

BEE HAVEN CHILDCARE CENTRES



2011

FAMILY HANDBOOK

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Welcome to Bee Haven Childcare Centres!

This booklet is your introduction to our Childcare Centres. You will find general information concerning our Centres, our philosophy, our orientation policy, as well as a guideline of what forms need to be completed before your child is enrolled.

We provide high quality care, maintained through parents and staff working together. Communication is key. Please ask questions and offer your input. Frequent consultations will ensure your child's stay to be happy and rewarding.

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Our Mission

To provide a child inspired space for families with young children, which emphasizes developmentally appropriate practices and provides professional, licensed childcare and programs for children.

Our Vision

To continue to put our clients first, to grow with the needs of North Vancouver families and to be the best childcare provider on the North Shore

Our Philosophy

To encourage and guide young children in a healthful, professional and reassuring manner that respects each other's individualism and diversity.
To allow children the freedom to play and expand their own personality and to foster each child's independence, creativity and self confidence.

We believe that every child should have access to quality childcare

General Program Information

Hours of Operation

Bee Haven Childcare Centres are open from 7:00am to 6:00pm.

Closure Dates

We are closed on the following days:

New Years Day
Good Friday
Easter Monday
Victoria Day
Canada Day
BC Day
Labour Day
Thanksgiving Day
Remembrance Day
Christmas Eve (*early closure*)
Christmas Day
New Years Eve (*early closure*)

Arrival

Please have your child at the centre by 9:30am. This allows time for your child to settle in before we start the days programming.

Upon arrival **sign your child in** and talk with staff about your child's needs for the day. Please call the Centre if your child will be absent or arriving later than usual.

Please aim to spend no more than 15 minutes dropping off your child.

Departure

At pick up time, please **sign your child out** and speak with the staff about your child's day. Please take all letters, notices and art work home with your child each day. These will be stored in your child's cubby.

Pick Up Policy

You must inform us in advance if you have made arrangements for someone else to pick up your child. Their name must be recorded on your child's pick up form and they must provide appropriate identification. This identification may be photocopied for the child's file record.

Your child will not be released to anyone under the age of 19. Children will not be sent home in taxis, nor will they be driven home by Centre Staff.

Late Pick Up Policy

All children are to be picked up by 6:00 p.m. At 6:00 p.m. sharp you are considered late. You will be required to complete the late pick up form and charged a late fee of \$10.00 for every 15 minutes or portion, per child. We will call the alternative contact person you have named at 6:15pm if we have not heard from you.

If we have not received a phone call from the parent or are unable to reach the emergency contact person by 6:30 p.m. we will notify the Ministry of Children and Family Development.

Fees

Childcare fees are payable monthly, in advance. Postdated cheques dated for the 1st of the month must be submitted at the time of registration. Cheques are deposited on the 1st of each month. Fees not paid by the seventh working day after those dates will be deemed delinquent and subject to a daily interest charge of 2%. There will be a charge of \$25 for any cheques returned NSF from the bank, and following this, a certified cheque or money order must be submitted immediately.

One tax receipt will be issued by the end of February, totaling the fees you have paid for the year. Administrative costs associated with issuing duplicate receipts will be \$20.00. Full fees will be charged to hold a place in case of absence, and **one month's written notice is required prior to leaving the Centre.**

Childcare fees are reviewed every year.

Subsidy

A government subsidy is available for parents who qualify. Eligibility is based on net income. Information may be obtained by contacting your local Ministry for Children and Family Development office.

Each family is responsible for applying for and renewing their subsidy. If the subsidy authorization has not been arranged by the time fees are due, the parent must pay the fee in full to the centre. Bee Haven cannot wait for delayed subsidy.

Please contact the Operations Manager for further information.

Gradual Entry Policy

In order for children (and parents) to transition comfortably, it is recommended that children go through a process of gradual entry. The staff is highly skilled in helping you and your child adjust to the new situation in a positive way.

You will receive your gradual entry schedule upon enrollment. We recognized that individual schedules may vary; however, we strongly recommend that this guideline be followed closely. This process allows the staff to evaluate each child's needs. Parents will be informed about their child's progress.

Outside Play

Fresh air and exercise are an important part of the program. If your child is well enough to attend the Centre, he/she is considered well enough to play outside daily. When possible, the children are taken for neighbourhood walks. Please note that your signature on the "Parent Agreement" form serves as an automatic permission for your child to go on these outings.



Your Child's Health

The health of the children is of primary importance. For that reason, Bee Haven welcomes the regular visits from the Public Health Nurse and the Dental Hygienist. It is the parent's responsibility, prior to registration, to have alternative care arrangements in case of sickness. A sick child can not be accepted at the Centre.

