

Table of Contents

Welcome To ABC.....	page 1
Program Overview.....	page 2
Daily Schedule.....	page 3
Active Play Policy.....	page 3
Arrival and Pick up	page 4
What to bring.....	page 5
Closures.....	page 6
Emergency Procedures.....	page 6
When to Keep Your Child Home.....	page 7
Guiding Children’s Behavior.....	page 8
Extreme and Unacceptable Behaviours.....	page 8
Separation Anxiety	page 9
Health Conditions and Medications.....	page 9
Notification of Injury.....	page 9
Potty Training	page 10
Duty to Report	page 10
Administrator and Board of Directors.....	page 10
Payment Policy	page 11
Subsidy Information.....	page 12
Pandemic Policy	page 13

WELCOME!

ABC Christian Child Care Center has been providing enriching, quality childcare programs in Port Alberni since 1986. Our Teachers are Licensed Early Childhood Educators dedicated to nurturing and caring for children while providing the foundational building blocks your child needs to be successful as they transition into kindergarten. Our facility is large and bright, including a CSA approved playground, full-size gymnasium and spacious classrooms with a wide variety of fun and educational activity centers.

ABC Christian Child Care Center is a non-profit society managed by a volunteer Board of Directors.

ABC is licensed with the Community Care Facility Licensing Board and as such is subject to all current Ministry Regulations, Safety Standards and Procedures. We are committed to providing a positive experience for you and your child at ABC.



Program Overview

At ABC your child will have opportunities to engage in a wide variety of fun, educational activities that promote and develop your child's curiosity, social interaction and problem solving skills based on the Early Learning Framework as provided by the Province of BC. Teacher directed activities such as circle-time, singing & rhyming, games, art and stories are included in our program daily and are designed with Kindergarten readiness skill development in mind. Outdoor physical activity is an important part of the day and we have a large gymnasium for days when weather keeps us in. Activities can include bike riding, scooters, sports, balancing, climbing and lots of running and jumping! At ABC our aim is to provide your child with love and nurturing while they are with us in a 'learn through play" environment and to develop in them the skills and independence they will need to be successful as they transition into Elementary School.

As a Christian Centre, we are committed to caring for your children with the love and respect modeled to us by Jesus in the Bible. We share the story of Jesus birth at Christmas and His resurrection at

Easter. We teach that God loves each one of them and that there is room for everyone in God's family.



Morning Session

- 8:00 Arrival and free play
- 9:00 Preschool Segment Begins (Activity Centers and Art)
- 10:30 Tidy up, Circle Time and Snack
- 11:30 Outside Playground time
- 12:00 Preschool Segment Ends

Afternoon Session

- 12:00 Outside Playground / Gym time
- 1:00 Lunch
- 1:30 Reading Time
- 2:00 Quiet Time
- 3:00 Activity Centers
- 5:00 Center is closed

Active Play Policy

At ABC outdoor physical activity is an important part of each day. Licensing requires that children in a Preschool Program have a half hour of outside playtime daily as part of their Program and Daycare Children have an additional hour of outside active play daily. In cases of heavy rain, severe cold or wind we are able to use our large indoor gymnasium for our active play program. It is our intent to take them outside as much as possible so please **send them in season/weather appropriate clothing daily.**

Arrival Time and Pick-up



A parent or caregiver must bring children inside and sign them in. Please make contact with a staff member before leaving the building. We ask that you use our main entrance, located at the back off the alley. No child is to be dropped off outside of the facility. The sign-in sheet must be filled out in full with the accurate time of arrival for pick up and drop off. A phone call is necessary if your child will be absent, and appreciated if you are going to be late! Please do not leave your engine running when dropping off or picking up children because of the toxic fumes entering the building.

Please remain in the cubby area when dropping off and picking up your child. At times the staff may invite you in if your child is having a hard time, or sleeping. You are able to see almost the entire center from the cubby area. We try to keep the “traffic” and germs in our main classroom area to a minimum.

Please pick up your children on time. Only the person(s) designated in writing on the registration form will be allowed to take a child off the premises. If the person coming to pick-up a child appears to be incapable of providing safe care, the staff will not allow the child to leave. If the person persists, the RCMP will be called immediately.

In the event that a child is not picked up by closing time every effort will be made to contact the parent or designated names on the registration form. If this procedure is unsuccessful, staff will follow policy and contact the Ministry of Children and Families, arranging for the child to stay with them until the parent/guardian is located. **So please call as soon as possible if you are held up** and keep your “designated person” list current on your child’s registration forms.

