



Parent Handbook

Infant Toddler Program

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1. INTRODUCTION

Welcome to **Sunny Town Learn Childcare Centre**. This handbook relates to the Village Infant & Toddler Centre Inc. and is designed to help parents and caregivers understand the Centre's policies, philosophy, and daily routines. Within this handbook, families will learn what they can expect from the Centre and what is expected of them and their child(ren).

We value open communication and encourage you to reach out with any questions or concerns regarding the information in this document.

At Sunny Town Learn Childcare Centre, we embrace and support inclusion for all children and families, regardless of background, culture, or beliefs. We believe that diversity strengthens our Centre and enriches the experiences of everyone in our community. We do not impose any religious practices in the classroom. If there are specific values, traditions, or beliefs you would like us to be aware of, please inform us. We will make every effort to accommodate and respect your family's needs.

Philosophy

At Sunny Town Learn Childcare Centre, we believe that optimal child development is achieved in a safe, nurturing, and inclusive environment that adapts to the diverse needs of every child.

We are committed to providing high-quality learning experiences through developmentally appropriate practices and activities. Our programs support growth in the following key areas:

- Social-emotional development
- Gross motor skills
- Fine motor skills
- Cognitive development
- Creative thinking

Every child's inclusion, well-being, and optimal development are at the heart of our philosophy. We strive to foster a positive environment where children feel valued, supported, and encouraged to explore, learn, and grow.

Locations

Sunny Town Learn and Play Childcare Centre's currently has 3 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. V4L 2B2

(VILLAGE) Infant & Toddler Centre Inc.
5008 47° Avenue, Delta, BC. V4K 1T8

This handbook going forward relates to the Village Infant & Toddler Centre Inc.

The VILLAGE located in the iconic former Delta Optimist Church, this welcoming and purpose-designed space will provide quality early learning and care for up to 12 infants and toddlers. Thoughtfully created to support the unique needs of our youngest learners, the centre will offer a warm, nurturing environment where little ones can explore, grow, and build foundational skills through experienced, responsive care. We look forward to becoming an integral part of the Ladner community and supporting local families with exceptional early childhood experiences.

Village Infant & Toddler Centre Ltd
5008 47th Avenue
Ladner, BC.
V4K 1T8

Centre No. 778-873-5008
Director Ray Win 778-999-1015
Manager Ray Win 778-999-1015

Hours of Operations - VILLAGE

Monday	07.30 am - 17:00 pm
Tuesday	07.30 am - 17:00 pm
Wednesday	07.30 am - 17:00 pm
Thursday	07.30 am - 17:00 pm
Friday	07.30 am - 17:00 pm
Saturday	CLOSED
Sunday	CLOSED

Village Infant & Toddler Centre Ltd - Staff are present at the Centre and ready to start accepting children no earlier than 07:30 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:

***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 fostering a safe, nurturing, and positive learning environment for all children. This role includes coordinating educational programs, ensuring compliance with licensing regulations, maintaining facilities, managing and supporting staff, and overseeing the Centre's financial and administrative operations.

Key responsibilities include:

- ☞ Ensuring children are safe, happy, and engaged in a stimulating learning environment.
- ☞ Managing and coordinating curriculum with staff to align with Centre themes and licensing requirements.
- ☞ Evaluating, purchasing, and maintaining educational materials, equipment, and supplies.
- ☞ Supervising, supporting, and promoting the professional development of staff.
- ☞ Interviewing, hiring, onboarding, and training new staff according to Centre policies and legal requirements.
- ☞ Completing ongoing professional development to stay current with childcare standards and best practices.
- ☞ Communicating effectively with parents about children's progress, development, and Centre policies.
- ☞ Developing and implementing marketing and communication strategies for the Centre.
- ☞ Demonstrating strong leadership, interpersonal, and team-building skills.
- ☞ Maintaining excellent written and verbal communication skills.
- ☞ Applying strong organizational, problem-solving, and time management abilities.
- ☞ Maintaining a friendly, approachable, and professional demeanor at all times.
- ☞ Ensuring compliance with the Community Care and Assisted Living Act and Childcare Licensing Regulations.
- ☞ Staying informed of and enforcing all Centre policies and procedures.

The Manager plays a pivotal role in creating a supportive environment for children, staff, and families while ensuring the Centre operates smoothly, safely, and in full compliance with regulations

Gradual Entry

Starting childcare is a significant milestone in a child's life. To support a positive and successful transition, we recommend a gradual entry process for newly enrolled children. This transition period typically takes place over 1

to 2 weeks, beginning with shorter visits that gradually increase in length until the child is comfortable with full-day attendance and drop-offs.

Brief and confident drop-offs are often the most effective way to help children adjust to the classroom routine, and we encourage families to follow this approach whenever possible.

We understand that every child is unique and that family schedules may not always allow for a traditional gradual entry. We are happy to work collaboratively with families to create a personalized transition plan that reflects your child's individual needs and your family's circumstances.

