



Fernwood NRG

Your Neighbourhood Resource Group

Fernwood NRG Child Care Programs

Parent Manual

2016

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PHILOSOPHY

Fernwood NRG – Nurture, Respect, Grow

We are a family of caregivers who honour and value the relationship between a parent and **their child**. We respect a family's expertise when it comes to their child and believe that it is a privilege to be a part of your family's life. We believe that children need LOVE from their parents and caregivers to grow and develop above everything else.

We work hard to create a home away from home so that the children know that they are in a safe, supportive and nurturing environment. We have built our program from a place of love, always keeping the best interest of the children in mind. We believe that for children to be successful they need to be exposed to rich programming that includes gross and fine motor activities, good nutrition, learning of personal hygiene, nap and rest times and assisting children to learn independency.

Our quality child care has a holistic approach that focus on our community and social development. Our environment helps foster social development and self-esteem. This is done by giving lots of praise, using positive reinforcement and hugs! Our educators work collaboratively as a team to encourage appropriate behaviours. Sometimes children, young and old, will display undesirable behaviours such as, hitting, kicking, biting or pushing. These are all part of normal development. When a child is struggling with behaviour our educators address the behaviour in a calm and personal manner. They support the child in finding a positive way to deal with the situation. This sometimes means allowing children to experience natural consequences which helps them learn problem solving and experience cause and effect.

We rely on having open, courteous communication between the educators, children and their families. We believe that it is important to respect cultural differences and differences in opinions. As a team, it is our differences that makes us strong and be able to support one another. We welcome you into our home at Fernwood, where we will offer personalized care for your child to reach their developmental goals. This is done in a positive environment where your child will be loved by educators who care for on another and truly are passionate about who they are in the lives of children.

FINANCIAL

Deposits

All deposits and fees are to be made payable to the Fernwood Neighbourhood Resource Group (Fernwood NRG).

A \$75.00 non-refundable administrative fee is due at time of enrolment. This non-refundable fee covers administration costs only. This charge does not go towards the first month childcare fees.

Registration: Upon initial registration, a pre-authorized debit agreement must be completed **and returned to the centre before your child's start date.**

Monthly Fees

Child Care is offered by the calendar month, beginning on the first business day of each month. The monthly fee is averaged out to take into consideration, those months with only 3 weeks of care and those months with 5 weeks of care.

fees are due in full by Pre-authorized Debit on the first of every month. Please note that there may be changes in fees from time to time with due notice. Fernwood NRG agrees to give a minimum of 60 days' notice of any fee changes. Parents are responsible for any administrative charges for insufficient funds.

Fernwood NRG Child Care Programs are broken down into two different centres; Infant/Toddler (8-36 months) and Three to Five. Children aged 30 months may be placed in the 3-5 grouping on occasion. This means your child may be transitioned to the 3-5 program between the age of 30-36 months. All transitions are discussed with families before children are moved. Fees are collected based upon the age grouping that your child falls under, 8-36months, and 3-5yrs.

Transitions through the Centres and Developmental Readiness

Transitions from one program to the next are based on many factors including developmental readiness. Placements are at the sole discretion of the staff.

Subsidies

Parents are responsible for ensuring that all subsidy authorizations are in place prior to enrolment. Fernwood NRG will assist families by giving you both the Child Care Subsidy Application forms and the Child Care Arrangement form. Fernwood NRG will fill out the required section of the Child Care Arrangement form with our License Number and

signature of our authorized director. Fernwood NRG will fax the subsidy forms in for you directly. If subsidized, the parent agrees to pay the full amount of childcare fees when the subsidy expires. The parent portion of fees is required in full and by the first of every month.

Parent Conduct

We ask parents to assist us in maintaining a peaceful, secure, and safe environment. Please **speak quietly, and refrain from discussing “adult” issues (with staff or with other parents) in front of the children.** If you feel an issue needs to be discussed, please allow time to set up a private meeting with caregivers or the Child Care Programs Coordinator. Meetings can be done by phone or in person.

Families are asked to be respectful and trusting with caregivers and mindful of confidentiality. In the event an issue needs to be discussed please do the following:

- Find a quiet time (either end of the day or over the phone) to discuss the issue with front line staff.
- If front line staff cannot meet your needs please set up a meeting with your child’s Program Lead.
- If the issue cannot be resolved with the Program Lead, please schedule a meeting with the Child Care Programs Coordinator.

