



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

2020/2021

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

Lead Educator, Alicia Tysick

Tel: 778 533 6325 (program cell phone)

E-mail: camas@fairfieldcommunity.ca

Early Years Coordinator, Daniela Karolys

Tel: 250-382-4604

Email: Childcare@fairfieldcommunity.ca

CO- EXECUTIVE DIRECTOR: Kristina Wilcox

Tel 250-382-4604 ext.105

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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 embrace a pedagogy of practice. We recognize that knowledge is ever-changing, and we are committed to evolving our practice to meet the needs of children and families in our care. Our educators are committed to reflective, and responsive care in which individuals learn about themselves through interactions within the larger world.

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). We are dedicated to creating a space of belonging for each child and family. True belonging means that children are recognized as being who they are, in the present. Each child has the right to belong, and to be accepted and honoured for their unique contributions to our community. Educators uphold this principle by respecting individual needs, capabilities, values, and interests.

Our Early Years programs recognize the integral role of families in holistic care. We are dedicated to establishing and maintaining open communication with families. Educators are committed to creating dialogue with families to more deeply explore experiences of young children in group care. Educators write and share pedagogical narrations to invite families in our thinking, learning, and understanding of children.

Our indoor spaces reflect minimalism in consideration of the full sensory experiences of everyone in our care. We offer open-ended materials, loose parts, and focus on the joy of process and discovery. We arrange our

environments so that tools and supplies are within children's reach, to convey our belief that children are capable. We incorporate recycled, and natural materials in our space to reflect our values of conservation and stewardship. We make space for children's ideas, and aim to create a sense of belonging for each individual in our care.

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 and play based experiences. Our programming focuses on the group interests and allows children to discover and learn at their own pace and to develop their own individual and collective interests. We follow the Early Learning Framework.

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

Holiday, Professional Development, and Staff meetings Closures

The Early Years centre runs: Monday through Friday between the hours of 7:30 am and 5:30pm.

Camas and the FGCA is committed to quality care for families, to offer this care we need time devoted to active learning in staff meetings and professional development days, for us this conveys the importance we place on thinking about growing, our program and your children. Camas will be closed of the following days:

Pro D Day Closures:

- Friday, October 23rd, 2020
- Friday, February 12th, 2021
- Monday, April 5th, 2021
- Friday, August 27th, 2021

Early Dismissal/Staff meetings pick up is at 3:30 pm.

Staff meetings will occur on:

- Friday September 25th
- Friday November 22nd
- Friday December 18th
- Friday January 29th
- Friday March 26th
- Friday May 21
- Friday June 25th

Camas is closed for one week for winter break and one week in the summer. Check in with you manager to get the exact closure dates. Camas is closed on all statutory holidays.

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, except Friday. On Fridays, we will provide a lunch.

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 each day they are in program , unless otherwise specified. In addition, we will provide a morning and an afternoon snack each day.

We promote healthy eating and nutritional habits . We do so through providing snacks from a variety of food groups. We recognize that families have children’s best interest at heart, and we do not set limits around in what order a child consumes their own lunch. We respect a family’s decision of what to pack for lunch and we respect a child’s decision of what to eat. We take a holistic approach to healthy eating by sitting to eat together, by eating until we are full, and by giving thanks to the food that sustains us.

Quiet and Nap time

Quiet time is approximately between 1:00 and 1:30 every day. Children who nap will be provided with their own cots. Parents are asked to send their own special blankets, sheets, and one stuffed animal from home. Please label these items.

Throughout our day we prioritize care. During rest time, educators aim to make children comfortable and to establish a peaceful environment. Educators practice responsive care and attend to children to meet their individual needs during naptime. Responsive care during nap time might include rubbing a child’s back, stroking a child’s head, or quietly whispering to comfort a child and to assure them that they are safe and able to relax. During nap time the curtains are closed, the lights are off, and quiet music plays to create an environment that is calm. 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 2:45 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 cot for no more than 45 minutes . Educators will provide books and quiet toys for the nap time. At approximately 2:00 those children who do not need a nap will be moved into another room or taken outside to play.

