

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

Dear Dreamland Parent/Guardian,

Parents must take the time to read and understand the child care's philosophies and policies.

Several attached forms require a parent or guardian signature and must be returned promptly to the child care provider. The documents that need to be completed are:

- Student Information
- Immunization History Form
- Discipline Policy
- Emergency Consent Card (please attach recent photo)
- Photo Documentation Consent
- Outdoor Activities Consent

Please let the child care provider know if you need to include any of the above-listed forms.

We go outside every day. Please send your child dressed for the weather.

Please let us know if your child will be absent from class as soon as you know.

Do not bring your child to childcare if they have a fever, rash, cough or cold. These spread quickly to others in the group. Your cooperation in this regard is appreciated.

We do not have professional days, nor do we hold Parent-Teacher Interviews. If we have a problem with your child, we will contact you privately to discuss the matter. Otherwise, you may be assured that your child is progressing positively. If you have any comments or concerns, please do not hesitate to contact me directly.

Yours truly,

Dreamland Child Care Center

Dreamland Child Care Center Direct Line: (778) 668 3145

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

About Our Childcare

Dreamland Child Care Center is located at 1237 Adderley Street, North Vancouver, and is licensed for a maximum of 7 children, and I have a valid license to operate this family childcare facility. Dreamland Child Care Center is registered with CCFL.

Registration starts in March for the following September. Those registered in this school year's program will be allowed to register in advance for the following year's program. A letter will be sent out in February regarding re-registration. Please note our "Withdrawal of Services Policy" concerning late or non-payment of accounts and our refund policy for this program.

Development Philosophy

My philosophy is to recognize each child's unique strengths and help them develop in other areas. I believe in making this process fun and playful for the children to enjoy their development and growth. I encourage parents and families to be involved, and I have an open-door policy. My goal in providing quality childcare for your child is a safe, comfortable, and loving environment. I want you to feel like you are a part of your child's life here.

My mission is to provide children with quality care in an exceptional and homelike environment where they'll have the opportunity and the tools to develop their potential, social skills, and academic knowledge. Empower children with the tools they need to succeed in school and life for years.

Child care is meant to be a positive experience in which your child grows and develops a love of learning. Throughout the year, the program will use flexible topics to provide your child with new information and opportunities for exploration.

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

The Daily Schedule

I follow The Canadian Physical Activity Guidelines for the Early Years recommendations:

- Infants (less than one year) are physically active several times daily- floor-based play.
- Toddlers and preschoolers have 180 minutes (about 3 hours) of physical activity throughout the day.
- Children (5 years and older) accumulate at least 60 minutes of physical activity daily.

I incorporate physical activity and play into my daily routine. I incorporate 60 minutes of active outdoor play unless extreme weather conditions don't accommodate the same. Active play may be accumulated through 15-minute portions of time throughout the day and continuously.

I will ensure watchful supervision of all indoor and outdoor activities and routines.

Sample Daily Schedule:

Time	Descriptions
8:00 am to 8:30 am	Greetings, Breakfast and practicing coloring and cutting
8:30 am to 8:45 am	Clean-up, toilet routine and handwashing
8:45 am to 10:00 am	Morning activities with guided play. (Activities vary every day)
10:00 am to 10:30 am	Snack time Handwashing and toilet routine
10:30 am to 11:30 am	Outside play (weather permitting) Or another inside activity (dancing and singing), cooking
11:30 am to 12:30 pm	Group activity – circle time or painting/gluing/arts/crafts
12:30 pm to 1:00 pm	Lunch Time Handwashing and toilet routine
1:00 pm to 2:30 pm	Rest or Quiet Time Your child gets to relax
2:30 pm to 3:30 pm	Snack time Handwashing and toilet routine
3:30 pm to 4:00 pm	Arts & crafts
4:00 pm to 4:30 pm	Outside play (weather permitting)
4:30 pm to 5:00 pm	Parents can start to pick up their children but must need to accomplish the sign-out form upon the child's exit from the facility.

