



Nana Child Care Centre  
518 E 59th Ave.  
Vancouver, BC, V5X 1Y3

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# **NANA FAMILY DAYCARE**

## **POLICIES AND PROCEDURES**

### **HANDBOOK**

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## 1. OUR VALUES

The Nana Child Care Centre we believe every child deserves quality in early learning programs and services to make a difference in their lives and our society.”

## 2. MISSION STATEMENT

To provide high quality, developmentally appropriate child care for children with concentration on the specific child's age in the safe, nurturing and recreational environment

## 3. EARLY CHILDHOOD EDUCATION PHILOSOPHY

The primary goal of Nana Child Care Centre Is to bring each child with opportunities that will enable him/her to grow his/her fullest potential as an individual.

Nana Child Care Centre is planned to develop children in the environment, while meeting the needs of the family and child, as well as those of the staff. The Centre focuses of the uniqueness of each children . The children preserve cultivate and build up their uniqueness within the confines of a healthy atmosphere. We believe that every child learns and develops in his or her own time and manner.

We endeavor to build up programs customized to the needs of the infants. We recognize the concern of parent's when it comes to safety which is why we endeavor to make sure that every child feels comfortable in expressing their thoughts and feelings. We believe our facility should fulfill the emotional and developmental needs of all children. We feel we have an obligation to help our children to grow, explore and learn every day to achieve their full potential in all aspects of life

The child's medium for learning Is play, and the Centre provides a variability of experiences each day which allows for activities, individual and group times and relaxing and active times.



The daily play activities must be planned to improve each child's self-respect through acknowledgment of his/her interests. Play also provides a medium in which each child can learn to deal with others on his/her own level, and to understand the differences and how to respect others.

#### **4. EARLY CHILDHOOD CARE AND EDUCATION PROGRAM**

Early childhood development is a process that is recurrently changing over the time. Various activities are offered for children at the Nana Child Care Centre. Nevertheless, our core philosophy is to help children to learn, grow, and make choices. Children learn through play and the environment has been designed to reflect these values.

Staff allow the children to learn freely at their own pace. Actions are steps toward growing them physically, emotionally and socially. Children learn in diverse ways. Varied practices and resources will be provided for them to grow. Children will learn turn-taking skills, how to interact with each other and how to be part of the group as well as be independent.

The greatest atmosphere for learning is the one with clear expectations, pleasure, consistency, mutual respect, pleasure, and pure inspiration. A foreseeable, prepared environment, with caring instructors, clear expectations, and appropriate consequences fully supports the children.

Families are considered an essential part of the daycare program at the Nana Child Care Centre. Daily communication and relationship between families and teachers are the must to support children and parents.



## 4.1. Curriculum Planning for Infants and Toddlers

Planning for infants and toddlers involves opportunities for experiences. Teachers organize resources for the room by considering each child's specific differences guided by principles of child development. Planning is based on observations of the children using their interests, their new skills, and their reactions to materials. As the children grow, the teachers change the classroom environment. They may put out more challenging equipment or add a building area with different toys.

Receptive care giving is the key element to setting up a safe environment based on the trust. All the activities that a child experiences are a learning opportunity. For example, language; singing softly to a child; presentation gentle touches; letting the child know and they are valued. During the day, teachers will use these care giving experiences and turn them into meaningful and constructive experiences for a child's development.

Infants spend time exploring on the ground, so it is best that these areas be kept as clean as possible. The Nana Child Care Centre insists that only teachers and infants are permitted to the room. These activities will limit outside pollutants from being carried into the room and uphold a safe environment for the infants. All parents and children must wash their hands upon arrival in the classroom.

## 4.2. Communication

The Centre is better able to care for each child when there is open communication with families. The relationship between parents and teachers is the foundation for the child's constructive



experiences at the Nana Child Care Centre. Please inform teachers of any changes (e.g., one parent has to take a trip, illness in the family, moving, parents changing jobs, etc.) before they happen. Changes at home usually lead to changes in behavior at the daycare Centre.

