



FAIRFIELD GONZALES
COMMUNITY ASSOCIATION
the place to connect

Fairfield Gonzales Community Association

Camas Early Years Centre

1330 Fairfield Rd.
Victoria, BC V8S 1G8

Parent/Guardian Handbook

Welcome

Welcome to the Fairfield Gonzales Community Association's (FGCA) Camas Early Years Centre. We are excited that you will be joining us and look forward to creating positive relationships with you and your child. Please familiarize yourself with the information contained in this handbook as it provides an introduction to our childcare programs and philosophies.

Executive Director's Note

On behalf of the Board of Directors and Camas Early Years Centre management we warmly welcome you and your family to our Early Years program. All of us are dedicated to nurturing exploration, individuality and creativity and we look forward to fostering healthy relationships, building strong community and creating happy memories.

Contact Information

Camas Early Years Centre

DAYCARE MANAGER

Tel: 778 533 6325 (program cell phone)

E-mail: camas@fairfieldcommunity.ca

CHILDCARE COORDINATOR

Tel: 250-382-4604

Email: Childcare@fairfieldcommunity.ca

CO- EXECUTIVE DIRECTOR: Kristina Wilcox

Tel 250-382-4604 ext.105

E-mail: Kwilcox@fairfieldcommunity.ca

FAIRFIELD COMMUNITY PLACE

Tel: 250-382-4604

Fax: 1-250-382-4613

Email: place@fairfieldcommunity.ca

Website: www.fairfieldcommunity.ca

Early Years Centre Philosophy

Our Early Years programs are play-based. Our Educators view children as individuals with their own ideas, cultural beliefs, abilities and interests, and strive to provide a safe and stimulating environment (physically, intellectually, mentally and emotionally). Our programming focuses on the group interests and allows children to discover and learn at their own pace and develop their own individual and collective interests. The FGCA believes that children have a desire to grow, play and learn, as well as to explore and construct knowledge about the world around them through peer interactions and play based experiences. While recognizing family diversity and structure, our program encourages the development of positive relationships among peers, as well as, respectful communication between children, staff, and families. Children learn best and rise to their potential when they are permitted to explore subjects as they are ready. We follow the Early Learning Framework put out by the Ministry of Child and Family Development (MCFD):

http://www2.gov.bc.ca/gov/DownloadAsset?assetId=245C9B82FFF94171BB61818A53F0674A&filename=early_learning_framework.pdf

Our Educators

Our dedicated educators possess a wide range of skills, interest and education and are required to meet the following FGCA and VIHA licensing standards.

- Appropriate certification and documentation (E.C.E license and/or assistant documentation)
- Standard First Aid and CPR C
- Criminal Record Check and 3 character references

Program Information

Based on enrollment, our Daycare is able to offer Full time care Monday to Friday.

- The Early Years centre runs: Monday, Tuesday, Wednesday, Thursday and Friday between the hours of 7:30 am and 5:30pm
- We close for the period between Christmas Eve and New Years, we are closed for all stat holidays and two pro-d days a year for Educator development.

STATUTORY HOLIDAYS:

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

What to bring?

- Change of Clothes Please bring a change of clothes (top, pants, underwear, and socks) in a labeled large zip lock bag when your child starts with us.
- Food: Lunch needs to be sent each day
- Outside Wear: Items required throughout the year: rain and winter coat with a hood, rain and winter boots, muddy buddies (rain pants or suit), hat and gloves.
- Bedding: a crib sheet, a child sized blanket and small pillow(optional) and any personal items needed to rest (i.e. stuffed animal or special blanket)

Food and Drink

It is expected that children will be sent with lunch and morning snack each day they are in program, unless otherwise specified. In addition, we will provide an afternoon snack each day.

We promote healthy eating and nutritional habits. We do not allow gum, pop, chocolate or candy in their lunches. Safe drinking water is available for all children at all times and we encourage them to drink as much as they would like. If a child has specific nutritional requirements, we will ensure that all staff at the site understands and complies with these requirements. If your child has severe nutritional requirements, please ensure that you send extra food in your child's lunch kit to meet their need.