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

Parent Teacher Communication

I monitor your child's learning development and am always happy to speak with you about your child's progress. If you have any comments or concerns about your child's development, please do not hesitate to reach out or email me, and we can set the time for a meeting to discuss

Parent Observations & Participation

If you and your child have something special, you want to share with our group (culture, family, hobbies). Your involvement is most welcome.

Toys/ items from Home

I discourage bringing toys from home except for Fridays. Your child must know that if they bring something to school to play with, they have to share it with others, and it may be damaged or destroyed, for these reasons we ask you to avoid bringing any toys/items to school.

Donations & Supplies

I cannot accept donated items such as toys, recycling, and art supplies. Please only send materials to childcare if they have been requested.

Birthdays

I will observe special days with activities (e.g., birthdays, Halloween, Valentine's Day, etc.). You are welcome to bring decorations, games, or treats to help celebrate if there is enough for everyone. This can be discussed with me in advance. If you have any objection to your child participating in these holidays, please discuss this with me.

Photographs and recordings (videos)

I regularly photograph children during their play activities in my childcare program. These photos may be displayed in the childcare and put into individual portfolios. These photos and recordings will only be used within my family childcare program.

Physical Activity

- I encourage children to be physically active indoors and outdoors at appropriate times
- I provide at least 60 minutes of physical activities daily for children aged two and older
- I Provide a variety of play materials (both indoors and outdoors) that promote physical activity

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

Dog Policy – A Dog-Friendly Daycare

Dreamland Child Care Center is a dog-friendly environment. A well-behaved and socialized dog is present in the home, providing children with an opportunity to develop comfort and positive interactions with animals. While every effort is made to ensure a safe and clean environment, parents and guardians should be aware of the following:

The dog is regularly groomed, vaccinated, and monitored for any health concerns.

Children are never left unsupervised with the dog.

Children will be encouraged to interact with the dog in a safe and respectful manner, but no child will be forced to engage with the dog if they are uncomfortable.

Parents/guardians must notify the provider of any allergies, phobias, or concerns regarding dogs before enrollment.

Extra sanitation measures are taken to ensure cleanliness and hygiene in shared spaces.

If a child has a negative reaction to the dog, alternative arrangements will be made to accommodate their comfort.

By enrolling your child in Dreamland Child Care Center, you acknowledge and accept this dog-friendly environment as part of the daycare setting.

Active Play Policy

"Active Play" is described as physical activity which includes moderate to vigorous bursts of high energy, raises children's heart rate and may make them 'huff and puff' such as running or jumping.

Active Play helps to:

- promote healthy growth and development
- build strong bones and muscles
- build fundamental movement skills and physical literacy
- develop gross motor and fine motor skills
- improve children's concentration, thinking and learning skills
- provide opportunities to develop social skills and make friends

Clothing Your Child Will Need

An extra set of clothing should be left at the Family childcare. Please supply clothing appropriate for the weather conditions. This includes snow pants, mitts, hats and scarves in cold weather and a sun hat and sunscreen during warm weather.

The parents will provide formula, disposable diapers, wipes, and diaper rash ointment (with written permission for the childcare provider to apply such cream). If the child is toilet training, parents will provide training pants or pull-ups and a change of clothing.

*PLEASE mark/label your child's clothing with their name. This is the only way we can keep clothing from getting mixed up.

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

Screen Time Policy

Screen time includes television, tablets, smartphones, videos, computers, and video games. My childcare programs limit screen time to 30 minutes or less daily because it can hinder playtime, physical activity, and interactions with others.

In our child care, children under two will have no screen time.

Children who attend for 3 hours or less will not be allowed any screen time.

I will be restricting screen time by adhering to the following guidelines:

- I will not allow television or movies to be left on as background noise.
- I will not have television or movies playing during mealtimes.
- I will not offer screen time as a reward.

Policies and Procedures

The following is a brief description of the policies and procedures followed by Dreamland Child Care Center. Should you have any questions regarding our policies, please get in touch with your childcare provider directly.