### **4.3. English as a Second Language**

The Nana Child Care Centre teachers speak primarily English with the children. A child will acquire English quite easily through his/her experiences with the other children and teachers. Typically, the native language is spoken within the familial relationship

### **4.4. Arrival/ Departure Time**

7:45 AM – 5:00 PM.

If a child is going to be absent or arrive late, please provide the Centre a call.

### **4.5. Outdoors**

The children play outside rain or shine while teachers encourage, guide, and supervise their use of motor skills.

### **4.6. Daily Schedules**

The daily schedule is an outline of a typical day for children at the Nana Child Care Centre. The daily schedule provides a framework for planning and organizing the daily routine and activities for the children.

Overview of Daily Schedule:

7:45-8:30– Drop Off/ Free Play



8:30-9:00– Breakfast

9:00-9:15– Bathroom Routine

9:15-9:45– Table Toys

9:45-10:15– Morning Circle (Story time, Songs, Calendar, Weather and Social Topic/ Show and tell)

10:15-10:30– Bathroom Routine

10:30-11:30– Outside Time

11:30-11:55– Reading and Writing Activities

11:55-12:00– Wash Hands

12:00-12:30– Lunch

12:30-12:45– Bathroom Routine

12:45 - 1:00–Story Time

1:00-3:00– Nap time

3:00-3:30– Wake up/ (puzzles, coloring, drawing)

3:30-4:00– Snack time





400-4:30: – Afternoon Circle (Games and Activities)

4:30-5:00–and Pick up Time

## 4.7. Guidance and Discipline

An essential principle in the development of young children is to endorse the child’s self-esteem through working positive non-evaluative guidance, providing practices that match their developmental level. Parents and teachers frequently talk about and are concerned about guidance, discipline, the ‘how’s’, ‘whys’, and ‘when’s’ of setting limits and helping children learn to become self-disciplined to increase their social skills. All these terms are interconnected, and the Nana Child Care Centre has guidelines for dealing with negative behavior that is aligned with child development.

The Nana Child Care Centre staff employs a positive method of discipline. Any form of punishment that violates the spirit of the following standard of discipline, even though it may not be specifically mentioned as forbidden, is prohibited by anyone on the premises of the Nana Child Care Centre. No child will be subject to physical punishment, corporal punishment and verbal abuse while on Centre property.

In addition, no child or group of children shall be allowed to discipline another child.

Unsupervised isolation of a child is never allowed. When a child is removed from the group for disciplinary reasons, he/she shall never be out of sight of a staff member.

No child shall be deprived of meals or snacks or any part thereof for disciplinary reasons.

A child is never to be physically restricted in any way unless his or her actions would bring harm to self or others.

An adult shall never address a child harshly with pressure or mockery.

verbal reports to parents regarding conflicts or disagreements between children will communicating when is required



To enforce the boundaries and rules at the Nana Child Care Centre, the adults use the techniques such as Clear statement of the limit, Stating expectations positively or Redirection. If the undesired behavior continues. If so, a child may be instructed to sit quietly by himself/herself until he/she is able to appropriately return to play. This alone time is not seen as punishment. Rather, it is seen as a time to regroup. The child may return to the group independently; though, the length of time away from the group will never exceed 5 minutes. The age, in years, of the child will determine the number of minutes away from the group.

#### 4.8. Biting

Children biting other children are inescapable incidences of group child care, specifically with toddlers. It is a common happening in any child care program. When it occurs, and sometimes continues, it can be scary, very frustrating, and very stressful for children, parents, and staff. All children in the infant and toddler classrooms are a potential biter or will potentially be bitten. It is important to understand that because a child bites, it does not mean that the child is "mean" or "bad" or that the parents of the child who bites are "bad" parents, or they are not doing their job as parents to make this stop happening. Biting is purely a sign of the developmental age of the child. It is a developmental phenomenon – it often happens at expected times for foreseeable reasons tied to children's ages and stages.