Parents and Caregivers Please Note:

Registration forms must be completely filled out with no blank areas before your child’s first day. If a section does not apply to your situation please initial or mark the area n/a (not applicable) This indicates that you have not missed a section on the form. You are responsible to inform us in writing if there are any changes to your child’s information while they are enrolled at ABC ie: phone numbers, address, pick-up permission. It is very important that we have current information on file and LOCAL contact numbers. You may add a person or take a person off your pick-up

permission at any time. No child will be released to a person not indicated in writing by the registering parent, no exceptions.

What to Bring

Snacks and Lunches

For Daycare children please pack a healthy lunch for your child each day including a variety of fruit and vegetables. Children are very busy in our program and work up big appetites. We ask that you limit sugary and processed foods. We have snack time mid morning and lunchtime is at 1 pm. Preschool children need to bring a snack for snack time.

We are a juice-free centre

Canada Food Guides are available upon request. We do not allow sharing or trading of food because of allergies. In the event of a severe nut allergy, a school wide “no nut” policy will be implemented.



Your child's belongings..

Please ensure that your child has weather appropriate clothing. A warm coat, hat and gloves and boots are required during the cold season as we go outside as often as we can. In spring and summer please send your child with a hat and apply sunscreen prior to arrival. Having several layers of clothing allows your child to maintain their level of comfort. Don't forget a water bottle..we refill them several times a day! Your child will need a change of clothes (to be kept in their back-pack). Shoes with non-marking

soles are needed for Gym time. A favorite blanket and small stuffy can be brought for quiet time if desired.

Our cubbies are disinfected daily, so please empty cubbies at the end of each day or your child's space will not be cleaned.

NO TOYS FROM HOME (aside from a rest time stuffy)

PLEASE ☺

Thank you for your cooperation!

When ABC is closed...

- All Statutory Holidays (including Good Friday & Easter Monday)
- The Week of Christmas (dates may vary each year)
- Truth and Reconciliation Day
- All SD#70 snow days
- 1 ProDay in the Spring (TBA)

Emergency Closures

Power Outage: In the event of a power outage lasting more than 30 minutes, we will contact parents for pick-up. If the power is out before the child's arrival time, please call the Center to see if it will be open.

Snow: In the event of snowfall, listen to FM 93.3 in the AM, if SD#70 is closed, then Center will be closed as well



Insufficient Staffing:

As a licensed group center we are required by law to provide qualified staffing in a specific ratio legislated by the Province of BC. In case of staff illness/absence ABC will close temporarily if no qualified Sub is available. Parents will be notified as soon as we become aware of such an instance.

Emergency Procedures



All employees are thoroughly trained in emergency procedures. Fire Drills and evacuation of the building are practiced monthly. Students are taught basic principles of Fire Safety and Emergency Procedures (including earthquake drills) and that Fire Fighters and Police Officers are our friends who help us. We have a detailed plan and are equipped at ABC to provide care for your child the event of an Earthquake or other disaster. Copies of this policy are available upon request.

When To Keep Your Child Home

You must make alternate arrangements for your child's care if he/she has any of the following symptoms or is unable to participate in regular activities. Your child may return to the Center when they have been free from symptoms for 24 hours (in the case of a contagious illness you must also provide a Doctor's note).

1. **Pain** -Any complaints of unexplained or undiagnosed pain.
2. **Lethargy**: If your child is unusually tired or under the weather, unable to keep up to the pace of a busy Childcare program
3. **Respiratory Illness** – symptoms **may include fever, runny nose and eyes, coughing and sore throat**. Once the child's temperature and energy level returns to normal, and nose and eyes secretions are clear, the child may return to the Center. If a child has chronic respiratory symptoms due to an allergy a doctor's note to be kept in your child's file is required.
4. **Vomiting**- children may return when there has been no vomiting for **24 HOURS**
5. **Difficulty Breathing** - Wheezing or persistent cough.
6. **Fever**: temperature above 100 degrees F. or 37.5 degrees C
7. **Sore Throat** - or difficulty swallowing.
8. **Infection** - Infected eyes or skin
9. **Rash** - any undiagnosed rash (may return when symptom free or with Doctor's note)
10. **Unexplained diarrhea or loose stool** .
11. **Severe itching of body and or scalp** - We have a no nit policy. If a lice infestation has occurred, a child may return after treatment, and examination by a staff member.
12. **Communicable & Contagious Diseases** - Please notify staff within 24 hours if your child becomes ill with such an illness. The child will need to be free from symptoms and have a Doctor's note before returning to the Center.