If there are enough children whose families wish for them not to nap, a group will transition back outside after lunch. Educators will adjust to the groups napping needs and there may be times when the group splits and there could be one educator left in the space with the napping children.

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. Our primary play area is a non-fenced outdoor space.

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:

- o provide accurate contact information o read monthly newsletters
- o inform themselves of important program relate information
- o 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 understood that all board members, staff, volunteers, participants and users adhere to the following to guide all is behavior 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

\$860.00/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:

- o Registration forms
- o PAD form
- o Immunization records
- o Child's photo (colour)
- o 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 Early Years Coordinator 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.

- o 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

- o Deposits must be paid by cash, cheque, visa/mc or debit

- Cheques should be written out to *The Fairfield Gonzales Community Association*

- o 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.

- o For families wishing to have more than one benefactor (payee) please complete two separate PAD forms.
- o 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.
- o 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.

Affordable Child Care Benefit (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 1st of the month.

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.

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 \$15 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 Coordinator** with **one month's written notice, received by the 1st day of the preceding month** to de-register without penalty for care. Alternatively, you will be charged month's fees in lieu of notice. one

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

If your child will be absent from program, please phone , or text the program cell phone and leave a detailed message stating your name, your child's name, your child's program space and the date of absence .Alternatively you can e-mail the Camas ahead of time to let us know, we can inform you of our whereabouts. We are often at either Porter Park(the truck park) or at Waterworks.

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.

Planned Outings or Offsite Trips

The FGCA will ensure that parents have reasonable access to their child at all times

We are committed to including children as active and engaged members of the community. As such, we may plan trips in the community to extend upon the children's interests, or to include children in appropriate community initiatives. On such occasions, we will communicate our intentions to families via email. We always invite families, or extended family members to join us on these excursions.

If you are running late, please be prepared to meet us at our desitnation. Some community engagement events will require us to take the bus. Otherwise, you can call to meet us enroute. Some examples of a planned community engagement would be a visit to the art gallery, excursion to government house, a visit to Camosun College for a larger community event.an

Unplanned Outings or Offsite Trips

We are committed to children being included in decision -making at Camas Early Years Centre. As Such, we are open to spontaneous suggestions for outings that respond to children’s interests. If we decide to travel off -site with children, we will notify you by text or phone.

We will send a group text to inform you of where we are going, the route we are taking, and of the time we plan to return to the centre.

If you arrive after 9:30 in the morning, we will expect that you will make arrangements to meet us.

If the outing happens in the afternoon, you can communicate with us if you will need to pick up your child earlier than we are expected to be back at the child care center.

Some examples of an unplanned outings are trips to Hollywood Park, visits to the library, exploring the beach, or an adventure at Moss Rock Park.

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 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

Emergency Parent Handbook

If the FGCA opens for Emergency Childcare, for example during COVID-19, please make sure you have read and understood the Emergency Handbook that can be found on our website <https://fairfieldcommunity.ca/early-childhood-programs/daycare/>

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. parents/guardians are required to fill out the documentation and paperwork to ensure that information is Both 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 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 Early Years 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 year's 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^oc 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 year's 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 honor 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

In warmer weather, please have your child arrive at the centre wearing sunscreen. If you have not done so, please inform an educator, and we can apply it before we head out for the morning. We ask that families provide sunscreen for your child. The sunscreen should be labelled and should remain at Camas. We will have a basket of labelled sunscreen near the front door during sunnier months. If you are unable to provide sunscreen, please inform an educator and we will accommodate your child.

Educators will re-apply sunscreen to your child approximately every two hours. When we are outside for long durations, educators will be responsible for reapplying sunscreen. When reapplying sunscreen outside, we will use Camas Early Years Sunscreen. If your child has any skin sensitivities, or allergies to sunscreen, please inform an educator so that we can bring your child's sunscreen with us in the backpack.

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☺***