Proposed Daily Schedule – Village Infant & Toddler Centre Ltd

07:30am - 08:30am	Wash Hands/Free Play & Breakfast
08:30am - 09:30am	Outdoor Play
09:30am - 09:45am	Washroom / Diaper Change
09:45am - 10:15am	Morning Snack
10:15am - 10:35am	Circle Time (stories, songs, sign language)
10:35am - 10:55am	Yoga & Music Movement
10:55am - 11:30am	Free Play & Table Activities
11:30am - 11:45am	Washroom / Diaper Change
11:45pm - 12:15pm	Lunch
12:15pm - 12:35pm	Diaper Change & Prepare for nap
12:35pm - 15:00pm	Nap / Rest time
15:00pm - 15:15pm	Washroom / Diaper Change
15:15pm - 15:35pm	Afternoon Snack
15:35pm - 16:35pm	Outdoor Play
16:35pm - 17:00 pm	Free Play & Pick-Up
Prepare to go Home!	

* all children must wash their hands upon entry

2. GENERAL INFORMATION

Entering and Leaving Village Infant & Toddler Centre Ltd – 5008 47A Avenue, Delta

All parents, caregivers, and staff are required to drive slowly and cautiously when approaching the building to help ensure the safety of all children and families.

We have **one designated drop-off and pick-up parking space** located directly beside our centre on **47A Avenue**, which is intended for **quick drop-off and pick-up only**. Parking in the immediate area may be limited during peak arrival and pick-up times. Additional street parking is available throughout the surrounding neighborhood if the designated space is occupied. For the safety of all children, please be mindful when exiting your vehicle. Always hold your child's hand or carry them when walking to and from the centre.



As several families often arrive and depart at similar times, parents and guardians must hold their child's hand at all times in and around the building. Children remain the responsibility of the parent/guardian until they are physically handed over to their teacher in the classroom. Under no circumstances are children permitted to cross the road without adult supervision.

All drop-offs and pick-ups will take place at the front entrance.

At drop-off, a staff member will greet you and your child at the door and complete the sign-in process. At pick-up, your child will be brought to the door, and a staff member will complete sign-out once your child has been released to an authorized parent or guardian.

Trial Period

All new families participate in a two-week trial period when starting in the program. This period allows both the Centre and families to determine if Sunny Town is the right fit for the child and family. If, at the end of the trial, either the family or the Centre feels that it is not a suitable match, the childcare agreement may be terminated with notice.

If a family chooses to terminate the agreement, they are provided with a two-week period to make alternative childcare arrangements. Families who withdraw their child before the end of the month are responsible for paying the full monthly fee. If the Centre terminates the agreement and the child withdraws before the month ends, families are responsible for fees corresponding to the time attended, and any remaining balance will be refunded.

Following the trial period, a **one-month written notice** is required to withdraw from the Sunny Town Childcare program. Notice periods are calculated from the first day of the month to the first day of the following month. **Example:** To withdraw on January 31st, written notice must be provided by January 1st.

Absentee

Parents or guardians must notify the Centre or staff by **9:00 AM** if their child will be absent for the day.

Families are responsible for paying for all booked days, even if their child is absent, as holding a spot prevents another family from accessing childcare.

Absenteeism refers to any time a child is not present on their scheduled days. This includes, but is not limited to, sick days, holidays, vacation, appointments, extended time off, unexpected parent days off, or visits from relatives.

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 accounted 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.

Closed 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) | | |

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

Our staff regularly check diapers and pull-ups throughout the day to ensure children remain clean, dry, and comfortable. Families are responsible for providing an adequate supply of diapers, wipes, and any required creams or ointments.

Parents and caregivers must inform staff of any diapering or toileting concerns, such as diaper rash, constipation, sensitivity, or refusal to be changed, so we can provide appropriate support.

For health and safety, staff wear disposable gloves during all diaper changes. Hands are washed before and after each change, and the change mat is thoroughly cleaned and sanitized after every use.

Potty Training

We recommend that children be at least 2 to 2½ years of age and demonstrate clear signs of readiness before beginning potty training. Signs of readiness include expressing interest in using the toilet and communicating to teachers that they need or want to go.

Our staff will support, assist, and encourage your child throughout the process, provided your child is willing and showing readiness. Potty training will be approached in a calm, positive, and relaxed manner, with gentle reminders and close collaboration between the Centre and families to ensure consistency.

Children must remain in pull-ups until they are consistently able to communicate their needs and are no longer experiencing frequent accidents.

We are happy to partner with families during this important developmental milestone. However, parents are reminded that educators are responsible for the care and supervision of all children in the program.

Please note that accidents on carpeted areas are difficult to fully clean and sanitize and may not meet public health sanitation standards.

We kindly ask that families do not pressure or force potty training if a child is not ready, and do not expect educators to require a child to use the toilet if they are resistant. Pressuring a child can lead to setbacks and unnecessary stress. Every child develops at their own pace and will be ready in their own time.

Nap and Quiet Time

Nap and quiet time are essential components of a child's daily routine and overall well-being. We recognize that each child has unique rest needs, and the Centre will implement a flexible routine that can be adjusted to support individual requirements.

