Safe -** Everyone must work and play safely to help keep ourselves and others from getting hurt.
- **Be Cooperative -** Everyone should work towards solving our problems by talking to each other respectfully to find a solution. When we cannot solve a problem ourselves, we ask for help.
- **Be Active Listeners -** The staff have all or are going to college and university studying "Child Growth and Development" we truly know what's best for each child within the walls of our center. Please embrace our knowledge and education
- **Be Understanding** - Unfortunately, we live in an imperfect world, we are all doing our best to make safe choices and understand how frustrating these times can be.
- **Be Supportive** - Let's all support the role we have in the children's lives and together we will watch them thrive.

UNACCEPTABLE BEHAVIOUR

The following behaviours by children, staff, parents/guardians and others involved in our Centre are unacceptable at all times:

- All forms of bullying, intimidation (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive.
- Confrontations, frustration or aggression between parents/guardians and staff, including but not limited to the raising of voices in front of the children or otherwise.
- Harassment or gossiping, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome.
- All forms of abuse (sexual, physical or psychological, cyber), including verbally, in writing or otherwise.
- Discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability.
- Actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone.

DEVELOPMENTAL CAPABILITIES OF CHILDREN

We understand that it is normal for children to display inappropriate behaviour at times for a variety of reasons. The developmental capabilities of each child will always be considered when determining both expectations for behaviour and consequences of inappropriate behaviour. The rules and limits in the Centre are explained to the children and enforced consistently in a positive manner, taking into consideration the varying levels of development capabilities.

PROACTIVE STRATEGIES

We actively strive to create an environment that supports the health, safety and well-being of the children by:

- Having realistic and developmentally appropriate expectations for behaviour.

- Setting up the environment and materials to encourage appropriate behaviour and reduce potential for inappropriate behaviour.
- Planning a program based on children's interests and developmental needs.
- Establishing consistent yet flexible schedules and routines that help children gain trust, security and self-control.

We create a positive environment for children, parents/guardians, staff and others involved in our Centre by:

- Developing positive relationships, including making time to talk and listen.
- Establishing clear, consistent, simple limits and policies.
- Stating limits in a positive way and periodically reminding people.
- Providing explanations for limits.
- Working together to solve problems.
- Modelling and encouraging appropriate behaviour

CONSEQUENCES FOR INAPPROPRIATE BEHAVIOUR

We will consistently respond to inappropriate behaviour by children, parents/guardians, staff and others involved in our Centre by:

- Reminding people of expectations and limits (based on the developmental level of the child)
- Using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected
- Talking only about the behaviour, not labelling the person
- Responding sympathetically and acknowledging feelings
- Establishing natural, logical consequences

Depending on the severity and frequency of the behaviour, we will consider further steps such as:

- Using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour.
- Having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future.
- Giving a written warning that outlines specific concerns and consequences if the behaviour continues.
- Accessing outside resources for help, such as:
    - A behaviour specialist or other professionals to help families understand and reduce a child's inappropriate behaviour.

Depending on the severity of the behaviour, additional steps may be taken such as:

- Suspending or withdrawing childcare services because of a child's or family member's inappropriate behaviour.
- If the behaviour is from a visitor, not allowing that person to return to the Centre.

***I acknowledge I fully understand and am aware of the conditions and terms in the code of conduct and will abide by them. ***

Print Full Name: _____

Signature: _____

Date: _____

Print Full Name: _____

Signature: _____

Date: _____