If a family, or family member, harasses, intimidates, bullies or is physically or verbally abusive towards a staff member, child, or other family involved in the program, the agreement for care may be terminated immediately at the sole discretion of Fernwood NRG. In the event services are terminated without notice, the unused portion of fees will be returned within five business days.

Cancellation of Services

Failure to pay Child Care fees by the 1st day of the month or to make alternate payment arrangements with the Director of Finance will result in the notice of cancellation of child care services. Non-payment may result in immediate cancellation of services.

Parents agree to give two calendar months of notice in writing to Fernwood NRG by the last day of the month, two months prior to leaving (e.g. February 28th for May 1st). Licensing regulations require that your child withdraw from the centre when they have reached the licensed group-care age maximum for this centre.

Fernwood NRG will give a minimum of four weeks written notice to the Parent/s if we are no longer able to provide child care services to your child due to either the centre being unable to meet the needs of your child or the working relationship between the centre and yourself being incompatible. If notice is being given to your family due to your child displaying violent/aggressive behaviours towards other children or staff, Fernwood NRG will give a minimum of two weeks notice.

GETTING STARTED

Absences

In order to maintain a child care space, the full fees must be paid for any period of time in which children are away from the centre, including vacation, statutory holidays, sickness or other absence. No refunds will be given for these absences. The parent is not permitted to **sublet their child's position for any reason.**

Forms

All forms are to be filled out and given to the Child Care Programs Coordinator when you register your child. Emergency cards, attendance records and a First Aid Kit are required for all outings; therefore these forms must be completed in order for your child to participate in the program. Unless there are legal concerns, files are shredded seven years after a child has left the care of the organization.

Gradual entry

It is mandatory for parents to set up a meeting with their child's Program Leader before a child starts coming to the Centre in order to discuss a gradual entry plan. Gradual entry into a new environment in the company of a parent is important for all children. This is necessary to allow trust to develop between the Educator, the parent and your child. This meeting must take place at the Centre during operating hours. Please make an appointment as soon as possible. Gradual entry is only possible within licensing child - staff ratios.

HOURS OF OPERATION

Daily Hours

The Centres are open from 7:30 (3/5) and 7:45 (I/T) am Monday to Friday.

To facilitate the programming, please have your child at the Centre:

- Infant Toddler Program by 10:00 am
- 3 to 5 Program by 9:30 am

We would appreciate a phone call if your child will be late. Staff must be notified if a child is going to be absent and also if the reason for the absence is health related. The Infant and Toddler Centre closes at 5:15 pm. The 3 to 5 Program closes at 5:30 pm. Your child MUST be picked up by 5:10pm in the IT centre and 5:25pm in the 3/5 centre. If you pick your child up after that time you will be charged a late fee. The difference in timing is to facilitate pick-up of younger children from IT first, before pick up of older siblings in the 3 to 5 Program.

Statutory Holidays

The Centres will be closed for Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving, Remembrance day and from at least December 24th to the 1st business day in January. In November you will be required to sign your child up for care around the Christmas closure. If you do not sign your child up for care, you will waive your right to care on those days and still be responsible for paying full daycare fees. If a statutory holiday falls on a weekend, the Centres will be closed the following business day.

Professional Development and Annual Cleaning

There will be 4 additional days of closure. During three of those days, staff will engage in Professional Development. On the fourth day of closure, staff will do an annual major cleaning of the program areas and equipment. The schedules are released well in advance.

Closures Due to Severe Weather or Insufficient Staff

Closures due to severe weather conditions will generally follow the lead of School District 61, or may be closed at the discretion of the Executive Director or designate. If notice is

given on the radio or TV (CFAX) that schools are closed due to weather, then our Centres will also be closed. If it is announced that schools will be closing, please prepare to pick up your children as soon as possible as we will also be closing our Centres as soon as all children are picked up.

Staff are highly susceptible to illnesses due to the amount of exposure they experience. Although we endeavour to have as many substitute staff on board as possible, rarely, from time to time, we cannot be fully staffed. In those instances, we cannot take more than the legal ratio of children to staff. We will contact parents as soon as possible to let you know if we are unable to take your child. Usually, we will ask a parent who either works from home, is at home, or we know has that flexibility.