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

Behaviour Guidance Policy

My child behaviour management policy is centred on the importance of respect and dignity for the child, acknowledging and accepting children's feelings and encouraging these feelings to be expressed, which aims to ensure the physical safety, emotional security and opportunities for the personal growth of each child. The goal of this approach is to provide an environment that:

- Fosters children's social, emotional, physical, artistic, intellectual and spiritual needs.
- Promotes interpersonal skills of cooperation, negotiation and decision-making.
- Supports children in expressing their feelings while helping them to be sensitive to the needs and feelings of others.
- Encourages children to self-regulate, promotes feelings of self-worth and acceptance and fosters self-reliance.
- Uses a warm, responsive, positive approach
- Provides a positive, enriching learning environment by engaging children and being involved in their learning and interests.
- Opportunities which allow children to develop a sense of belonging within their environment

In my child care, I use no physical acts of punishment, isolation, humiliation or withholding of basic needs. The well-being of all the children in my care is essential to me, and I will discuss challenges and difficulties with parents and families when they happen.

Child Guidance Strategies:

- Setting clear expectations and developmentally appropriate directions allows children to become more successful.
- Provide children with positive reinforcement when a child follows through with direction.
- Getting down to the child's level and making eye contact will ensure the child understands the expectation.
- Use a soft, firm, calming voice when addressing the children.
- Be specific on what you would like the child to do.
- Acknowledge children's feelings and help children to communicate their feelings.
- Calmly explain the reason for the rules and ensure they are consistent with the expectations within the environment.
- I will actively engage, communicate and participate in activities and model appropriate interactions between children.

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

It is my responsibility to provide children with positive guidance. If a child does not respond, I will notify the parents and work closely with them to develop a plan to help them gain self-control and a positive attitude toward their peers.

Should the child continue negative behaviour and put themselves or other children at risk of physical harm, or if the child damages property or equipment, I reserve the right to ask the parent to withdraw the child from the childcare facility.

The complete policy has been attached for your information. * *Parents must sign and return the policy to indicate that they have read and understood it.

Health & Medication Procedure

I avoid taking responsibility for administering medication to the children. I encourage parents/guardians to modify medication administration time to morning and night before or after daycare hours. However, if exemptions are made, the following policy and procedure needs to be followed:

- All medications are kept in a locked container in the kitchen out of children's reach.
- Parents must inform me of any side effects or reactions medication may cause in a child.
- (i.e., hives, drowsiness, diarrhea).
- A written consent form must be completed by the parent/guardian.
- Doctor's written authorization must be provided before I can administer medications.
- Medication must be brought to the centre in its original container with instructions from your doctor.
- Label must clearly show the following information: Child's name, medication name, dosage, route, and physician's name.
- The expiry date of the medication should be clear.
- Medication administration will be documented in the child's file and communicated to the parent/guardian.

If the child has a severe allergic reaction (and the parent has provided the child care with an Epi-Pen and signed instructions to use it):

- Follow the steps in the child's care plan.
- Inject Epinephrine right away into the muscle of the outer thigh.
- Call 911.
- Have the child lie down unless they are throwing up or breathing.
- Do not leave the child until the ambulance arrives.

If the child is still symptomatic and help has not arrived after 10-15 minutes, the second dose of Epinephrine can be given to the other outer thigh. If treatment is ineffective, one dose of liquid or chewable antihistamine can be given.

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

If your child is ill and will not attend childcare, please inform your childcare provider of their absence. If your child becomes sick while at childcare, we will notify you so you can arrange for them to be taken home.

Please take note of the attached Well Child Policy. Sick children are not permitted to participate in childcare. Please note that convalescing children should only return to childcare once a doctor advises they are ready.

We strongly urge you to ensure your child's immunizations are current before admission. Please arrange one immediately if your child still needs a recent medical examination.