If biting seems to have become a routine for a child, we will meet with his/her parents for additional input. A reliable approach between home and school is always the most effective way to solve any behavior issues. In such cases, a behavior intervention plan will be discussed with the family. This plan will include ways to keep the behavior from starting in the first place, provide positive support and promote good behavior and avoid reinforcing the inappropriate behavior.



## 5. CENTRE OPERATIONS

### 5.1. License

The Nana Child Care Centre is licensed by Vancouver Coastal Health.

### 5.2. Child/ Staff Ratio

The Nana Child Care Centre maintains the following two to seven ratio

### 5.3. Hours of Operation

The Nana Child Care Centre is open Monday through Friday from 7:45 AM until 5:00 PM.

The Nana Child Care Centre closes or reduces hours with regards to the following holidays:

- January 1st - New Year's Day
- 2nd Monday of February - Family Day
- Good Friday
- Easter Monday
- 3rd Monday of May - Victoria Day
- July 1st Canada Day
- 1st Monday of August - BC Day
- 1st Monday of September - Labour Day Weekend
- 2nd Monday of October – Thanksgiving
- November 11th – Remembrance Day
- December 24th - Christmas Eve
- December 25th - Christmas Day
- December 26th – Boxing Day

Closures and/or hours of operation are posted in advance of the date or dates of closure.



#### **5.4. Child Files**

Prior to a child being placed in our care the following records will be required. A secure and confidential record for each child is kept on file at the Nana Child Care Centre. The record should include, general health information, enrollment form

#### **5.5. Wait List**

Children are entered onto the wait list for the first available space in the order in which the Wait List Application is taken. Delay in submission may create a longer wait for enrollment.

When a space becomes available at the Nana Child Care Centre, the child chosen for enrollment is determined by reviewing the waiting list and issuing priority according to eligibility. The Centre encourages all families on the waiting list to provide updates on current contact information and child's date of birth, if applicable.

#### **5.6. Notification of Available Space**

When a position in a classroom becomes available, a member of the Nana Child Care Centre administrative team will contact the family via phone and e-mail to offer a space. The family will be given 48 hours to accept or decline the space. This short time frame is intended so that families on the waiting list have the shortest wait possible. If the space is accepted, the Centre will send an email confirming a space for enrollment including the start date and monthly tuition amount. The offer letter will indicate the due date of the \$500.00 deposit fee and the first month's tuition. If full payment of the deposit fee and the first month's tuition is not received by the due date indicated on the offer letter, a member of the Nana Child Care Centre administrative team will contact the family by phone and e-mail. If the family is unable to be reached within 48 hours after the payment due date has passed, the space will be offered to the next family on the wait list.



## **5.7. Registration**

To enroll your child at the Nana Child Care Centre, a Registration Form must be completed, signed and received with the \$500.00 refundable registration fee paid in full. Completion of the registration form and payment of the application fee guarantees enrollment at the Centre.

Registration forms are available at the Child Care Centre.

## **5.8. Tuition**

Tuition payments are due in full on the first day of each month. Full tuition is charged regardless of attendance. No adjustments will be made for absences due to illness, holidays, extended periods of family travel, weather closures, or emergencies due to circumstances beyond control (i.e.: lengthy loss of utilities).

## **5.9. Late Tuition Payment Fee**

All payments not received by the 1th of the month are subject to a late fee of \$5 per day.

## **5.10. Financial Assistance**

Families are responsible for paying tuition and/or other charges that are not covered by financial assistance. The Province of British Columbia offers the Child Care Assistance Program to families as a means of financial assistance for child care. Monthly payments are based on the number of hours the parents work, look for work, or attend school or training, the amount charged by the child care provider, family size and household income.

Families that qualify for any financial assistance, such as the Child Care Assistance Program, are responsible for any tuition and/or other charges that accrue prior to receiving the financial assistance. As the subsidies often will vary, or start or end at



various times of the month, full payment in advance for the month's tuition is required. A credit will be applied to your account upon receipt of the Government subsidy.