Unfortunately, we occasionally may have to make that decision as you arrive. Our sincerest apologies if that occurs; however, it is a Licensing Regulation, and is for the safety of the children. If you are asked to keep your child at home due to insufficient staffing, we will reimburse on a pro-rated daily rate.

Further to the above, should the centre be required to operate short-staffed, we may operate on reduced hours to maintain appropriate staff to child ratios, and to stay within the Employment Standards Act.

Should insufficient staff be available to run the programs at all, the Child Care Centre(s) may be closed as a temporary closure.

DAY-TO-DAY

Staff / Shifts

The staff work together as a team; they are responsible for the well-being of the children, the children's program, and staff/parent communications. The emphasis is on group care, while taking into consideration each child's individuality. It is important to maintain consistent routines for the group in order for the children to feel safe and secure while also encouraging flexibility to be open to new opportunities and experiences.

Substitutes will be used when regular caregivers are off due to holidays, illness or bereavement.

Daily Arrival and Departure

It is the responsibility of the parent to sign their child in and out of the Centre each day; please refer to the clock for accuracy on our sign in/out sheets. The sign in/out sheet is used

as an attendance record in emergency situations and to plan staffing needs. *It is Fernwood NRG policy that you must sign your child in and out every day.* As indicated under Hours of Operation, please have your child at the Centre by 930 am or 1000 am depending on the program, to facilitate your **child's program**. You will be turned away if you arrive late without prior notice.

Only those persons whose names appear on the registration form or the alternate contact list may pick up children from the Centre. Educators must be notified in writing of any changes. All persons, other than the parents, must provide identification upon picking up a **child**. **The child's parents must document the change in the sign in/out sheet provided, and inform a staff member.** If your family is separated or divorced, then both parents must sign agreement to the Alternate Person(s) authorized to pick up your child. Any changes must also be signed by both parents. We will not accept complex arrangements as we must facilitate the care of up to 25 children.

Besides signing the sign in/out sheet, please inform a staff member when arriving with your child and again when leaving. Good-byes need to be said inside the child care areas.

Things to Check Daily

Parent Information Board and Calendar: These are set up in the entrances to the Centres. Up and coming events and issues you should know about would be posted in one of these areas. From time to time, there will be receipts, notices or letters provided through the Educators.

Art Work: **Your child's artwork** will be displayed for a limited time in the centre so that all **can appreciate your child's efforts**. **Art work will be sent home once new displays are created.**

Fridays: You are responsible for the weekly washing of your child's blanket and any dirty clothes.

Snacks and Lunches

At this time, Fernwood NRG provides healthy morning and afternoon snacks as well as a Hot Lunch program on Tuesdays. Parents are responsible for providing nutritious lunches on all other days; if your child has specific dietary restrictions or particular tastes, please send supplementary choices on Tuesdays. The only regularly provided beverage is water, which is available at all times. Please note that our centres are juice-box free, excepting field trips or when a child is sent home sick, if available. We have implemented this policy after noting children filling up on juiceboxes instead of their main meal.

The space in our refrigerators is very limited. For this reason, we would appreciate a lunch box which will be kept on the lunch shelf for 3 to 5's. Items to be refrigerated and warmed for lunch need to be separated when you arrive at the centre. For infants and toddlers please place their lunch box in the fridge.

Please label everything you send with your child! We are encouraging parents to take a moment to review the attached information regarding our involvement with **Mabel's Labels**. **Mabel's Labels** is a fundraising opportunity which allows us to provide enhanced programming within our centres, while also allowing parents to label their **children's items** in a nifty way!

Allergies

Please inform the Educators of any allergies. If a child has any allergies, the staff must be notified in writing including the symptoms resulting from the allergy. We do try to respect the needs of children with allergies. However, despite our efforts, we cannot guarantee the absence of specific allergens in the centre or the building as it is a Community Centre. It is the responsibility of the parent to develop a Care Plan with the staff and to provide emergency medication (e.g. EpiPen).