Your child must not attend any program at Bee Haven if he/she:

- Has a temperature of 101F/38.8 or more
- Has red eyes and/or yellow discharge
- Has rashes which have not been diagnosed by a physician
- Has diarrhea (watery or greenish bowel movement) in the last 24 hours
- Is vomiting or has vomited in the last 24 hours
- Has a severe cold with fever, sneezing and/or coloured nasal discharge
- Seems sick without any obvious symptoms. There may be unusual paleness, irritability, lethargy or lack of interest.

Should your child arrive exhibiting any of these symptoms, Bee Haven staff may refuse care.

Vancouver Coastal Health will not allow us to care for children who are deemed contagious to others.

Children Requiring Additional Support

We are an all inclusive environment and welcome children who require extra support. In addition to the family orientation, one will be arranged for any professionals providing support to the child both in the program and at home.

Administering Medication

Medication prescribed by a doctor will be administered to your child only after a medication card has been completed (signed by the parent). All medication must be in the original container with label (pills or liquid), and given directly to a staff member for safe keeping.

Medical Emergency

Each child must have a signed medical consent form at Bee Haven, giving parental permission for staff to contact emergency services if necessary. It is the parent's responsibility to provide any changes to medical information, emergency contacts, address changes etc. In the event of an emergency or accident, an ambulance or taxi may be called. Any expense incurred will be the parent's responsibility. These decisions are made at the discretion of Bee Haven's Management team or Team Leader in the Manager's absence.

Immunization

Immunizations are one of the most effective ways of preventing the spread of communicable diseases. All immunizations must be brought up to date prior to starting the Child Care Program. If you have chosen not to immunize your child please inform the Operations Manager upon registration. A separate form must be completed.

Allergies

You must inform the staff of any allergies your child has related to food, pets, stings, and the environment. You will be informed of any current restrictions due to allergies that may affect the Centre.

Soothers and Bottles

Children will have the opportunity to sit at the table or with a staff member to have their bottles and/or soothers as needed throughout the day. If your child uses a soother, please leave a clearly labeled one at the Centre.

Nutrition, Food and Snacks

The Centre supplies a variety of healthy snacks twice daily. These foods are selected in accordance with the Canada Food Guide Requirements. Contributions to our Snack Program are welcome.

Please supply a nutritious lunch for your child daily. We provide milk and water at snack time. We strongly discourage chocolate, candy and gum. If your child has any strong dislikes, allergies or chewing problems, please tell the team leader upon admission.

Bee Haven Childcare Centres are all nut free environments



Toileting and Diapering

A designated staff member or the primary caregiver to young children will assist them with toileting whenever possible.

Please provide disposable or cloth diapers for infants and toddlers. Diapers are changed as needed. A record of changes is posted in the change room. A container for cloth diapers must be provided and then taken home nightly.

Toddlers are offered the opportunity to sit on the toilet. As staff notice your child's interest in using the toilet, discussions with the parents concerning toilet training will take place.

Toilet training is a part of natural development. The child will determine readiness. When a child feels pressured, a set back may occur, so accidents are treated in a matter-of-fact manner.

Children wash their hands after using the toilet. Our staff follow the VCH Child Care regulations and practice Universal Precautions when changing diapers. This includes using gloves, washing hands and using disinfecting solution to disinfect the change table between each change.

Any toddler who will be "Graduating" into the 3-5 programs will begin toilet training prior to beginning of the transition.

Bee Haven Childcare Centre **Educational Programs**

Infant/Toddler Program **6 weeks – 3 years**

The children have the opportunity to grow in a safe, nurturing, learning environment. Each child's individual needs are met in a sensitive manner. Qualified teachers work to develop each child's social, language and physical skills in a challenging, fun setting.

Our daily schedule includes a wide variety of indoor and outdoor activities

3-5 Preschool Based Programs

This program offers a more structured schedule of activities with a preschool focus. Projects/themes allow children to experience hands on learning in developmentally appropriate age group levels.

Included are teacher directed and child initiated activities, as well as opportunities for individual and group times. Children are encouraged to participate in their community through fieldtrips such as skating, trips to local parks and visits to the library.

Pre-Kindergarten Program

For children between the ages of 30 months and prior to entering Grade 1.

A play-based blended curriculum designed to prepare your child for the social and learning environment of an all-day school program. Activities include creative arts, science, math, early literacy and drama all in a social play atmosphere.

Educational Programs Continued

School Age Care Program

This is a flexible, recreational program, designed to meet the different needs of active; social, school aged children (ages 6 -11 years).

This program includes many stimulating and challenging activities and projects, ranging from loud to quiet, thoughtful, physical, creative and social and includes local and larger community field trips and events.

Spring/Summer/Winter Breaks

Bee Haven offers all-day care during school professional development and early dismissal days as well as exciting programs including Spring, Summer and Winter break camps. You have a choice to attend the entire time or pick certain days/weeks depending on your schedule.