### 5.11. Morning Arrival

Morning arrival is an important part of each child's day. This is the time of day that a child must make a separation from his or her family and adjust to the classroom environment. Please try to separate in a calm and relaxing manner as this will set the tone for the day. The Teacher can assist in achieving a smooth and relaxed transition from the parent to Centre environment.

The Centre requests advance notice if it is necessary at any time during the year to arrive late. Arrival time is taken into consideration as activities are planned, some outside the room or building, so that the teachers are able to appropriately provide for each child and plan for the rest of the day.

### 5.12. Late Arrival

There will be days when a child has a doctor's appointment or other commitment that results in late arrival from the Nana Child Care Centre. Arrival during transitions, lunch or nap time often negatively affects the rest of each child's day. The child is aware of what has been missed and may have difficulty with the rest of the day. The teacher should be informed the day before the appointment. Please contact the Centre if your child will be late in arriving.

Please keep in mind these specific time frames:

#### Classroom

- Breakfast 7:00 - 9:45 AM
- Lunch 12:00 - 12:45 PM
- Naptime 1:00 - 3:00 PM

### 5.13. Pick Up Time

The Nana Child Care Centre closes at 5:00 PM. The teachers have commitments and responsibilities at the end of the day. Please respect their time.

Children must remain in the classroom with the teacher until the child is signed out. Children must always remain under adult supervision while in the Centre.

Children are not permitted outside the building without a supervising adult. Teachers can assist with the leaving process prior to 5:00 PM.



When a child is not picked up from the Centre one hour past the Centre's closing time, or 6:30 PM, and the parents or designated contact have not been able to be notified, the police and Ministry of Children and Families will be notified, and the child shall be released into their custody.

The daycare will not serve families who cannot pick up their children on time on a regular basis. Repeated tardiness in picking up a child at closing time may result in the dismissal from the program.



#### **5.14. Withdrawal**

A four-week notice is required before a contract can be terminated by the parent/guardian. If a four-week notice is not given prior to withdrawal from the program, the family is responsible for all accrued tuition including up to two weeks after the written notification is received. A continuous absence of a period of two weeks, without payment or notification is considered withdrawal.

#### **5.15. Smoking**

The Nana campus is a smoke-free environment. Smoking is not permitted on, near or around the Child Care Centre property .

#### **5.16. Alcohol or Illegal Substances**

The Nana Child Care Centre prohibits the use of alcohol, tobacco and the use or possession of illegal substances or unauthorized potentially toxic substances on the child care premises, in the Centre, on the playground and on any Centre-sponsored event.

#### **5.17. Emergency and Evacuation Plans**

Emergency and evacuation procedures and plans are located throughout the Nana Child Care Centre. This plan may be found in classroom as well as in the main hall. This plan is annually updated, approved and on file.

Fire drills are held monthly in accordance with the policy set forth by the Vancouver Fire Department Guidelines.

#### **5.18. EMERGENCY EVACUATION PROCEDURES**

Fire drills are held once a month as required by fire authorities. The Director sounds a bell and the staff follows the emergency evacuation procedure for the center. Staff members have children line up quickly and quietly. They then take a first aid kit, attendance sheets and the children to a designated location to conduct a head count and attendance.





The Director gathers emergency cards, keys, and staff in/out sheets; checks all rooms, washrooms and closets; and meets staff at the designated location. The Director also records information from the event: the date and time it took place and how long it took to evacuate everyone. This information is then posted for viewing in the center.

Earthquake drills are held once a month. During the drill children are taught to stay away from windows and to “duck, cover and hold” until shaking stops.

Staff members have children line up quickly and quietly if required to leave the building. They then take a first aid kit, attendance sheets and the children to a designated location to conduct a head count and attendance.