Clothing and Items Needed for Child Care

All programs include outside play in most weather conditions, as well as indoor play. Please ensure your child has the following items at the Centre:

Year Round:

- inside shoes or slippers
- TWO complete changes of clothing (including socks)
- 1 blanket– (we will send these home every Friday to be cleaned or as needed)
- water bottle for infants and toddlers
- diapers and wipes if applicable
- soother if applicable

Cold Weather:

- muddy buddy or rain gear, or winter coat (weather dependent)
- rain boots or winter boots when required
- winter hat
- waterproof mitts or gloves

Warm or Hot Weather:

- sun hat
- sunscreen
- water bottle for 3-5 year olds

Emergency Comfort Kit Items:

(Note: These must be updated once or twice a year depending on your child's growth)

- 1 Bottle of water
- 3 dry pre-packaged snacks (e.g. raisins, granola bar, or baby food jar and formula if applicable)
- A complete change of clothes
- A family photo with a note to your child on the back
- A small comfort item (stuffed animal or toy)
- 4 diapers or pull-ups (if applicable)
- Small container of wipes (if applicable)
- 1 receiving Blanket (if applicable)

We ask that you send your child in comfortable, washable clothing, as we get very busy and messy while exploring our environment. It is your responsibility to ensure that if your child requires diapers or pull-ups, that there is a supply at the centre at all times.

Play Items from home

Children are asked to keep their personal toys at home. In our experience toys get lost or could cause conflicts amongst the children over sharing these items. The 3-5 program does incorporate Show and Share days as the exception to this rule; please only encourage your children to bring home toys on Show and Share days and take home these items at the end of the day. **If play items from home do enter the centre they must stay in your child's cubby.**

Nap and Rest Time

Naps and rests are appropriate and necessary for most children of pre-school age. Children really need this rest time to help them relax and unwind from their busy morning schedule. This rest time enables them to have a more positive afternoon and be a happier child at home at the end of the day.

It is asked that parents supply 1 blanket for their child to cover your child's body. Each child will have their own cot or crib and sheet, and will be expected to remain quietly on it during rest time. If a child falls asleep during this time, their body requires that rest, therefore we

will make no effort to keep a child awake during this time. Children are allowed to sleep as long as necessary or until between 2:30 - 3:00 pm. As children approach school-age, they may no longer nap. Non-nappers will be provided with appropriate activities under supervision.

Diapers and Toilet Training

Fernwood NRG Child Care Programs does NOT offer a cloth diaper service. We ask that all children attending our programs use disposal diapers. This is for sanitary and space reasons. **Toilet training depends on a child's physical development**, on communication skills, and on their willingness to try. Fernwood NRG staff will not force a child to use the toilet or a potty if the child is not showing readiness or willingness. When toilet training, please remember to leave as many changes of clothes as may be required for the entire day and label **the package of your child's diapers**. *We ask that you start the toilet training process on a weekend at home. This way a regular routine can start to take place and you can have discussions around toilet training with your child. After a routine has been established at home then we can proceed with toilet training at the centre.*

If a child still requires diapers or pull-ups upon entering the 3 to 5 Year Old Program, changes are typically done in the standing position as the small bathrooms do not currently have change tables. If necessary, accommodations may be made to change your child in the public bathroom or on a mat on the floor if special needs exist.

Behaviour Guidance Policies

Guidance is always approached positively at the centre. In keeping with the legislative requirements and principles of the Family and Child Service Act, the safety and well-being of children in care must have paramount consideration. The following principles and policy are for all children enrolled in the Child Care.

Fernwood NRG Policies:

- Children in care require individualized guidance **that meets the child's unique needs**.
- Caregivers will use positive methods and approaches to guide behaviour of children in care. This will be done by setting clear and direct limits, using redirection, **acknowledging feelings, and encouraging children to "use their words"**. Children are told what they can do, rather than what they cannot do.
- Fernwood NRG does not permit the use of physical, emotional or psychological punishment of any child in care.

For any behaviour needing extra management, staff will request a meeting with parent(s) to find solutions we can work on together.

Violent/Aggressive Behaviours Policy

Maintaining and upholding the safety of all children enrolled in Fernwood NRG Child Care Programs is of the highest importance. Violent/aggressive behaviours by a child directed towards themselves, other children or Fernwood NRG educators is not tolerated, and in some cases may lead to termination of services. If a child seriously injures another child or educator they will be sent home immediately. If you wish to see all the procedures regarding supporting children displaying violent/aggressive behaviours, please speak with the Child Care Programs Coordinator.