All children participate in a daily rest period, including those who no longer nap. This time allows children to relax, recharge, and reset for the remainder of the day.

If a child does not fall asleep, they will be offered a quiet, individual activity such as books or table-top materials while maintaining a calm environment for others who are still resting.

Washroom Facility

Educators will always supervise children while they are using the washroom and will provide assistance as needed to ensure safety, hygiene, and comfort.

If a child requires ongoing support in the washroom, or needs the application of ointment or cream, parents or caregivers must clearly communicate this to a staff member. This ensures we can provide appropriate and consistent care while maintaining health and safety standards.

Toys From Home

To help maintain a positive and organized environment, toys from home are not permitted at the Centre unless it is a designated "Show and Tell" day. Families will be notified in advance when such opportunities are scheduled.

This policy is in place because personal items may be accidentally lost, misplaced among Centre materials, damaged, or become a source of conflict between children. We appreciate your understanding and cooperation in helping us create a smooth and enjoyable experience for everyone.

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

At Sunny Town, our staff are knowledgeable, caring, compassionate, and committed to delivering high-quality early learning practices. Our team includes certified Early Childhood Educators, Infant and Toddler Educators, and Responsible Adults, all with valuable experience working with children and youth.

To ensure the safety and well-being of the children in our care, all staff members are required to provide:

- ☞ A current Criminal Record Check
- ☞ Up-to-date immunization records
- ☞ Medical clearance
- ☞ Three professional references
- ☞ Valid First Aid certification at the appropriate level
- ☞ Valid professional certification
- ☞ An Early Childhood Education Certificate or Diploma (where applicable)
- ☞ Completion of the Guiding, Caring, and Responsible Adult course (for School Age programs)
- ☞ Relevant experience working with children and youth

Sunny Town provides staff training aligned with the Centre’s policies and procedures. We are committed to ongoing professional growth and continuously strive to enhance our knowledge and skills through workshops, training sessions, and professional development opportunities in the field of child and youth care.

Emergency Closure Policy – Staff Sickness

Sunny Town is committed to keeping our programs open on all scheduled days. However, emergencies beyond the Centre’s control—such as power outages, heating or water issues, severe weather, or emergency health situations—may require temporary closures. The Centre may also close for health and safety reasons or if proper staff-to-child ratios cannot be maintained due to illness, outbreaks, or directives from government or public health authorities, as well as situations like fire or flooding.

The safety of all children and staff is our top priority when making decisions about full-day or early closures.

In the event of staff illness or absence, children may be temporarily moved to another classroom while maintaining appropriate staff-to-child ratios. If ratios cannot be met and additional staff are unavailable, childcare for the day may be canceled or delayed until ratios are restored. We will make every effort to minimize unexpected closures.

To help reduce the spread of illness, please keep your child at home when they are sick. **Unless otherwise stated, fees will not be refunded for closures due to circumstances beyond the Centre’s control.**

3. BEHAVIOUR GUIDANCE POLICY

At Sunny Town Childcare, we are committed to fostering a positive, supportive, and respectful environment for all children. Our behaviour guidance approach focuses on nurturing children’s development, self-esteem, and social-emotional growth. Every interaction is seen as an opportunity to teach, build trust, and strengthen relationships between educators and children.

Staff tailor their guidance strategies to each child’s individual needs, meeting them at their level and providing opportunities to resolve conflicts independently. Under no circumstances will any child or staff member experience neglect, physical or verbal harassment, or punitive discipline. The following behaviours are strictly prohibited for staff:

- Pushing, shoving, hitting, shaking, or restraining
- Harsh, belittling, or degrading treatment
- Spanking or corporal punishment
- Separation without supervision
- Using food, rest, or other basic needs as punishment

Sunny Town Childcare maintains a **zero-tolerance policy for violence**. Hitting, biting, scratching, or yelling at children or staff is never allowed. When redirection is insufficient, a child may be briefly removed from the classroom to ensure safety and have a “time for themselves.” During this time, a staff member provides a “time in” opportunity, supporting the child to reflect on their actions, understand consequences, and receive one-on-one comfort. Staff always remain supportive, nurturing, and receptive to the child.

Minor behavioural incidents or concerns are documented in the communication book and the minor incidents log. Serious incidents—such as those resulting in injury requiring medical attention, or aggressive or threatening behaviour—are reported to licensing as a **Reportable Incident**.

If a child consistently struggles with aggression or does not respond to redirection, staff will collaborate with parents or caregivers to develop a tailored plan of support. In rare cases where a child’s behaviour poses a safety risk to themselves, other children, or staff, the Centre reserves the right to remove the child from the program to maintain a safe environment.

Biting and Pushing

Biting and pushing are common behaviours among toddlers, as young children sometimes use these actions to communicate. While this behaviour can be concerning, it is not unexpected in a daycare setting. At Sunny Town Childcare, our goal is to understand the causes of biting or pushing and to address them in a supportive and safe manner. This policy also ensures protection for children who are bitten or pushed.