Snack & Lunch Procedure

Meals will be served at the following times (approximate): Breakfast time: 8:00, Snack time: 10:00, Lunch at 12:30 noon, and Snack at 2:30 pm. Please do not send gum, candy, or any other food with your child unless prior agreement has been made.

If baby food and bottles are being used, parents are responsible for supplying these. If a child requires a temporary special diet, the parent is responsible for bringing these food items. The meals should come commercially prepared, ready to heat and serve. Please send a water bottle with your child's name on it.

This water bottle will go back home daily with the child for cleaning. Children wash their hands before snack time, and tables are cleaned with a water and bleach solution in compliance with the Child Care Licensing Regulation, Section 48. Please see attached Nutrition & Nut Policy for more information.

Transportation Procedures

Parents must bring their child right into the childcare room before they say goodbye so that the childcare provider can greet them and help the child get involved in the program. This transition gives the child an excellent start to the day. It also allows me to exchange a few words with their parents. There may be information the parents wish to share for me to plan wisely for their day.

Pick-Up Procedures

Children must be picked up on time. It cannot be enjoyable for a child to be left after the other children have gone. If you know you will be late, please make alternate pick-up arrangements, and call the childcare. Please pick up your child before 5 o'clock.

I will not allow a child to leave the childcare with anyone other than a person authorized by the parent; therefore, parents are asked to be responsible for keeping the childcare informed of persons picking up their child. Parents are requested to keep the information on the Registration Form up to date and to write a signed note if they have made arrangements with someone whose name is not on the list. A telephone call will be accepted in case of an emergency.

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

Unauthorized Pick-Up of a Child

Suppose a person arrives who is neither the mother nor the father nor one of the three people on the list authorized to pick up the child. In that case, it is our policy to keep the child on the childcare premises until either the parent or one of the three people on the file authorized to pick up the child is contacted. We will allow the child to go home only if the parent or guardian gives permission.

Custody and Court Related Orders

If a custody or court order exists within a family, a copy of the order should be given to the Childcare provider, and instructions must be followed at all times. Families must inform the Childcare provider of all custody and court order changes.

Release of Child Policy

If a parent/guardian or authorized pick-up person cannot provide proper care, the staff cannot release the child.

Behavioral indicators that might cause us to suspect that a person may be impaired include:

- Inebriation (slurred speech, strong odor of alcohol, lack of physical coordination, drooping eyes, abusive or unpleasant demeanor)
- State of ill health (either physical, emotional, or psychological) such that the adult may be incapable of appropriately caring for the child

In some situations where there is a suspicion of impairment, we may be required to make a subjective decision or "judgment call."

Suppose the childcare provider deems the parent or authorized pick-up person unsuitable to take the child from childcare. In that case, they will be informed, and appropriate authorities will be notified.

Reporting Suspicions of Child Abuse

I hope this will not be necessary, but we are all legally required to report suspected or disclosed abuse. When we do, we are only permitted to contact the parent if directed by the Ministry of Child and Family Development. It is not our responsibility to determine if abuse has happened. The Ministry of Child and Family Development is responsible for investigating and deciding if abuse has occurred. These procedures are designed to protect the child. Our concern is for the safety and well-being of your child.

Missing Child Policy

If a child is missing, the childcare provider will take attendance to identify who is missing. I will check the building and grounds for the child. If the child is not located, I will call 911 for assistance. Then the parent will be contacted.

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

I will consider any missing or lost child incident a 'significant event' and inform Child Care Facilities Licensing (CCFL), the CCRR and my liability insurance agent.

After the event, I will record details in our incident logbook.

Supervision of Children's Policy

In our child care, all children, upon arrival or departure, must be marked in or out on the daily attendance sheet, indicating the time of arrival or departure. This must be done when the child is released from the parent/guardian to the receiving licensee upon arrival or from the licensee to the parent/guardian upon departure. The parent/guardian will fill in the time and place their initials beside it.

Daily attendance sheets must also record all absent children, on vacation or missing due to illness.