INCLUSION POLICY

Our programs have always demonstrated a commitment to inclusion. Children and families with diverse backgrounds and needs have always been welcome. Children requiring extra support participate fully in the daycare program, and have their needs met within the regular group activities and routines through accommodations, modifications and extra support where necessary.

Fernwood NRG Staff Role is to work in a partnership with all families to ensure that the individual needs of your child are being met. Staff will record growth and development using **our developmental checklists**. If staff have concerns regarding your child's development or behaviours, the following process will take place:

- 1) Staff will record and document the behaviours or the developmental concerns that they have.
- 2) The program supervisor will request to have a parent meeting with the family to discuss their observations as well as parent observations. This may include what the **child's** regular routine is at home and how that may differ from their routine at daycare. This time will also be used to discuss what the parents would like to see happen for their child and in turn how the staff can help to support the family.
- 3) After having a parent meeting and developing strategies together, a care plan will be developed specifically for the needs of your child. This care plan will be shown to the family and must be approved by them.
- 4) After the development of a care plan if staff feel that they cannot fully support your child by themselves, we may ask you to seek outside help. This may mean contacting the Queen Alexandra Foundation or another family support organization.

**Some examples of behaviours or developmental needs requiring a care plan are:

- Behavioural - aggression or violent behaviour towards staff or other children, including hitting, kicking, biting, scratching
- Developmental – delayed speech, not walking, cannot keep focus
- It is critical that families work with us in providing the best possible care for your child. This partnership is essential to achieve positive developmental and behavioural goals for your child.

Emergency Procedures

Child Care licensing Regulations requires all licensed group Child Care facilities to practice monthly fire drills. These fire drills are posted in each Centre. In case of an emergency such as a fire or earthquake, children will be evacuated from the Centres, and parents will be telephoned. As soon as it is safe children will be moved to the Vic High School gym where parents can pick them up.

If it is not possible to leave the building staff will avail themselves and the children of the earthquake and first aid supplies.

Parents are requested to provide supplies for an Emergency Comfort Kit (listed in your Agreement for Care). Please note that these items will have to be updated as your child grows. Food items will need to be changed on a yearly basis (every January).

If the building needs to be evacuated because of a natural disaster, your child will take this Comfort Kit with them to the designated area.

The current plan is as follows:

- 1) If the building is safe, children will remain with staff at the Centre until parents can pick up their children from the Centre.
- 2) If the building is NOT safe, children will remain at or near the centre for up to a 2 hour period or as long as staff feel comfortable in their abilities to keep your child safe i.e. in the playground area which is fenced to facilitate supervision. If the area is unsafe, if there is bad weather, or if it is becoming dark, we have an agreement with the school district to take the children to the Vic High School gym if that building is safe. *Please Note: The Emergency Plan may be changed as the situation develops.*
- 3) Every possible effort will be made to properly inform parents of where they can pick up their child if plans are affected by uncontrollable circumstances. Staff will post a sign on the buildings to let you know where to find your child(ren).

HEALTH POLICY

Right of Refusal

There are many factors involved in ensuring a child's optimum growth and development; good health is a particularly important one. Children who are ill require a relaxed atmosphere and more individual attention than the Centre can provide.

When choosing "group" care, parents must realize that they will be restricted in the use of the Centre if their child is sick. In a Child Care centre, illnesses travel fast. If your child is sick or not feeling well, please refrain from bringing him/her to Child Care until they are well again.

Keep in mind that children attending Child Care are expected to participate in a variety of play experiences. Staff has the right to refuse admission to a child who appears to be too ill to attend Child Care. If your child cannot participate in our daily program (i.e. outside play, group activities etc.) then he/she is not permitted at Child Care. We ask you to respect staff discretion when asked to pick up your child due to illness. Our concern is to provide a healthy, safe environment for all children to enjoy.

It is understood that keeping a child that is sick at home can mean a parent might miss valuable work hours. Please consider what your options are for alternate care if it is difficult for you to leave your work. It is your responsibility to arrange for alternate care in advance.