If a biting or pushing incident occurs, parents of both children will be notified, but the names of the children involved will remain confidential

When Biting or Pushing Occurs

For the child who was bitten or pushed:

- ☛ First aid will be administered. The area will be cleaned with soap and water, and if the skin is broken, a bandage will be applied.
- ☛ The child will be comforted and supported.
- ☛ Parents will be notified of the incident.
- ☛ The incident will be documented.

For the child who bit or pushed:

- ☛ The teacher will clearly explain that biting or pushing is not acceptable and encourage the child to check in with the child who was hurt.
- ☛ The child will discuss with a teacher how their actions may have affected the other child and explore alternative ways to express frustration or communicate needs.
- ☛ Parents will be notified, and the incident will be documented.

Moving forward

To help prevent further biting or pushing incidents, the child may be closely supervised by staff. Teachers will observe the child to identify possible causes, such as teething, difficulty communicating, or frustration. Positive behaviours will be recognized and reinforced with attention and praise.

Sunny Town Childcare values collaboration with families and will not dismiss any family actively working with us to address challenging behaviours. We work together with parents and caregivers to develop strategies that support children in learning more appropriate ways to express themselves.

Every child’s situation is unique, and we understand that biting and pushing are common behaviours among young children. Our team is committed to providing ongoing support to both children and families, helping children learn positive behaviours in a safe and nurturing environment.

Safety remains our highest priority, and this policy ensures all children are protected. Resources on **Biting, Pushing, and Positive Behaviour Support** are available to families seeking additional guidance.

4. SAFE RELEASE OF CHILDREN POLICY

The safety of every child is our highest priority. Staff have the authority to request **government-issued photo identification** from any adult picking up a child.

Unless otherwise instructed in writing, the Centre will release a child only to:

- ☞ A parent, guardian, or custodial parent listed on the registration/emergency contact form
- ☞ An emergency contact person listed on the child's file
- ☞ Any individual authorized in writing by the parent or guardian

Government-issued photo identification will be required for any new or unfamiliar individual picking up a child, in addition to written parent/guardian authorization.

If a parent is not authorized to pick up a child, a copy of the applicable **custody order** must be provided to the Centre and kept on file.

The Centre reserves the right to refuse release of a child if staff are uncertain about the identity of the individual or suspect the person may be under the influence of drugs or alcohol. In such cases, staff will contact an alternative adult listed on the emergency contact form.

Late Pick-Up Procedures

If a child has not been picked up by **5:00 PM**, staff will:

- ☞ Attempt to contact the parent/guardian
- ☞ Attempt to contact the emergency contact person

If no authorized individual can be reached and it is after 5:00 PM with no notice of late pick-up, staff will contact the **Ministry of Children and Family Development (MCFD)** and follow their direction. Under no circumstances will staff remove the child from the Centre. If MCFD cannot be reached, staff will call 911.

Impaired Pick-Up

If an authorized adult arrives to pick up a child but appears unable to provide safe transportation, staff will suggest an alternative method of transportation or contact another authorized emergency contact. If the adult refuses these suggestions and attempts to leave with the child while appearing impaired, staff will contact 911 immediately.

5. TRANSPORTATION POLICY

This Transportation Policy applies to **Sunny Town Learn and Play Childcare Centre – Village**, located at **5008 47A Avenue, Delta**.

Sunny Town may take children off-site for neighbourhood walks and occasional field trips. Families will be informed in advance of any planned field trips requiring additional arrangements or permissions.

Our Centre is conveniently located near several community spaces, including sports fields, nature trails, and local parks. Educators may utilize these nearby areas to enhance children's learning experiences. Before using any off-site location, staff will assess the area for potential hazards and ensure it is safe and appropriate for the age group. Playground equipment located off-site will be used cautiously and with strict attention to age suitability.

To ensure safety during all off-site activities:

- ☞ Required staff-to-child ratios will be maintained at all times.
- ☞ A First Aid kit and each child's emergency card (including updated information and photo) will be brought on every walk or field trip.
- ☞ Walking ropes, walking trains, and/or strollers will be used as needed.

- ☞ At least one staff member present will hold a current and valid First Aid certificate.
- ☞ Access to a working telephone will be available within a five-minute walking distance of the field trip location.
- ☞ An emergency plan will be developed prior to each field trip. All staff and volunteers attending must be familiar with this plan. The emergency plan will include parent contact numbers, as well as ambulance, hospital, and physician information, along with clear procedures to follow in the event of an emergency.
- ☞ A signed consent form from a parent or guardian must be received prior to any field trip requiring permission.

The safety and well-being of children remain our highest priority during all off-site activities.

6. EMERGENCY PREPAREDNESS AND PRACTICE DRILLS

Sunny Town is committed to maintaining a high level of emergency preparedness. Staff participate in monthly meetings to review safety procedures, emergency plans, and first aid supplies to ensure readiness at all times.