Quiet and Nap time

Quiet time is approximately between 12:30pm and 1:15pm every day. Children who nap will be provided with their own mats. Parents are asked to send their own special blankets, sheets, and one stuffed animal from home. Please label these items.

If the child wishes, the staff members present will rub their backs. The children are never left unattended during rest time. Any children who are sleeping are left until they awake or are woken up by the staff around 2:00 p.m., unless otherwise instructed by the parent/guardian.

We do not force the children to sleep. We feel that if a child needs to sleep, he/she will fall asleep naturally.

Children who do not nap will be expected to rest quietly on their mat for no more than 45 minutes. Educators will provide books and quiet toys for the nap time. At approximately 1:15 those children who do not need a nap will be moved into another room or taken outside to play.

Outdoor active play

We go outside every day for approximately 2-6 hours, so please dress your child appropriately for all kinds of weather (see below for details). If extreme weather is a factor, we will endeavor to be outside but time may be limited to 25-45minutes. If outdoor play is not an option, indoor active play will take place for the same duration of time.

Screen Use

- Unless there is an identified need, electronics from home are not permitted in program.
- On occasion, the programs will gather together to watch a movie. Movies are limited to a maximum of one every three months.

Communication

We use e-mail communication and will contact you with the e-mail you have provided on the registration form. Important information is sent out via e-mail so please ensure the e-mail you have provided is accessible at all times, even during holiday breaks. If this is not possible, please provide your preferred method of communication.

We assume that you have received and read our e-mail unless it bounces back as undeliverable. If this occurs we will notify you by phone

- E-mails include: monthly newsletters, billing notifications and relevant program information
- It is the parent's responsibility to:
 - provide accurate contact information
 - read monthly newsletters
 - inform themselves of important program relate information.
 - notify the FGCA if your personal contact information changes during the year

Fairfield Gonzales Community Association Code of Conduct

The FGCA has developed a code of conduct by which we hope to foster positive relations among all. It is understood that all board members, staff, volunteers, participants and users adhere to the following to guide all behaviour and activities related to the FGCA:

- We will interact with respect, courtesy, objectivity, and inclusiveness
- We will work towards the good of all community members, and not for personal benefit
- We will promote collaboration, cooperation and partnership with each other and with other groups
- We will promote health, wellness and safety for the entire community

Registration Fees

Ages 3-5, Monday-Friday, 7:30am-530pm

\$910.00/month

NOTE: Fees are averaged over the school year, although some months have fewer days, fees do not vary and discounts are not applied.

Registration Requirements

- Each new family is required to pay a one-time administration fee of \$30.00
- Upon registration a non-refundable deposit of \$250.00 is due. This will be applied to your last month of care. Deposits are carried over year to year until your child exits the program entirely.
- Completed registration package includes:
 - Registration forms
 - PAD form
 - Immunization records
 - Child's photo (colour)
 - Custody agreement and care plan; if applicable

Please refer to the Guide to Registration for more details.

Waitlist

If the centre is full, parents can register their child(ren) on the waiting list. The waitlist is by application only.

Priority will be given in the following order to:

- Staff
- Existing families (*families who currently have a child registered in an ongoing program*)
- The general public

In reviewing the applications for enrolment, the manager may consider, but will not be limited to, such factors as the length of time on the waitlist, family units, returning children, or other factors FGCA feels necessary to operate in a prudent and professional manner.

Payment Requirements

Program financials are managed by the Early Years Manager. We use e-mail communication and will use the e-mail you have provided on the registration form. Important information is sent out via e-mail; therefore, please ensure the e-mail provided is accessible at all times, even during holiday breaks. If this is not possible, please provide your preferred method of communication.