If your child does become ill at the Center we will keep him/her as comfortable as possible while we try to contact you or the designate. If we are unable to reach you, we will call the emergency contacts you have listed.

Guiding Children's Behavior

At ABC Christian Child Care Center, we nurture each child as a unique individual, encouraging them to grow in confidence and respect for themselves and others. Our strategies include:

- Establish Clear, Consistent and Simple Limits
- State Limits in a Positive way
- Focus on the behavior rather than the child
- Provide appropriate choices
- Allow time for children to respond to expectations
- Affirm appropriate behaviors with words and gestures
- Gain a child's attention in a respectful way
- Acknowledge feelings where appropriate
- Redirect or direct where appropriate
- Model problem solving skills
- Use natural and logical consequences

Handbooks are available to borrow if you would like to read more about these strategies

Extreme and Unacceptable Behaviors Policy

At ABC we understand that children may misbehave at times and staff is trained to deal with behaviour that is part of normal childhood development. Sometimes it becomes necessary to seek professional help in dealing with behavioral concerns. Examples of behavior that would require professional intervention would be frequent rage/temper tantrums, consistent inability to settle themselves or follow direction/redirection, violence or aggression towards themselves or their peers (screaming, spitting, biting, scratching, kicking, hitting).

If a child is being disruptive or aggressive and not responding to guidance techniques, you (or your designate) will be called for immediate pick-up. An internal incident report will be filed and senior staff will develop an action plan for the child so that the staff approach is consistent and appropriate.

If the behavior persists the parent will be asked to seek professional help on behalf of the child. With parental permission, ABC will submit referrals to the appropriate professionals and with their input, develop a care plan specific to the child. Parents will be included in the care plan process. If the child's behavior cannot be modified or he/she poses a threat to themselves and other children or the parent does not comply or follow through with the referral process, ABC Christian Child Care Center reserves the right to terminate care without notice. In these cases no refund of monthly fee will be given

A special note about Separation Anxiety...

Many children (and even some parents!) experience some separation anxiety when beginning Daycare or Preschool for the first time. This is completely normal and generally children will be fine within minutes of the parents leaving the Center. You are always welcome to stay, but if you aren't able to do so because of work etc. please speak to a staff person to develop a strategy that works for you and your child.

Health Conditions and Administering Medications

If your child has a medical condition that requires specialized care (ie: severe allergy, chronic asthma) a Care Plan must be

developed before your child's first day so that staff are informed and your child can be provided proper care. If your child needs medication administered while they are in the care of ABC we must have a Medication authorization form filled out in full and the medication must be in the original container. This form must be filled out for any prescription medication, over the counter remedies and sunscreen! If your child needs a puffer or epi-pen this must accompany them to school every day no exceptions. All prescription and over the counter medications are kept in a locked container out of the reach of the children.



Notifications of Injuries

If your child is injured while under our care we will begin First Aid procedures and call 911 if necessary. We will contact you right away so it is important we have up-to-date contact numbers for you! Licensing requires us to contact you if your child is injured at our Center, even if the injury is minor. Parents are responsible for

Potty Training: As a group child care center ABC is not equipped or staffed for daily diaper changing. It is ABC's Policy that a child be potty trained before entering our programs. Accidents do of course happen and staff are able to assist with changing in these circumstances. Please be sure to send an extra change of clothes including socks and shoes in your child's backpack . If your child is experiencing frequent accidents you may be asked to send your child in pull-ups.

ABC's Duty to Report

Children get injured from many activities, so please always inform Staff when a child has incurred a significant injury before arriving at the Center. Staff is obligated to inquire about any obvious marks or bruising. Staff must report any suspected child abuse to the Ministry of Children and Families

Role of the Board

ABC is a non-profit charitable society run by a volunteer Board of Directors. Their duties are to approve program standards and ensure licensing requirements are met. The Board is also responsible for hiring staff, setting wages and student tuitions.

The Board meets the 3rd Monday of every month. If you have any questions or concerns you may submit a letter addressed to the Board of Directors. As a registered family you are invited to be involved on the Board of Directors and to attend our Annual General Meeting held every Fall, dates are announced 2 weeks ahead of time publicly, on our Facebook page and in parent newsletters.

Payment Policy

ABC Christian Child Care Center is a Registered Not for Profit Society. We rely heavily on prompt, full payment of registration and tuition fees, in order to pay staff and meet program expenses.