Bee Haven has 3 locations located in Lynn Valley and Lynnmour area.



Guidance and Discipline

Our Discipline Policy goal is to assist children in developing self control, self confidence and ultimately, self discipline and sensitivity in their interactions with others.

We encourage children to talk through their own problems and conflicts, and to make appropriate choices and compromises. If a child seems unable to cope in a situation, the staff will intervene, reinforcing appropriate behavior in order to maximize opportunities for desirable behavior.

When a child makes a choice that infringes on the safety and protection of self, others or the environment, the staff will employ various guidance strategies.

- Setting clear defined guidelines and limits which are consistently maintained
- Helping the child express feelings verbally
- Offering appropriate choices
- Modeling problem solving skills
- Limiting use of equipment
- Using logical and reasonable consequences
- Holding the child to protect him/her and/or other children until self control is regained
- Time away (is always used as a last resort)

Guidance and Discipline

No Child in our care will be subject to:

- Shoving, hitting, shaking, spanking or any form of corporal punishment
- Harsh belittling, or degrading treatment whether verbal, emotional or physical, that would humiliate the child or undermine the child's self-respect
- A form of punishment that is confined, physically restrained or kept, without adult supervision apart from other children
- A form of punishment deprived of meals, snacks, rest, or necessary use of the toilet

The staff will always gently guide the child, either physically and/or verbally, assisting the child towards self-control and self-discipline.

Discipline and guidance is an integral part of the Early Childhood experience. Discipline is a tool for positive growth rather than a punishment. As Childcare workers, we nurture and encourage children, allowing them their independence in a warm and comfortable atmosphere.

Rest Time

Rest time is a healthy part of a child's development. Infant/Toddlers and the children in the 3-5 programs have mandatory rest time each day after lunch. Older children will rest on their mats for a short period followed by a quiet activity.

Birthdays

Each child's birthday is acknowledged by our staff with a special afternoon snack in honour of the birthday child. You are welcome to bring healthy nut free snacks to help celebrate your child's birthday.

Excursion, Fieldtrips and Transportation

Each program includes walking excursions within the surrounding community. Fieldtrips by bus and van away from the Centre are carefully planned and supervised. You will be informed prior to the trip and written permission will be requested. These trips are considered an important part of the overall education experience.

Videos

We may occasionally show a video. The selected video title will be posted and information regarding the content will be available upon request. All videos shown will be rated "G". If your child does not wish to participate, other activities will be available.

Emergency Situations

Unfortunately, there exists a strong possibility that a major earthquake will strike us at some time.

Be assured that our Centre is well equipped and we are fully prepared to care for your children in the event of a critical situation. All of our Staff have current first aid certificates and will be in communication with the local emergency services.

The following procedures will be followed in the event of an earthquake:

No child will be released from the Centre unless a parent or individual named on the emergency card (with picture identification) comes for him/her.

The staff and children will remain at the Centre if the building is safe. The staff will phone each parent stating where they are and an update on the situation

We ask for your help with the following:

Please do not phone the Centre after the earthquake. We must keep the line open for emergency calls.

Ensure that your child always has a complete change of clothes in his/her cubbie (labeled please).

It is vital to the comfort and well being of your child that the above requests are followed. Some emergency supplies needed will be provided by the centre.

Communication

Bee Haven's management team and program Team Leaders are available to parents who have any questions or concerns regarding their child's progress. They will notify parents of children's accomplishments and difficulties, if any.

Concern and questions can be addressed with program staff at drop off or pick-up time. For more in depth discussions, appointments may be made with the Team Leader. If further discussion is required, the Operations Manager may be consulted. Parent and Teacher interviews are scheduled annually. These meetings are for goal-setting, problem-solving and discussing your child's progress.

The following agencies guide and support Bee Haven Childcare Centre and its families:

- Ministry of Children and Family Development
- Vancouver Coastal Health
- Supported Child Development
- North Shore Childcare Resource Society

If you require additional resource information, please consult with our staff and they will happily point you in the right direction.

One Months Notice

A parent/member retains the right to appeal a withdrawal request to management by writing a letter requesting a personal meeting. This letter must be received within 5 days of notice of termination. Bee Haven's Management team and parents will reach a satisfactory conclusion for all parties.

It is only under extreme circumstances that a parent or guardian may be asked to withdraw his/her child from the Childcare Centre.

These circumstances could include but are not limited to:

1. If, in the opinion of the Team Leader, the environment of the Program proves to be too stimulating/overwhelming for the child and she/he has difficulties coping and this does not change with intervention.
2. When the child displays consistent aggressive behavior which the staff view as a danger to him/herself, the staff and or other children in the Centre and does not respond to ongoing discipline techniques and/or intervention.
3. If the parent is unable to support the staff's discipline techniques for their child, creating an atmosphere of inconsistency and confusion for the child.