- Fees are due on the **1st business day** of each month and are paid by direct withdrawal.
 - Withdrawals will appear on your statement as '*Fairfield Community Association or FCA*'
- Each new family is required to pay a one-time administration fee of \$30.00
- Upon registration a non-refundable deposit of \$250.00 is due. This will be applied to your last month of care
 - Deposits must be paid by cash, cheque, visa/mc or debit

- Cheques should be written out to *The Fairfield Gonzales Community Association*
 - On the memo line indicate your child's name & program (Camas)
 - A completed Pre-Authorized Debit (PAD) authorization form must be provided prior to your first day of care.
 - For families wishing to have more than one benefactor (payee) please complete two separate PAD forms.
 - A VOID cheque must be attached to the PAD agreement. If you are unable to attach a VOID cheque please ensure the financial information is entered correctly. Failure to provide correct information will result in a charge of \$10.00.
 - Those unable to pay using pre-authorization debit can speak to the Manager

Here at the FGCA we recognize that there are a number of situations that can cause financial strain, if you need to arrange alternate payment arrangements, please contact the Childcare Coordinator.

Subsidy

As a licensed child care centre, we are eligible to accept provincial child care subsidy for eligible enrolled children. The following are expectations that our program has for families utilizing child care subsidy.

1. Parent/Guardians are ultimately responsible for all fees as registrants to our program.
2. Parent will be responsible for fee payments until subsidy authorization has been received by our program. Please note that subsidy application processing can take 6 to 8 weeks.
3. Parents are responsible for paying any parent portion remaining after the deduction of subsidy from the program fees.
4. Parents are responsible for renewing subsidy authorization before it expires.

For more information about this program visit www.mcf.gov.bc.ca/childcare/subsidy/index

If you need assistance with the subsidy process contact the Child Care Coordinator or the Child Care Resource and Referral Centre 250-382-7000. Please note, authorization from the MCFD (Ministry of Children and Family Development) may take several weeks to process.

Families receiving subsidy must pay the balance of their account by the 15th of the month. A separate, detailed Pre-Authorized Debit schedule will be provided once subsidy has been approved.

Late Fee Payment- Penalty Procedure

If your payment is not received by the 1st of the month, a late fee of \$5.00 per day will be charged. If payment is not received in full by the 5th of the month your child(ren) may not return until the account is paid in full.

Subsidy families must pay the balance of their account by the 15th of the month, after which a late fee of \$5.00 per day will be charged. If payment is not received in full by the 16th of the month your child(ren) may not return until the account is paid in full.

NSF Penalty Procedure

Should your direct debit payment or cheque be returned to our organization as NSF, we require re-payment. Charges will be applied to your account unless payment by cheque or cash is requested. Re-payment must be in the amount of the original fee as well as a \$10 NSF penalty charge. Upon the FGCA receiving notification from our financial institution regarding NSF we will send a notification to you via e-mail.

Withdrawal and Refund

Families must provide the FGCA's **Early Years Manager** with **one month's written notice, received by the 1st day of the preceding month** to de-register or decrease registered days without penalty for care. Alternatively, you will be charged one month's fees in lieu of notice.

Absentees (when your child will not be attending our program)

If your child will be absent from program, please phone the message line ([TBD](#)) and leave a detailed message stating your name, your child's name, your child's program space and the date of absence or e-mail the Early Years program Manager ([TBD](#)) by 8:30 a.m.

Health and Safety

Injury and accident procedures

- Should your child sustain an injury that requires medical attention, we will contact you immediately. If we are unable to reach you we will call the emergency contact person for direction.
- All injuries are documented. Minor injuries such as bumps, bruises, small scrapes or surface cuts will be tended to by staff, documented and brought to the parent's attention at pick-up time.
- Injuries requiring medical attention will be reported to the parent, Manager, Co-Executive Director (Kristina Wilcox) and VIHA licensing.
- If the injury requires immediate medical care we will call 9-1-1.