Medications

A Child Care medication form will be provided in which parent, giving written authorization to the Educators for administration of a prescribed medication, and the necessary information to administer any medication safely. Educators will only administer the medication if this form is filled out completely and precisely. Child Care Licensing suggests **your physician's** prescription on the original pharmacy-issued medication container; because of this, it is Fernwood NRG centre policy that any medications that are brought to the centre must be in original packaging. No Over the counter Medications will be given, unless we **have a doctor's** note.

Sudden Illness While in Care

If your child becomes ill during the day, we will contact either parent right away. If we cannot reach you, the alternate person(s) on the registration form will be contacted to ensure that your child gets prompt, appropriate medical attention.

Please note, the criteria for exclusion listed on the following page are recommended by the Vancouver Island Health Authority. These criteria may differ in some respects from your **physician's opinion, primarily because these criteria are designed for children participating in group care.**

Conditions for Children to be excluded from Child Care Programs

Decisions as to whether or not children are medically fit to attend the program are at the sole discretion of the child care staff.

- 1) Acute cold: Contagious with obvious discharge of infected green, yellow or reddish brown mucus, your child will be sent home. – return when discharge has subsided.
Centre Policy: Your child cannot return to daycare until the discharge has subsided or is running clear in colour. If your child suffers from chronic discharge (nose, eyes, ears), staff may ask you to seek medical support from a doctor or specialist to determine the cause.
- 2) Cough: 3-5 times per hour, and especially if choking and/or vomiting accompanies the cough, your child will be sent home for the day and will need to stay home until the cough subsides or the child receives medical clearance from a doctor. If a child is experiencing difficulties breathing due to coughing, the child care staff may ask you to seek medical attention and request a puffer **to assist your child's breathing.**
- 3) Fever: 37.8°C (100°F) or over. Centre Policy: If your child spikes a fever while in care, after they have been picked up they must stay home for one full day, symptom free, without the aid of medication before they can return to the centre. This includes fevers due to immunizations and teething. Example: If your child becomes ill on Wednesday, they must be away Thursday. To return on Friday they must have been symptom free on Thursday.
- 4) Vomiting: Centre Policy: If your child vomits while in care they must stay home for one full day, symptom free before returning (refer to procedures for fever)
- 5) Diarrhea: Centre Policy: If your child has 2 or more bouts of diarrhea while in care they will need to stay home for 2 full days, symptom free before returning. This is following the recommendation by Victoria Island Health Authority.
- 6) Antibiotic: Return after being home for 2 full days.
- 7) Infected skin or eyes: A doctor must examine undiagnosed skin irritations, In the event of conjunctivitis (pink eye) your child will be sent home and must remain home for two full days. They may return to the centre only when eyes are completely clear with no discharge. The infection **must be treated and a Doctor's note is needed for return.** If your child has a skin infection, they will be sent home and must remain home for two full

- days. They may return to the centre after it has been treated, and there are no open wounds. A doctor's note will be needed for return. All skin infections and abnormalities, such as warts, must be covered while your child is in care to stop the spread of infection.
- 8) Ear aches and Infections: Because VIHA indicates untreated ear infections can lead to hearing loss and are potentially infectious, we require children to see a Doctor for direction and that children stay home for a minimum of 2 full days with or without antibiotic medication. This allows for the children to be monitored and assessed. Children may then return when symptoms such as fever and ear tugging have subsided.
 - 9) Lice: When a child contracts lice, it is centre policy that they must be treated with a medicated shampoo (such as nix or results) and stay home for 2 full days. Wet combing is strongly encouraged during the time away from the centre to help remove nits that may be stuck in the hair. A child cannot attend care if they have live bugs or nits in their hair. A follow up treatment should be administered in seven days, and hair checked daily. On the day you start the treatment, wash all dirty clothes, bedding, towels, brushes and combs in hot water. Items that cannot be washed, for example pillows or stuffed animals, can be placed in a plastic bag for ten days or in the freezer for 48 hours.
 - 10) Communicable Diseases: Communicable diseases like chicken pox, hand, foot and mouth, and measles must be reported to the Child Care centre staff as soon as they are **diagnosed. The duration of the child's treatment and exclusion from Child Care will depend on the VIHA's Communicable Disease recommendations which staff will provide.** If your child is showing any symptoms of a communicable disease they will be sent home for the day. If your child has a communicable disease, to return to the centre **they must have a Doctor's note providing them with medical clearance.**
 - 11) Diaper Rash: In the event your child has a severe diaper rash, where there are open sores, your child will be sent home. They will be asked to see a Doctor for appropriate medical treatment. Child must stay at home until sores are no longer open. If any special anti-biotic cream is needed, it must be accompanied with a **Doctor's note.**
 - 12) Surgeries: In the event your child requires a surgery during the time they are enrolled in **Fernwood NRG Child Care we require a Doctor's note for medical clearance stating the date they will fully be able to return to daycare without restriction.** If the staff recognize that your child is still struggling to participate in all aspects of the program, staff will ask you to keep your child home until they are able to fully participate. Staff will help facilitate a gradual entry back into the centre if need be.