Head counts of children are to be completed frequently throughout the day, minimally 2 to 3 times per hour. Head counts must be completed before and after transitioning with a group of children from one activity area to another (e.g., Playroom to Playground).

In addition to headcount, when a group of children are transitioning from one activity area to another, I will always retain close visual supervision during the transition (e.g., Children should not run ahead of the group).

We will provide children with indoor and outdoor learning environments that are positively and actively supervised, supporting their individual needs and their curiosity to learn and explore. Supervision is the most crucial element in the safe provision of childcare.

Children will be held during bottle feeding and only fed using the propped bottle. Children will always be supervised while consuming food or drinks.

I will encourage children to use the toilet as independently as possible, help with toileting as needed, and supervise children to ensure they are safe from potential safety hazards.

Upon enrollment, I will ensure each child will be signed into an individual crib or cot. Children will be supervised during nap time. Children will be positioned on their backs during naptime. Unless the children can roll over without assistance, if any infant monitoring is used, inform parents /guardians in writing.

CHILD AND PROVIDER ABSENCES

Child Absences/Holidays/Breaks will not be exempt from payments

Whether your child attends childcare, including any absences due to illness or holiday, any such absence will not be exempt from payments. This policy acknowledges that all Dreamland fees are prorated based on 12 months. Therefore, all Statutory Holidays, Winter break, Spring break, summer break, and any vacations and holidays taken by families will not qualify for any discounts or reductions in Dreamland Child Care Center program fees.

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

Provider Absence/vacations

I will take two weeks of vacation each year. Dreamland Child Care Center will require payment. I will inform you of this time off at least 30 days in advance.

If I or a household resident become ill, I will notify the parents of all regularly scheduled children by 9:00 pm, the day before the center is closed. Regular fees will not be charged when I am closed because of an illness.

Well Child Policy

It is the policy of Vancouver Coastal Health and Dreamland Child Care Center that, at the discretion of the childcare provider in charge, children brought to a facility with symptoms of illness should not be permitted to remain.

Below are some things you may wish to consider as you determine if your child is too ill to attend Childcare. Your child may need to be aware of their limitations, so we ask parents to refrain from asking them if they feel well enough to attend childcare. Keep them home to speed up their recovery.

Please keep your child home if they:

- Has a suspected or known communicable disease (Chicken Pox, Conjunctivitis, Pink Eye, Measles, Mumps, Rubella, etc.)
- Has a fever
- Is too sick to participate in normal alt activities, including outdoor play
- Has symptoms such as persistent cough, constant runny nose, etc.
- Has vomited or had diarrhea during the previous 24 hours

We make these requests for the following reasons:

- The protection of others, Germs spread more quickly through younger children — we want to maintain a healthy environment for everyone.
- A child's recovery could be delayed. They are more likely to acquire other illnesses when their immune resistance is reduced.
- The inability to focus and function in significant group situations.
- A sick child requires one teacher's attention — teachers cannot look after a child individually.

A good rule of thumb is: If in doubt, don't send your child.
Your support in keeping everyone healthy is appreciated

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

Withdrawal of Services Policy

Reason services may be terminated:

- Non-compliance to policies or procedures for the childcare
- Late or non-payment for service
- Failure to work with a childcare provider to meet the needs of your child
- Inappropriate placement of a child
- Parent request to withdraw a child

Steps below to be taken before requiring a child to withdraw:

- Non-compliance to policies or procedures for the childcare
- Childcare provider will discuss the problem area with the parents
- Should the parents continue to not comply with the policies or procedures, a meeting will be set up with the childcare provider and parent(s) to address and resolve the problem area
- Continuation of non-compliance with policies or procedures will result in the withdrawal of the child from the childcare
- Late or nonpayment for service I will contact the Parent to request the account be settled with cash or bank draft immediately
- A letter will be sent to the parents indicating that in the event of another late or non-payment of the account, the child will automatically be removed from the class list, and the space will be filled with a child on the waitlist
- Steps 1 and 2 for non-compliance to policies and procedures (outlined above)
- If steps 1 and 2 are not satisfactory, and it is determined by the childcare provider that the child is at risk, notification to the Ministry of Child and Family Development will be made
- Inappropriate placement of a child

If the parent/guardian wishes to withdraw the child from Dreamland Child Care Center, the parent/guardian must provide one calendar month's notice before the end of the service. Failure to give the appropriate amount of time will result in being charged for an additional month. Withdrawals are not permitted for December, March, May and June. Should you withdraw and re-register your child for childcare, you will be charged an extra fee at the time of re-registration.