Outside

We carry first aid kits with us at all times, as well as attendance sheets and children's emergency forms. It is very important for parents to keep the emergency forms and their registration papers up to date throughout the school year. For additional safety, our playground areas are checked daily by staff as well as inspected monthly by our facility staff and routinely inspected by our Licensing Officer as part of their program review.

Out-trip Procedures

- The FGCA will ensure that parents have reasonable access to their child at all times
- Out trip information will be available in your program space (in the program binder and on the door) as well as sent via email prior to your child's out trip
- Please send your child prepared for the out-trip (appropriate attire and possible parental donation)
- If your child is unable or unwilling to attend the out-trip please make arrangements for alternate care
- Speak to a manager in advance to arrange pick-up from the out-trip location

Emergency Situations

FGCA staffs are trained to follow the FGCA Emergency Procedures. Procedures are posted in program spaces. Programs are equipped with cell phones and staff will attempt to contact parents/guardians during/after an emergency.

Emergency Closure and Weather Closures

In the event of an emergency (including but not limited to, unforeseen weather, lack of human resources, natural disasters, health emergencies, power failure, renovations) the FGCA will close. If emergency closure is necessary during operating hours we will attempt to contact you by phone to promptly pick up your child. There will be no refunds issued for emergency closures. In the event of a closure lasting more than two weeks, fee credits will be calculated and applied to your next invoice. Follow the steps below to obtain the most up to date information:

- Check the FGCA website at www.fairfieldcommunity.ca
- Call your on-site manager (refer to numbers provided at the beginning of manual)
- Check your e-mail as your on-site manager will endeavor to provide written notification

Missing Child On or Off Site

If at any point during program a child is missing we will do a 5 minute area search. After 5 minutes, we will call 911

Authorized Pick-up

Children may only be released to persons named on the child's registration and emergency form. Authorized pick-up contacts must be responsible adults who are of the legal age of 19. Staff will ask for photo ID and a local phone number.

Unauthorized Pick-up

If you wish to have an unauthorized person pick up your child, we require advanced written authorization by completing the unauthorized pick-up section of the registration package or by sending a fax or letter. Pick up contacts must be responsible adults who are of the legal age 19. Staff will ask for photo ID and a local phone number.

Release of Care

Parents must sign their child in and out of program. Sign in must include the time and initials and must be done in pen. Your child must be signed out by a responsible adult from the authorized pick-up list. Your child may never sign themselves out, walk home or leave the premises without being signed out. At the managers' discretion the FGCA may facilitate play-dates for children; however, our staff will not provide contact information for children or call on behalf of children unless permission from all guardians is given.

Late Pick-up

If your child remains at the centre after programming ends (5:30 pm) and we have not heard from you, we will take the following steps:

1. We will call you
2. We will call the emergency contact and authorized pick-up persons
3. If we are unable to reach a contact within half an hour, we will call the Ministry of Children and Family Development Emergency (MCFD)
4. The MCFD will take the child into their custody until a parent is located

5. A note will be left at the centre stating where your child may be picked up

Staff will be required to treat every late pick up as if something serious may have happened. Please call ahead if you find yourself delayed. In the event of late pick-up you are required to pay the staff in attendance \$25 per quarter hour upon arrival. Staff onsite are not authorized to waive the fee. Three late pick ups will result in dismissal from the program.

Alleged Impaired Pick-up

The FGCA must take reasonable steps to prevent any person unable to provide care from gaining access to a child. If a staff member believes the child to be at risk, they will offer to call a taxi, relative, or friend to pick up the person and child. As required by law, the FGCA staff may call Child Protection Services and/or the police in the event that a child is taken off premises by an allegedly impaired person.

Custody

We require, with registration, all legal documentation regarding custody and custody orders. The FGCA cannot withhold a child from a parent and will not intervene in custody issues. In the case that we have a copy of a custody order that is not being abided by we will contact all concerned parties. This may include phoning the police and/or The Ministry of Children and Family Development.