Family Emergency Kits

In preparation for emergencies such as an earthquake, families are asked to provide a large labeled ziplock bag for their child containing the following items:

- ☞ Small flashlight with batteries
- ☞ Emergency aluminized polyester blanket
- ☞ A few adhesive bandages
- ☞ Three non-perishable food items (e.g., cereal bars or granola bars – **no nuts**)
- ☞ A small comfort item
- ☞ A favourite small book
- ☞ A family photo
- ☞ A short comfort note
- ☞ A small package of baby wipes
- ☞ A small bottle of water

These items will supplement Centre emergency supplies.

Practice Drills

Fire and earthquake drills are conducted monthly to ensure children and staff are prepared. Staff explain procedures in age-appropriate ways so children understand what to expect. Regular practice helps reduce fear and anxiety in real emergency situations. After each drill, teachers review the experience with the children and answer any questions.

Emergency supplies are stored in a wheeled bin for quick access and transport if evacuation is required. Emergency phone numbers, evacuation routes, and fire escape plans are posted near main entrances and on the parent board.

Emergency Situations

Emergencies may include fire, earthquake, power outage, or severe weather conditions.

- ☞ In the event of a power outage, staff will contact the utility provider for updates. If the outage exceeds two hours, families will be notified to pick up their child.
- ☞ The Centre will close during extreme snowfall or severe weather conditions, particularly if the local school district is closed. Families will be notified by 7:30 AM via email, phone, and social media.

Evacuation Procedures

Each Sunny Town location has a designated emergency meeting area:

Village Infant & Toddler Centre (5008 47A Avenue, Delta): Enclosed play area; if relocation is required, Memorial Park near the Reach Playground.

During an evacuation:

- ☺ Anyone in immediate danger will be assisted first.
- ☺ Children will exit using walking ropes or strollers as appropriate for their age group.
- ☺ Attendance logs, emergency files, first aid kits, and essential records will be taken.
- ☺ Bathrooms and all rooms will be checked.
- ☺ Doors will be closed upon exit.
- ☺ Attendance will be verified immediately at the meeting area.
- ☺ Parents will be contacted with instructions for safe pick-up.
- ☺ A notice will be posted at the Centre entrance if relocation occurs.
- ☺ Staff will not re-enter the building until authorized by emergency personnel.

If a fire occurs, staff will activate the fire alarm or call out “Code Red,” call 911 once safely outside, and use a fire extinguisher only if safe to do so.

Children will remain supervised at all times, and staff trained in first aid will respond as needed. Emergency supplies, including food and water, will be accessible. Supplies and children’s records are reviewed every six months to ensure accuracy.

Fire Drill Procedure

- ☺ Children are instructed to stop activities.
- ☺ Staff use a bell and verbal instructions.
- ☺ Children line up at the designated exit.
- ☺ Evacuation procedures are followed.

Earthquake Drill Procedure

- ☺ Children are instructed to stop activities.
- ☺ Staff provide clear verbal directions.
- ☺ Children take cover under tables or brace in a doorway.
- ☺ Everyone covers their head and face, crouches low, and turns away from windows.
- ☺ Staff count to 60 and wait until shaking stops.
- ☺ After a 10-minute wait for possible aftershocks, evacuation procedures are followed if necessary.

Sunny Town prioritizes preparedness, clear communication, and calm leadership to ensure the safety and well-being of all children and staff during any emergency situation.

7. HEALTH, ILLNESS AND MEDICATION PROCEDURE

Sunny Town is committed to providing a safe and healthy environment for all children and staff. We follow established health guidelines and infection prevention practices and strongly recommend that all children’s immunizations are kept up to date.

Preventative Health Measures

To promote a healthy environment, we implement the following practices:

- ☺ Handwashing with soap and water for a minimum of 20 seconds before and after meals, after outdoor play, after table activities, after using the washroom, after diaper changes, and upon entry to the building.
- ☺ Modeling proper respiratory etiquette, including coughing and sneezing into elbows.
- ☺ Following infection prevention and control procedures.
- ☺ Cleaning and sanitizing classrooms, toys, and high-touch surfaces regularly using approved disinfecting solutions.
- ☺ Following proper diapering and hygiene procedures (see Diapering Policy).
- ☺ Maintaining daily and weekly cleaning schedules.
- ☺ Supporting the individual health needs of children and families.

All diapering surfaces are cleaned and sanitized after each use while staff wear disposable gloves.

When a Child Becomes Ill

If a child becomes ill while at the Centre and staff determine they are unable to participate comfortably or safely, parents/guardians will be contacted and are expected to arrange prompt pick-up. A quiet, supervised space will be provided for the child to rest until they are picked up.

Families may be asked to confirm that their child is symptom-free before returning to care to prevent the spread of contagious illness. Parents must notify the Centre within 24 hours of any diagnosis of a serious or contagious illness (e.g., chickenpox). If necessary, families will be informed of potential exposure while maintaining confidentiality.

If your child will be absent due to illness, please notify the Centre.

A child may return when:

- ☞ They are symptom-free and no longer contagious.
- ☞ They are well enough to participate fully in daily activities.
- ☞ They have been fever-free for **48 hours without medication** (Tylenol/Advil).
- ☞ They have been symptom-free for **48 hours following gastrointestinal illness** (vomiting or diarrhea).