- A one time \$40.00 non-refundable registration fee is required to secure your child's space.
- ABC can accept cheques, cash and e-transfer for payment of tuitions.
- N.S.F. cheques are charged a \$40.00 fee.
- Tuition is due on the first day of each month. A full month's tuition is due, regardless of absenteeism due to illness, inclement weather, school and statutory holidays, or scheduled closures.
- If you are late to pick up your child a \$10 late fee will be charged. If you arrive 15 minutes or more past your scheduled time the late fee as well as the hourly fee will apply.
- ABC is registered to accept payment from the Affordable Childcare Benefit (previously called Child Care Subsidy). To avoid personally paying your child's tuition, you need to have applied and been approved for the Affordable Childcare Benefit before your child begins care. You are personally responsible to pay your child's fees while waiting for your application with the Affordable childcare Benefit to be approved. If you allow your subsidy to expire you are responsible to pay your child's tuition while waiting for renewal. ABC will promptly reimburse you for fees paid upon receipt of the benefit payment. If the Benefit does not cover ABC's full tuition, you will owe a "Parent Portion". This portion is due the first day of each month

- Outstanding accounts are reviewed monthly by the Board of Directors. Parents should note that if their account is in arrears, children may not attend until the account has been paid in full.
- If your account remains unpaid at the end of the month, a termination notice will be given and your child will lose their spot if there is a wait list.
- In the event that your child is withdrawn, two weeks written notice is required or two weeks fees paid in lieu of notice.
- REFUNDS: In the event that you voluntarily withdraw your child from ABC you will receive a refund for tuitions that have been paid in excess of the two weeks required notice. If ABC terminates care for your child due to non-compliance with ABC policies no refund will be given. In the event of a sudden closure, ABC will refund tuitions paid in excess of two weeks from the date of closure. Additional information about this can be found in ABC's Pandemic Policy.
- It is our policy to employ a Collection Agent for outstanding accounts that have not arranged a payment schedule with ABC

Child Care Subsidies

The Province of BC has implemented the **Child Care Fee Reduction Initiative** that helps all BC families with their childcare fees in participating centres. ABC is enrolled in this program. Your fees are automatically discounted at the rates set out by the province and ABC will only bill you for the remainder of your fees. See our Fee Schedule for more details.

The **BC Affordable Child Care Benefit** replaced Child Care Subsidy in 2019. You are now able to apply for this benefit online or by downloading forms and faxing and mailing them in. The online process is generally quicker. To access this service or to see if you are eligible for subsidy please visit their website.

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>

Affordable Child Care Benefit
Toll Free Phone: 1-888-338-6622
Fax Number 1-877-544-0699

If your child's tuition is paid by MCFD Affordable Child Care Benefit there are certain conditions that apply which you need to be familiar with.

**Your agreement with Subsidy is separate from your agreement with ABC. Subsidy only pays us for days your child actually attends the center, sick days and two weeks of vacation time per calendar year. Any difference between your child's tuition and what Subsidy covers is the responsibility of the Parent. ABC will bill for this difference at the end of each month.*

**It is the responsibility of the Parent/Guardian to maintain and provide ABC with a current authorization number for Subsidy. If you allow your Subsidy to expire, you are responsible to provide full payment of your child's tuition on the first of the month. We will reimburse you when we receive the late payment from Subsidy.*

**In case of withdrawal from the program you need to give two week's notice, or pay two weeks tuition in lieu. As per the parent contract.*

ABC Christian Child Care Center Pandemic Policy

In the event of a declared Pandemic, the Board of ABC Christian Child Care Center reserves the right to close the Center without notice. Parents will not be refunded for fees paid unless the balance remaining is a sum greater than 2 weeks tuition for their child's spot. Subsidized tuitions will not be refunded. Parents will not be charged a fee to hold their child's in case of an extended closure. Children who were enrolled at ABC prior to the closure will have first priority once the center reopens unless ABC is mandated otherwise by Licensing or the Province of British Columbia.

If ABC is operational during a pandemic parents are required to comply with safety protocols as directed by the Provincial Health Officer and center protocols established by ABC. One strike rule: If it is determined by the ABC Board or Staff that a family is not following the protocols and procedures as directed or has been dishonest with ABC with regards to their child's wellness or

symptoms, ABC will terminate care immediately without notice. In these cases no refund of fees will be given.

If a parent voluntarily withdraws their child from ABC the standard two week notice or two weeks fees in lieu of notice will apply.

At the time of Print there has been a SAR-Cov-2 (Covid-19) global pandemic declared. Some of the procedures outlined in this handbook may be superceded by orders from the Provincial Health Officer. ABC has policies and procedures specific to this Pandemic posted at the entrance door by the sign in desk and paper copies are available upon request. If you would like a personal copy please let staff know.