FGCA Custody Arrangement Document

We require written paperwork indicating the agreement plan outlined by separated or split families. Both parents/guardians are required to fill out the documentation and paperwork to ensure that information is shared. If you have **joint custody** of your child, we expect payments, pick-up persons, and penalty fees to be provided from the parent who is listed first on the registration form; split payment information must be provided at the time of registration. If you have **sole custody** of your child we expect payments, pick up persons, and penalty fees to be your sole responsibility. In the event that fees are accrued on your day of registered pick up you are responsible for paying fees before the child can attend your next registered day.

Discharge

The FGCA reserves the right to discharge based on:

- Inability of the child or family to follow FGCA expectations and policies
- Inability of the program to meet the needs of the child or family
- Refusal to meet with management and/or failure to communicate regarding the care of your child.
- In the case that your child is discharged from the program we will provide a pro-rated reimbursement with sufficient notice.

Three Strike Policy

The FGCA utilizes a three strike policy. If you receive three strikes from the on-site manager an immediate meeting will be scheduled with the Childcare Coordinator to discuss your enrollment with the FGCA. Grounds for discharge include, but are not limited to:

- Three late payments, non-payments or NSF cheques
- Three late pick-ups

- Inability of the child or family to follow FGCA expectations and policies
- Inability of the child or family to adhere to the FGCA's Code of Conduct
- Inability of the program to meet the needs of the child or family
- Refusal to meet with management and failure to communicate regarding the care of your child

Conflict Resolution

The FGCA believes that a successful Early Years program intrinsically relies on the cooperation and cohesiveness of children, their families, the staff, management, the community and various integral outside resources. In the event of a conflict, the FGCA takes a problem solving and family-centred approach. We value open communication, mediation, and the FGCA encourages parents to discuss any concerns regarding their child and their child's experience in our programs. Managers have an open door policy and will address a parent's/guardian's concerns in a respectful environment. Whenever possible please make an appointment with the manager to assist in discussing the matter in a timely fashion.

In the event that an issue is unresolved between the manager and parent please make an appointment with the Executive Director. If, after meeting all of the above, concerns have not been remedied, parents may contact the Board of Directors.

Alleged Child Abuse

We are required by law to call the MCFD if we suspect any form of child abuse or if a child discloses information to a staff member. The FGCA staff members are not able to discuss details of legal investigations with families.

Medication and Administering Medication

- Parents must fill out a permission to administer medication form as directed by the manager
- Medication will be given to the child in the amount and at the time specified by the care plan
- We will ensure that a child's medication is not accessible to any child, except for children who requires access to their own medication (i.e. Epi-pens/insulin)
- Our staff will assist/supervise and document the administration of a child's medication

Care Plan

If your child requires extra support, or has special medical or behavioural needs, a care plan outlining instructions for specialized care must be created. This will be created by the caregiver, parent, and possibly outside resources will be updated yearly. Your manager may request a care plan and will guide you through the creation of a care plan.

Illness and Communicable Disease

When your child is too ill to attend daycare:

Children in daycare are grouped together at the ages when they are most susceptible to infections. To determine what is a significant illness in a child is difficult for both parents and staff. There are three important considerations when deciding if a child is too ill to attend a program.

1. The protection of 15 other children and staff from communicable disease.
2. The comfort and safety of the child who is ill.
3. The capacity of the daycare to look after an ill child.

Children with the following symptoms must be excluded from program (not attend daycare).

1. Any child unable to participate in normal activities in the early years program.
2. Children with gastro-intestinal problems (ie. vomiting/diarrhea) will be excluded for 24 hour since last bout of vomiting/diarrhea.
3. Children with generalized rash and fever where measles, rubella, mumps, or chicken pox are suspected, will be excluded pending diagnosis.
4. Children with acute cold symptoms, green or brown runny noses.
5. Children with frequent cough: 3-5 times an hour.
6. Children with a fever (38°C or higher) may return to daycare after 24 hours when the fever has dissipated and no medication is needed to control fever.
7. Children with a communicable disease.