Children should remain at home if they have:

- ☞ Fever
- ☞ Persistent cough, sore throat, or difficulty breathing
- ☞ Diarrhea, nausea, or vomiting
- ☞ Unexplained pain
- ☞ Thick green or yellow nasal discharge (not allergy-related)
- ☞ Lice, nits, or parasites
- ☞ Undiagnosed rash, skin infection, eye infection, or other signs of contagious disease

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.

In cases of serious or unexplained illness, including rashes, a doctor's clearance may be required before returning. If a parent/guardian cannot be reached within 15–20 minutes of notification, an emergency contact will be called. We ask families not to administer fever-reducing medication to mask symptoms prior to attendance. Once medication wears off, symptoms often return, causing additional distress for the child and disruption to the program.

Medication Administration

Medication will only be administered with written parent/guardian consent.

Requirements include:

- ☞ Medication must be in its original container with the pharmacy label intact, including the child's name and dosage instructions.
- ☞ Staff must follow the labeled directions unless written instructions are provided by a physician.
- ☞ A medication administration form must be completed and signed prior to administration.
- ☞ All non-emergency medication will be stored in a locked medical box.
- ☞ Emergency medications (e.g., EpiPens) will be stored securely but remain easily accessible to staff.

All medication administered will be documented and placed in the child's file.

Allergies and Medical Care Plans

Parents must provide a detailed Care Plan for children with allergies or existing medical conditions. The plan must outline step-by-step instructions, including when and how to administer emergency medication.

Staff will be informed of children with allergies or medical conditions, and emergency medications will be accessible to trained staff at all times.

Child Records

It is the responsibility of parents/guardians to ensure all child records are accurate and up to date, including immunization records and medical information. Families must notify the Centre of any changes, including:

- ☞ Allergies (including updated care plans and medications)
- ☞ Medical conditions
- ☞ Emergency contacts
- ☞ Contact information (phone numbers and email addresses)
- ☞ Changes to scheduled hours of care

Sunny Town is committed to protecting the health and well-being of every child and staff member by maintaining high standards of hygiene, illness prevention, and responsible care.

8. REPORTABLE INCIDENTS

Sunny Town is committed to maintaining the highest standards of safety and quality care. A reportable incident is defined as a significant injury or accident that occurs while a child is in our care and meets the reporting requirements set by licensing authorities.

When a reportable incident occurs:

- ☞ Parents or guardians will be notified as soon as possible.
- ☞ A Reportable Incident Form will be completed within 24 hours.
- ☞ The original report will be kept on file at the Centre, and a copy will be submitted to the Licensing Officer within the required timeframe.

Guidelines for Sending Reportable Incidents

In urgent situations requiring immediate licensing involvement—such as allegations of abuse (sexual, physical, emotional, or neglect), financial misconduct, or a serious disease outbreak—the Centre will contact the Licensing Officer immediately by phone or fax and submit written documentation within 24 hours.

In addition to reportable incidents, all minor injuries, behavioural concerns, illnesses, or unexpected events that do not require medical attention will be documented and shared with parents for transparency and communication.

Missing or Wandering Child Procedure

Sunny Town Childcare believes that children must be cared for in environments that prioritize maximum safety. All activities and outings are carefully planned and supervised to minimize risk. Staff are trained and aware of their roles and responsibilities in the unlikely event that a child becomes missing.

If a child is unaccounted for, staff will act immediately and calmly:

- ☞ The senior staff member will instruct all educators to gather children together and quickly determine where the child was last seen.
- ☞ The staff member responsible for the child will immediately search the surrounding area.
- ☞ Other staff will supervise and engage the remaining children to maintain calm and safety.
- ☞ Within two minutes, the search area will expand, and additional assistance will be requested.
- ☞ If the child is not located within five minutes, police will be contacted immediately, and all relevant information will be provided.
- ☞ Parents or legal guardians will be notified promptly and provided with regular updates throughout the situation.

Once the child is located, the senior staff member will notify all parties involved, conduct a debriefing with staff, and complete a Serious Incident Report to Community Care Facilities Licensing as required.

The safety and well-being of every child remain our highest priority at all times.

Child Abuse and Neglect

All children have the right to grow and develop in an environment free from abuse and neglect, both at home and in childcare settings. Sunny Town is committed to safeguarding the physical, emotional, and psychological well-being of every child in our care.

Duty to Report Abuse and Neglect

Sunny Town Childcare has both a legal and ethical obligation to report any suspected child abuse or neglect in accordance with provincial childcare regulations. Protecting children is a shared community responsibility.

If a child discloses information to a staff member, a family member contacts the Centre with concerns, or staff observe signs that may indicate abuse or neglect, a report must be made to the appropriate child protection authority.

In British Columbia, any person who has reason to believe that a child or youth under the age of 19 has been or is likely to be abused or neglected—and that the parent or guardian is unwilling or unable to protect the child—must report their concerns to the **Ministry of Children and Family Development (MCFD)** at **1-800-663-9122**.