The Director gathers emergency cards, keys and staff in/out sheets; checks all rooms, washrooms and closets; and meets staff at the designated location.

In the event of a real fire, earthquake or other emergency, parents (or others listed on their child’s registration form) will be contacted immediately.

Our emergency routes are posted in the center. Our designated meeting place will be either Heather Park at 18th Ave. & Heather or George Park Community Centre at 500 E 63rd Ave, Vancouver, BC V5X 3S3. Please make yourself familiar with this information, and be sure to keep your contact information up to date

## 5.19. Closing for Inclement Weather

In the case of inclement weather, the Centre will post any closure notices on our website at [www.nanadcare.ca](http://www.nanadcare.ca) and on our main phone line at 604-396-7782. Please listen to the local radio and television stations for announced closure.



If severe weather should occur while the Centre is open and essential personnel are notified of dismissal and Centre closure, families will be notified as quickly as possible. A minimum of one employee must remain until the last child is picked up.

## 5.20. Outdoor Play

Weather permitting, all children, including infants, will spend from 15 minutes to two hours per day in daily outdoor play. It is necessary that children have freedom of movement, so it is requested that children be dressed accordingly. Shoes and socks are required. Children are encouraged to explore, and there may be times when they may become messy or ruffled. Parents should send two complete change of clothing to remain at the Centre. Parents must label all articles of belongings.

Children will be outside unless the temperature is below 38°F or 3°C degrees, weather conditions permitting. Accommodations cannot be made for children to remain indoors if they are feeling “under the weather.” A child too sick to be outside is probably too sick to be around other children and at the Centre.

## 5.21. Water Activities

Children enrolled at the Nana Child Care Centre will have opportunities to experience water activities. These activities include the use of water tables in the classrooms, and water in cooking activities in the classroom. Water is also used in sprinkler play on the playground during the summer months.

## 5.22. Complaints

The Nana Child Care Centre asks families with concerns regarding the way a child is being cared for, a problem with a staff member or volunteer, or questions regarding the operations, to follow these recommendations:

Discuss the concern with the child’s teacher.

If the family is still concerned, discuss the concern with the Centre’s Director.

If the concern is not resolved, parents should forward their concerns in writing to the President of the Bethany Child Care Society.

If the family is still not satisfied with their response, they should direct their concerns to the assigned Licensing Officer located at:



Vancouver Coastal Health Richmond Public Health  
Community Care Facilities Licensing 8100 Granville Avenue  
Richmond, B.C., V6Y 3T6 Tel: (604) 233-3147  
Fax: (604) 233-3175

## **5.23. Abuse and/ or Neglect**

The employees of the Nana Child Care Centre are required legally and morally to report to Vancouver Coastal Health and Ministry of Children and Family Development.

**BC HANDBOOK FOR ACTION ON CHILD ABUSE AND NEGLECT SUMMARIZES ABUSE AND NEGLECT AS FOLLOWS:**

### ***5.23.1 Physical Abuse***

Physical abuse is a deliberate physical assault or action by a person that results in, or is likely to result in, physical harm to a child. It includes the use of unreasonable force to discipline a child or prevent a child from harming him/herself or others. The injuries sustained by the child may vary in severity and range from minor bruising, burns, welts or bite marks to major fractures of the bones or skull to, in the most extreme situations, death.

### ***5.23.2 Emotional Abuse***

This is the most difficult type of abuse to define and recognize. It may range from ignoring to habitually humiliating the child to withholding life-sustaining nurturing. Generally, it involves acts or omissions by those in contact with a child that are likely to have serious, negative emotional impacts. Emotional abuse may occur separately from, or along with, other forms of abuse and neglect. It includes the emotional harm caused by witnessing domestic violence. Emotional abuse can include a pattern of:

- scapegoating
- rejection
- verbal attacks on the child
- threats
- insults, and
- humiliation.