It is the parents' responsibility to inform the educators if the child has contracted a communicable disease (chicken pox, impetigo, scabies, etc). This will enable us to alert others as to the possible health risk. Your child will not be permitted to attend program during this time.

As a licensed program, we are required to report if a medically diagnosed communicable disease has been identified in the early years program. We will ensure that all enrolled families will be notified in such a scenario while protecting the privacy of the child and impacted family as much as feasible in a small program.

When a child returns to the program after having a communicable disease the FGCA reserves the right to ask for a 'physician's note' stating that the child is well and able to return. Please respect the health of other children and staff in our facility and honour our policy.

Head Lice

If your child contracts head lice, please inform the educators immediately. As a large childcare provider, with multiple childcare spaces, it is important that we control the spread of lice; therefore, we ask that you do not send your child(ren) back to program until they have been lice free for a minimum of 24hrs and proper treatment has been given. This will also ensure we are able to disinfect all affected areas in a timely manner. For more information please visit Health Link BC at:

<http://www.healthlinkbc.ca/healthfiles/hfile06.stm>

Sunscreen Policy

Sunscreen is supplied and administered by the Educators unless otherwise requested by family. Please note that we are unable to accommodate preferences of other sunscreens. If your child has an allergy to the daycare sunscreen, please provide a doctor's note. We will require you to sign permission to apply or indicate that you do not wish to have sunscreen applied to your child.

Also note that we will put sunscreen on your child in the morning and the afternoon. Sunscreen is applied 15 to 20 minutes prior to going outside and re-applied every two hours. When our program shifts to starting our days outside parents will be responsible for applying their own sunscreen.

Guidance and Discipline

The FGCA will ensure that behavioural guidance is age-appropriate, applies logical consequences and will take into consideration the cultural and individual needs of the child. The FGCA views children as individuals deserving of respect. Our staff support and encourage children to express their feelings, make positive choices and work towards solving their own problems. Our guidance policy is based on the below:

1. Role Modeling
2. Discipline is based on safety, respect and cooperation.
3. A child is not allowed to hurt themselves or others.
4. Children will be given clear, simple and consistent limits regarding appropriate behaviour.
5. Choices will be offered whenever possible
6. Verbal direction and re-direction will be the main means of guidance and discipline.

If it is necessary for the child to have time away from the group, the child will be supervised. Under no circumstances will physical, emotional or verbal punishments be used. The FGCA does not tolerate inappropriate behaviour such as, but not limited to: rude and disrespectful behaviour towards staff, offensive and coarse language, bullying behaviour, verbal and physical aggression or abuse, emotional abuse, malicious behaviour, teasing, cliques, peer pressure, physical discrimination, inappropriate discussion and touching, sexual abuse, theft, unauthorized absence or departure from program, disrespect of others' belongings and FGCA property. Religious, racist or socio-economic discrimination will not be permitted.

Behaviour Management

If a child is having difficulty co-operating in a program the following steps will be taken:

1. Encourage the child to make a positive choice.
2. Using age appropriate language to explain the importance of appropriate behaviour and re-direct the child
3. If child is still non-compliant, offer the choice to (a) follow the expectation or (b) have time away until child is ready to problem solve.
4. If undesirable behaviour continues, the manager and educators will discuss and problem solve with the child.
5. If manager deems necessary, a phone call to parent/guardian will be made. The parent/guardian may be asked to pick-up the child immediately.
6. A meeting with manager will be scheduled to discuss concerns and solutions.
7. If the above steps are unsuccessful, a meeting with the Manager and/or Co-Executive Director will be scheduled and a care plan will be discussed.

All of our staff members are trained to document notable behaviour. The FGCA reserves the right to inform parents that alternate childcare arrangements will need to be made if we feel our safety and behaviour expectations are not being met.

We warmly welcome you to the FGCA and hope you and your family make long lasting connections here 😊