What “Reason to Believe” Means

“Reason to believe” means that, based on what has been seen or heard, there is concern that a child may be at risk. Certainty or proof is not required. It is the responsibility of child protection professionals to investigate and determine whether abuse or neglect has occurred. The role of staff is to report concerns promptly.

Important considerations:

- ☛ Proof is not required. Reporting concerns is mandatory when there is reason to believe a child may be at risk.
- ☛ Reporting is required even if you believe someone else has already made a report.
- ☛ Reporting is required even if a child protection worker is already involved with the family.
- ☛ The duty to report overrides confidentiality obligations (except in solicitor-client relationships as defined by law).
- ☛ Failing to report suspected abuse or neglect is a serious offence under provincial legislation and may result in significant penalties.

Information Provided When Making a Report

When filing a report, Sunny Town will provide relevant information, including:

- ☛ Any immediate safety concerns
- ☛ The reason for believing the child is at risk
- ☛ Statements or disclosures made by the child
- ☛ The child’s age and level of vulnerability
- ☛ Information about parents, caregivers, siblings, and any alleged offender
- ☛ Any prior concerns or incidents
- ☛ Information about other professionals or agencies involved with the family
- ☛ Names of potential witnesses
- ☛ Relevant information about the child’s communication needs, disabilities, language, or cultural background

Sunny Town is committed to acting in the best interests of every child and fulfilling all legal responsibilities to protect their safety and well-being.

9. NUTRITION POLICY

Parents/guardians are required to provide their child with a lunch, a refillable water bottle, and two snacks each day. Families are encouraged to follow the Canadian Food Guide when preparing meals and to include a variety of nutritious, whole foods. Please ensure that sufficient food is packed, as children may remain hungry after eating what has been provided, and the Centre’s ability to supply additional food is limited.

We support and promote healthy eating habits. Treats may be included; however, they will only be offered after a nutritious meal has been eaten. Please do not send juice boxes.

All lunch containers and water bottles must be clearly labelled with your child’s name.

All Centre locations are **NUT-FREE ZONES**. Parents/guardians are responsible for checking all food ingredients to ensure compliance and safety. Information regarding children's allergies or special dietary requirements will be posted in each classroom. Families must complete the allergy/dietary restriction section of the registration forms where applicable. Any additional classroom-specific food restrictions will be communicated by staff.

Staff Responsibilities:

- ☺ Ensure children are supervised at all times while eating or drinking
- ☺ Support children in accessing adequate food and water appropriate to their developmental needs
- ☺ Offer pre-packaged food items if a child has finished their lunch and remains hungry
- ☺ Ensure popcorn is not provided to children under four (4) years of age
- ☺ Ensure grapes are cut lengthwise to reduce choking risk
- ☺ Provide access to clean drinking water throughout the day
- ☺ Never force a child to eat or drink, and respect individual preferences and appetites

10. ACTIVE PLAY POLICY

Sunny Town Learn & Play Childcare recognizes the importance of physical activity in supporting the healthy growth and development of young children. Implementing appropriate physical activity practices promotes physical, social, and emotional well-being while helping to establish positive, lifelong lifestyle habits.

What is Active Play?

Active play is physical activity that includes moderate to vigorous bursts of energy, raises a child's heart rate, and may result in heavier breathing (often described as "huffing and puffing"), such as running, jumping, or climbing. For infants and toddlers, active play may include developmentally appropriate movement such as:

- ☺ Reaching for toys
- ☺ Rolling over
- ☺ Sitting and balancing
- ☺ 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.

Daily Indoor and Outdoor Active Play

Sunny Town Learn & Play Childcare ensures that:

- ☺ Children receive a minimum of 60 minutes of active outdoor play each day, weather permitting
- ☺ A designated, safe outdoor play area is available for infants and toddlers
- ☺ Infants and toddlers participate in at least 15 minutes of indoor dance and movement activities daily
- ☺ Indoor active play time is increased when outdoor play is limited due to weather, ensuring total daily active play time remains consistent
- ☺ A variety of indoor and outdoor materials are available to promote physical activity, including jumping, climbing, running, balancing, and peer interaction
- ☺ Daily music and movement activities (10–15 minutes) are incorporated into circle time, including dancing, stretching, bending, jumping, use of musical instruments, and group games
- ☺ Activities involving extended periods of sitting are regularly interrupted with short movement breaks (e.g., stretching or walking)

Parents or Caregivers Must Provide:

- ☺ A change of clothing (socks, underwear, shirts, shorts, pants, sweater) – more than one outfit is recommended
- ☺ Two pairs of shoes (indoor and outdoor use)
- ☺ Bedding for nap time, if applicable (crib sheet, blanket, one comfort item)

- ☞ Diapers or pull-ups for children who are not toilet trained
- ☞ Sunscreen
- ☞ Any additional personal care items your child may require (e.g., ointment, diaper cream, insect repellent)

All items should be clearly labelled with your child's name.

The Village Centre The infant and toddler program is designed to be largely centre-based, with most activities occurring indoors and within the secured outdoor place space.