### ***5.23.3 Emotional harm***

When emotional abuse is chronic and persistent, it can result in emotional harm to the child. Under the Child, Family and Community Service Act, a child is defined as emotionally harmed if they demonstrate severe:

- anxiety
- depression



- withdrawal, or
- self-destructive or aggressive behavior.

#### ***5.23.4 Sexual Abuse***

Sexual abuse is when a child is used (or likely to be used) for the sexual gratification of another person. It includes:

- touching or invitation to touch for sexual purposes
- intercourse (vaginal, oral or anal)
- menacing or threatening sexual acts, obscene gestures, obscene communications or stalking
- sexual references to the child's body/behavior by words/gestures
- requests that the child expose their body for sexual purposes
- deliberate exposure of the child to sexual activity or material, and
- sexual aspects of organized or ritual abuse.

#### ***5.23.5 Sexual Exploitation***

Sexual exploitation is a form of sexual abuse that occurs when a child engages in a sexual activity, usually through manipulation or coercion, in exchange for money, drugs, food, shelter or other considerations. Sexual activity includes:

- performing sexual acts
- sexually explicit activity for entertainment
- involvement with escort or massage parlor services, and
- appearing in pornographic images.

#### ***5.23.6 Neglect***

Neglect is failure to provide for a child's basic needs. It involves an act of omission by the parent or guardian, resulting in (or likely to result in) harm to the child. Neglect may include failure to provide food, shelter, basic health care, supervision or protection from risks, to the extent that the child's physical health, development or safety is, or is likely to be, harmed.



## 6. CHILD HEALTH AND NUTRITION

### 6.1. Immunization Records

The Nana Child Care Centre must have a current record of each child's immunizations.

An annual updated copy of each child's official immunization record must be provided by each family.

### 6.2. Wellness

The wellness policy is designed to keep children and staff healthy. Young children are growing and building up their immune system. Contagious illnesses spread in group care through touch and the air, which makes it very important for the ill child not to be around other children.

Keeping children healthy and not spreading contagious illnesses is the responsibility of both the staff and parents. One of the most effective ways of not spreading germs is frequent hand washing and keeping the environment clean. Another way is to ask children and staff who may be contagious to stay out of the Centre until they are feeling better. This may involve a parent picking up a child midway through the day if it is suspected your child is ill and may be contagious.

### 6.3. Nutrition Guidelines

The Nana Child Care Centre is working with the parents to provide children with healthy snacks and meals, while establishing good eating habits that encourage healthy development and promote lifelong well-being. Staff and families work together to talk about family eating norms, introduction of new foods, and preferences, special dietary requirements for each child, and the feeding requirements of each children The Centre attempts to avoid sugar, food additives, and preservatives.

Food will never used as punishment or reward. Each child is encouraged to eat or taste his or her food. Enough time shall be allowed for each child to eat. As developmentally appropriate, opportunities will be provided for the involvement of children in food related activities or cooking labs.

All the foods will be brought to the center will be checked by the Centre staff. Candy, chips, gum, cookies, cake, and other 'junk food' are not appropriate at the Nana Child Care Centre. The following food items in any form are prohibited in all circumstances:



- **nuts (all forms)**
- **peanut butter**
- **marshmallows**
- **chocolate bars**
- **popcorn**

Breakfast guidelines:

We encourage children to eat a healthy nutritious breakfast through eating items such as fruit, oatmeal, toast, cereals etc.

#### **6.4. Infant Nutrition**

Young infants are fed according to their own schedule. As they grow and start eating solids foods, their eating needs will change, and the eating times will be adjusted toward the center schedule. The feeding schedule is individualized for each infant and flexible enough to accommodate the child's daily needs. Infants will be fed when hungry, not when the clock or schedule dictates.

#### **6.5. Toileting**

The Infant/Toddler teachers will discuss with the parents their child's readiness in toileting only when they feel the child has started showing signs to start training.

The parents are responsible to introduce toilet training to their child with the Centre's teachers continuing to guide and support the child within the program.

The teachers will assist children in toileting and hand washing where necessary.