Procedure for Withdrawal

Bee Haven Childcare Centre must balance the needs of the families and the Centre. The staff are committed to working with the parents in problem solving as needed. If the management in consultation with the parents determines that the childcare environment is not adequately suited to your child's needs and no other solution is found, you will be given notice and you will be supported to find alternate childcare.

Centre Closures

Bee Haven Childcare Centre's may close in the event of a fire, extended power or heat failure, extreme weather conditions or an evacuation due to the safety of the facility. The staff will care for children until families and emergency contacts have picked them up. Evacuation Procedures as posted at the exits will be followed.

Should a non-emergency closure be anticipated (e.g. heavy snowing in the morning or predicted through the day) staff will advise you of the possibility of closure as children are dropped off. A recorded message will give closure details.

Bee Haven also reserves the right to close individual Centres in the event of a sustained gastro outbreak affecting two or more staff or 4 or more children.

Confidentiality

Confidentiality at all Bee Haven Childcare Centres refers to all verbal and written information about potential, enrolling and former children, families and staff.

Staff Members

Professional Early Childhood Educators or equivalent staff are at all of our Centers.

Operations Manager

Has overall charge of all the Centres operations and children's programming.
Required to have BC Certification as an Early Childhood Educator, Special Needs Educator, Infant Toddler Educator or Equivalent Education.
Experience with sound leadership

Team Leader

One per centre
Direct staff in relation to the programming
Required to have: BC Certification as an Early Childhood Educator or equivalent
Several years of supervisory experience.
Infant/Toddler Team Leader to have appropriate certification

Program Teachers

Plan and implement program
General supervision of activities
Have BC Certification as an Early Childhood Educator or equivalent.

Substitutes

Licensing requires qualified substitute child care staff called in as replacements for regular staff, to maintain the staff: child ratio

Students

Bee Haven is a teaching Centre. We regularly host ECE students on practicum's and work placements.

Clothing & Possessions

Your child needs to wear clothing appropriate for the weather. A complete change of clothes must be left at the Centre at all times. The clothing should be comfortable and easily managed as they will participate in a variety of activities including messy ones. There are plenty of toys at the Centre and we will not be responsible for any toys brought from home.

Please bring these items clearly labeled with your child's name or initials.

- Comfortable play clothes
- Running shoes or rubber soled shoes for use indoors
(no party shoes or sandals)
- Boots, waterproof jacket with a hood, muddy buddy *(waterproof pants or snow pants to cover indoor clothes)*
- Good supply of diapers/training pants *(if applicable)(extra clothes and shoes are needed when your child is toilet training)*
- Hat, mittens and warm socks *(winter only)*
- Bathing suit, towel, sunscreen *(SPF 45 or greater)* brimmed hat *(summer only)*
- Always have a complete change of clothes *(socks, underwear, pants/short and shirt)*
- Crib size sheet and blanket for nap time.
- Nutritious lunch in an insulated lunch bag with ice pack.
- Labeled Water Bottle

Child Abuse

The Child, Family and Community Service Act state that all children in the Province of British Columbia **“are entitled to be protected from abuse, neglect and harm or threat of harm.”** The Act also states that any **“person who has reason to believe that a child needs protection must promptly report the matter”** to the Ministry for Children and Family Development.

If you have any questions, or would like more information on our responsibility please talk to the Operations Manager.

Custody and Access

If parents live separately, we expect that the information provided by the enrolling parent is accurate. If a family has a custody agreement or other court order, a copy must be provided for the child’s file. Without a custody agreement or court order on file, the staff cannot deny access to the non-enrolling parent. If one of the parents is not authorized to pick up the child, the policy on unauthorized persons will be followed.

If custody has not been legally determined and conflict between the parents and/or their family members is evident, Bee Haven Childcare Centre may not be able to care for the child. In this case both parents and/or other family members must sign a written agreement confirming details in regards to authorization for pick up and access to information about the child.

Checklist For Parents

Please ensure that you have the following items returned to Bee Haven prior to your child's start date.

- All registration forms, signed in all the appropriate places
- The two emergency contact cards. Be sure to sign the backs.
- A signed and dated Parent Contract.
- Your child's immunization record and the enrollment package.
- Post-dated monthly fee cheques dated for the 1st of each month.
- A complete change of clothes for your child to be left at the Centre. (please label all items)
- Crib size sheet, blanket and stuffy for nap

***Thank you for enrolling your child at
Bee Haven Childcare Centre
and
Welcome!***

Bee Haven Childcare **Centres**

Mt. Olivet Location

1700 Mt. Highway
North Vancouver, BC V7J-3S2
Phone: 604-924-4837

St. Clements Location

3400 Institute Road
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The Cottage Location

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