On-Site Outdoor Play

Children will access the designated fenced outdoor play area under the direct supervision of qualified staff. Staff-to-child ratios, as required by licensing regulations, will be maintained at all times. Regular safety inspections of the outdoor play space and equipment are conducted.

Off-Site Walks

Occasional neighbourhood walks may be incorporated to support physical activity and environmental exploration.

- ☞ Written parent/guardian consent is required
- ☞ Infants and toddlers will be transported using age-appropriate strollers only
- ☞ Children will not walk independently off-site
- ☞ Required staff-to-child ratios will be maintained at all times
- ☞ A minimum of two qualified educators will accompany children where required by ratio and best practice
- ☞ Children will be securely fastened in strollers prior to departure

Safety Procedures

Staff will:

- ☞ Pre-plan walking routes using low-traffic areas whenever possible
- ☞ Maintain constant visual supervision
- ☞ Carry emergency contact information and a first aid kit during off-site walks
- ☞ Conduct regular head counts
- ☞ Cancel walks in the event of unsafe weather conditions or insufficient staffing ratios

Vehicle Transportation

Sunny Town Learn & Play Childcare does not transport infants or toddlers in vehicles as part of the program. This transportation and safety plan complies with the Community Care and Assisted Living Act, Child Care Licensing Regulations, and Fraser Health licensing requirements.

11. SCREEN TIME POLICY

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. REPAYMENT AGREEMENT POLICY

Sunny Town fees are payable in advance and are due on the first of each month. Fees can be paid via the Centre's Brightwell App or e-transfer.

E-transfer: sunnytownvillage@gmail.com

NB - the Brightwheel app will apply a processing fee of up to \$1.35 per child, while credit card payments will incur a 2.75% service fee. E-transfer remains an option to families depending, and we'll be sure to add parent fees manually to Brightwheel for those who choose this route.

A late fee of \$25.00 per day will apply to payments received after this time.

However, for deposits, admin fees, and earthquake kit fees, parents are asked to send their payments via e-transfer (details above). The Brightwell App at this point is only set up to take payment for childcare fees.

Non-Refundable Fees:

The following fees that are non-refundable:

- ☞ \$50.00 Registration Fee
- ☞ \$30.00 Earthquake Emergency Kit fee (individual emergency supplies for your child (kit lasts up to 5 years)
- ☞ Late Payment Fees
- ☞ Late Pick-Up Fees
- ☞ Monthly fees where a minimum of two (2) month's written notice of withdrawal has not been provided
- ☞ Monthly fees if a child is withdrawn immediately from the Centre, regardless of reason
- ☞ Sick days
- ☞ Holidays
- ☞ Daycare closures, including but not limited to statutory holidays and emergency closures
- ☞ Winter Break closure period (from Christmas Eve to New Year's Day)

The first month of care will be considered a trial period for both Sunny Town Learn & Play Childcare and the parent/guardian. During this time, either party may withdraw the child without providing the required two (2) months written notice. However, the monthly fee for the trial month remains non-refundable, regardless of when the child is withdrawn within that month.

Refundable Fees:

- ☞ \$500.00 deposit fee which is refunded at the point the child leaves the Centre with two 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 written and provided to parents and caregivers and signed by both parties. Policies are reviewed yearly.

14. PARENT COMMUNICATION POLICY

Positive communication and collaboration between Early Childhood Educators and parents/guardians is an essential component of high-quality childcare. At Sunny Town Learn & Play Childcare, we are committed to fostering a supportive environment that encourages open communication between home and the Centre.

In addition to staff communicating any changes in behaviour or incidents that occur during the day, we ask parents/guardians to inform staff of any behavioural changes at home or other relevant information that may support their child's well-being while in care.

We use the Brightwheel application to support communication with families. This platform allows for real-time updates, direct messaging, centralized communication, parent engagement, staff messaging, photos and videos, emergency alerts, and reminders. Please note that during busy periods, staff may not be able to provide immediate updates; however, all messages will be responded to as soon as reasonably possible.

Sunny Town Learn & Play Childcare maintains an Open-Door Policy. Parents/guardians are welcome to visit their child at the Centre at any time. Please be advised that Centre operations may be adapted in accordance with guidelines or requirements set by Fraser Health Authority.

Parents/guardians are also welcome to contact the Centre to inquire about their child's day. If you do not receive an immediate response, it may be because staff are actively supervising children. Calls and messages will be returned as soon as possible.

Our team is dedicated to providing developmentally appropriate care that supports each child's physical, emotional, and cognitive growth. We value the diverse abilities and strengths of every child and strive to create a warm, inclusive environment where all children feel supported and welcomed.

We look forward to working in partnership with you and your family.

Warm regards,

A handwritten signature in black ink that reads "Ray Win Cote". The signature is written in a cursive, flowing style.

Sunny Town Learn & Play Childcare Team

Acknowledgement Form

By signing this form, I acknowledge that I have received, read, and understand the **Village Infant and Toddler Centre 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 **all 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: _____