Release of a Child

- 1) Late or Non Pick-Up:
 - i. Advise the parent that there will be a late fee of \$15 per hour.
 - ii. Assessment of fees is based on the clock in the Child Care Centre.
 - iii. Should no one arrive to pick up a child ½ hour after closing, the employee shall first try the parent contact numbers, then the emergency numbers listed on the **child's Registration Information sheet**. **If unsuccessful 1 hour after Centre closure**, the Supervisor, Director, and MCFD will be contacted. The Supervisor will attend to replace the staff.
- 2) Unauthorized Person Requesting Release of a Child:
 - i. No child will be released to any unauthorized person.
 - ii. **If a parent requests someone other than those listed on the child's form to pick up their child**, they will be required to notify staff indicating the person to whom the child may be released; parents must provide staff with written notice to **include in the child's file**. The person will be required to show photo ID when picking up the child.
- 3) Incapable of Providing Safe Care:
 - i. If a person arrives to pick up a child, and he/she appears incapable of providing safe care, the employee will advise the person of the concern, and that Emergency Alternate contacts will be phoned.
 - ii. If an Emergency contact is unavailable, the Supervisor, Director, and MCFD will be contacted. The Supervisor will attend to replace the staff if after closing hours of the Day Care.
 - iii. **As per Licensing standards**, "in situations when an individual who appears to be **incapable of providing safe care or is "not permitted access to a child" attempts to remove a child in care from the facility**, the licensee/staff member is obliged to consider the health or safety of all involved, including other children in care, staff, and him/herself." If staff are unsuccessful in suggesting alternate pick-up choices and the parent removes their child from the care facility, placing the child at risk, staff will contact Victoria Police at 9-1-1 immediately and MCFD as well.
- 4) Ministry Involvement:
 - i. Fernwood NRG has a policy regarding Ministry involvement with children and families. If this is applicable to you, or you wish to know further information, please speak with the Child Care Programs Coordinator.

PARENT CONSENTS

In your contract for Child Care Services with Fernwood NRG, you will be required to indicate your consent for the following items:

Photograph & Video Permission

You will be requested to provide consent to have your child photographed or videotaped by staff or other authorized persons under contract to Fernwood NRG. Photos or videos may be used in the promotion of Fernwood NRG programs in print, web, or video format; however names will not be used.

If you do not wish your child to be photographed or videotaped regardless of the circumstances, please inform the Child Care Programs Coordinator in writing.

Outings

We occasionally leave the centre to go to the gym in the main building, for a walk in the neighbourhood, or to a park within walking distance. These will be spontaneous, depending on the weather etcetera. We will require your permission for your child to be included on these trips.

During the year, the children will be taking field trips in and around Victoria. These excursions may involve walking, driving or taking the bus. These trips will always be planned ahead of time in order to give parents adequate notice. You will receive a special permission request form for these more extensive trips. Parents are also welcome to attend as special helpers.

Duty to Report

Anyone who has reason to believe that a child has been or is likely to be abused or neglected has a legal duty under the Child, Family and Community Service Act to report the matter. In the event a child discloses information to a staff member that suggests abuse or neglect the staff member will report the disclosure to the Ministry of Children and Family Development.

Receipt/ Familiarity with Program Policy Manual

You will be required to acknowledge receipt of the Program Policy Manual and indicate that you have made yourself familiar with the Programs routines, policies and, procedures. Should you have any questions or concerns about the Child Care program, that you are welcome at any time to discuss these matters directly with the Child Care Programs Coordinator.