Emergency Planning

We are committed to providing a safe and healthy environment for all of the children by:

- Eliminating or at least minimizing any hazards/risks
- Ensuring the proper emergency procedures are in place
- Ensuring fire extinguisher/ smoke detectors are checked quarterly and recorded
- Ensuring the first aid kit is up to date quarterly and recorded
- Earthquakes will be rehearsed quarterly and recorded in the earthquake drill form

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

Discipline Policy

At Dreamland Child Care Center, we aim to guide and assist the children in their environment and encourage socially acceptable behaviour.

- We encourage the children to be self-directed and exhibit self-control
- We practice social behaviour such as sharing, answering politely and cooperating with others
- We help children learn to avoid inappropriate behaviour such as pushing, hitting, interrupting, or biting
- Children are given praise and encouragement for helping at clean-up time, sharing, taking turns
- Identifying a child's feelings (for example, "You are very sad today") helps them handle his emotions and possibly helps eliminate further repercussions such as biting, hitting or throwing. We encourage children to talk about their feelings.

Having children make their own choices gives them an appropriate degree of control over their behaviour and also encourages independence. Often factors are causing negative behaviour that we may be unaware of. I would appreciate your confidence in informing me of any changes in your family situation.

If a child causes physical or emotional harm to themselves or others, I will verbally ask the child to move to another area. If the child does not move independently, then I will attempt to redirect the child to the designated area. Suppose there is a significant health and safety risk. In that case, I will carry the child to the calming down area to allow the child to calm down.

Child care Licensing Regulation, quotation Section 51 & 52:

Section 51

(1) A licensee must

- (a) ensure that behavioural guidance is appropriate to the age and development of the child who is receiving the advice, and
- (b) Provide parents with a written statement of the licensee's policy on behavioral guidance.

(2) If the child has a care plan that includes instructions respecting behavioral guidance, the licensee must ensure that

- (a) any behavioral guidance given to the child is consistent with those instructions, and
- (b) If the behavioral guidance includes the use of restraints, the restraints are administered only by a person trained in the use of, and alternatives to the use of, restraints.

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

Section 52

(1) A licensee must ensure that a child, while under the care or supervision of the licensee, is not subjected to any of the following:

- (a) shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child;
 - (b) confinement or physical restraint by an employee, except as authorized in a child care plan if the care plan includes instructions respecting behavioral guidance;
 - (c) harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self-respect;
 - (d) Spanking or any other form of corporal punishment;
 - (e) Separation, without supervision by a responsible adult, from other children;
 - (f) As a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet.
- (2) A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Schedule H

Forms Required

Licensing regulations require these forms to be on file while children are in our custody. We appreciate your cooperation in completing these forms accurately and submitting them on the first day of classes.

Required by ALL:

- 1. Student Information
- 2. Immunization (Vaccination) Information for Childcare
- 3. Emergency Consent
- 4. Discipline Policy
- 5. Outdoor Activity Consent
- 6. Photo Documentation Consent

Required ONLY if they apply to your child:

- 1. Information for Severe Asthma
- 2. Anaphylaxis (Life Threatening Allergy) Information
- 3. Permission to Administer Medication

DREAMLAND CHILD CARE CENTER POLICY PACKAGE

Welcome to Dreamland Child Care Center. We are committed to providing a safe, nurturing, and educational environment where every child can thrive and grow. This policy package outlines our philosophies, daily operations, and guidelines to ensure a positive experience for all children and families.