

Parent Manual

Tlucha Children's Centre



Tla-o-qui-aht First Nation

63-64 Tyhistanis Road

Phone: 250 725-2351

Manager email: tluucha@tla-o-qui-aht.org

Our Philosophy

We believe that each child is a unique and valued gift from the Creator who are entitled to respectful learning environments that promote a positive self-esteem and self-image. We understand that young children learn through play. We advocate for the holistic well being of children and believe in the importance of nurturing the mind, body, and spirit.

Because the family is the most important influence in the child's life, we are committed to providing a welcoming gathering place for children and their families. The Tlucha Children's Centre has an "open door" policy and is a place for families to feel comfortable and be a part of their child's learning environment. We encourage the participation of families and community members in our programs, including the development of cultural curriculum.

Children learn from their daily experiences; therefore, the program will emphasize learning and experiencing how to live life fully, appreciating and honouring our Tla-o-qui-aht language, culture, and the natural environment.

Our Program Goals are to:

- √ Provide quality, consistent care.
- √ Teach children to take pride in the culture and accept other cultures.
- √ Teach Tla-o-qui-aht principles, practices, and values.
- √ Provide an environment rich in Tla-o-qui-aht language, both spoken & written.
- √ To provide opportunities to develop socially, cognitively, emotionally, and spiritually with a focus on culture, language, and school readiness skills
- √ Encourage self-help skills such as hygiene, health, and nutrition.
- √ To provide both individual and group learning.
- √ Support children to explore, create, discover, discuss, and problem-solve.
- √ Provide a clean, safe, healthy, and nurturing environment.
- √ Children have regular opportunity for outdoor play.

Our Program

Our Program offers a variety of Child Care, Preschool and Outreach programs for children 0-12 years of age.

The Tlucha Children's Centre is licensed through Communities Care and Assisted Living Act to offer full-time, licensed childcare that includes 12 spaces for Infant and Toddlers (3 months to 36 months), 16 spaces for preschool age children (30 months to Kindergarten age) and 10 spaces for school aged children (6-12 years) for care after school and on school breaks.

We also offer a licensed 2 hour a day, preschool program for 3-year old's in the morning and 4- year old's in the afternoon, as well as a variety of outreach services and family programming. Please see our monthly calendar for details.

Our day care operates Monday to Friday between the hours of 7:30-5:30 pm

Note: All programs will for two weeks over the Christmas holidays on the same days as School District 70 each year. We will also close for Professional Development opportunities for our staff twice per year. Parents will receive notice of dates well in advance.

We develop a monthly calendar for the Tlucha Children's Centre that will be distributed on the 15th day of the previous month. We a BC First Nations Head Start Program and plan curriculum around the six key components of Head Start:

- Culture and Language
- Education
- Health
- Nutrition
- Social Support
- Parent Involvement

The children will have the opportunity every day to participate in indoor and outdoor activities, quiet and active play, individual and group play and child and teacher-initiated learning experiences.

Each room will provide a variety of developmentally appropriate experiences that include:

Culture and Language, Song and Dance, Dramatic Play, Creative Art, Reading and Literacy activities, Sand and Water play, and Block and Building centre.

Admissions and Attendance

If you would like your child to attend the Tlucha children's Centre, we suggest that you register them well in advance of your childcare needs. This will allow time to fill out the necessary paperwork, experience a supported gradual entry into our program together.

Once, register, all parents will be asked to submit a monthly schedule of attendance before the 20th day of the previous month. For example, you would be expected to submit your child's February schedule before the 20th day of January. This will secure your space and allow the Day Care Manager to schedule staff and activities. Drop-in spaces will only be available if spaces and staff are available. You will have a greater chance of having your family's child-care needs met if you book in advance. We will accommodate same day booking when we can.

Parents are also responsible for applying for the BC Childcare subsidy before their child may attend daycare. The Tlucha Centre Manager will be happy to assist you with your application. If parents do not qualify for the subsidy program the fee for childcare will be:

Monthly Rate- Full time care (Mon-Fri)

Age 0-18 months \$750

Age 19 months to School Age \$635

After School Care \$210

Daily Rate (Up to 8 hours)

Age 0-18 months-\$40

19 months to School Age- \$35

After School Care- \$12

Hourly Rate

0-18 months- \$6

19 months to School Age- \$5

Note: Parents will be expected to pay their fees before the beginning of the month. There will be no refunds of parent fees. Parents will be given credit for bookings that are cancelled two weeks in advance when bookings are cancelled due to illness.

For children to receive the maximum benefit from the program they should attend on a regular basis. If your child is going to be away, please call the day care as soon as possible so that the staff can plan the day appropriately.

Registration

Please provide complete information about your child on the registration form, any missing information could delay your child's entry into the program. We will need to know a number to reach you, or an emergency contact. If your number is not current and we are unable to reach you, then we may not be able to accept your child at drop off. A current phone number, and up to date emergency contacts are necessary. If we are unable to reach you in case of emergency, illness, or early closure then we will attempt to call your emergency contacts.

If relevant, a certified copy of any custody agreements and court-ordered must be provided at time of registration. Up to date immunization records and your child's personal health number are also required at time of registration.

New Child Policy

The Manager and Room Supervisor will meet with parents or guardians to ensure all necessary forms are filled out and that enough time is spent with the new parent reviewing the Parent Manual. Ensuring that all questions and concerns from both parties are dealt with and that there is a smooth entry into the program.

- The Manager or Room Supervisor will review the Centre policies with the parent at this time and provide them with a Parent Handbook.
- Parents will provide a labeled change of clothes, inside footwear and other items such as diapers, bottles, extra milk, infant food, hat, sunscreen etc. to be left at the Centre.
- The child's name will be put on a cubby and in the attendance book. An Emergency Card will also be filled out.
- Parents are encouraged to leave their child's toys at home to prevent loss, damage, or conflict among the children. Items that come from home will be stored in the child's cubby or in the office.
- Gradual entry is encouraged for all new children. An individual plan will be set up at this time with the families.
- Staff spends extra time with new children and parents to ensure that they feel comfortable and secure. Parents are encouraged to support the child through the gradual entry process and to communicate needs and interests to the staff.

Arrival and Departures

When you arrive, it is important to sign your child in, and take the opportunity to talk to staff about your child's need for the day. Please take time to settle your child and say good-bye. If your will be late, please phone to let staff know. Please let staff know who will be picking up your child and when your child will be picked up. If there are any changes to the time you expect to pick up your child, then please ensure the staff is made aware well ahead of time. If the pickup person is not known to staff, then we may ask for photo ID before releasing them. Children will not be released to anyone that is not on your pick-up list.

Centre Closures

Tlucha Children's Centre will be closed for the following Holidays:

	Victoria Day	Labor Day
Family Day	Aboriginal Day	Thanksgiving Day
Good Friday	Canada Day	Remembrance Day
Easter Monday	B.C. Day	Christmas Break as set by Chief & Council

Unforeseen mid day closures may occur, and you or your emergency contact will be contacted immediately to pick your child up from the program.

Unforeseen closure may happen for:

Electric Failure

Problems with the water supply

Highly contagious disease

Snow

In the event of severe weather conditions, it may be necessary to close the daycare after 8:00 am listen to the reception message to see if the centre will open.

Chain of Communication

To ensure a quality childcare program, we want parents and staff to communicate well to best meet the needs of the children we all care for.

Parents/Guardians are encouraged to have input into our programs. Should you have any concerns regarding the daycare program, or issues/challenges, the follows the procedure for resolving the situation.

Step 1- speak to the individual(s) to understand and/or resolve concern or issue, and if not resolved submit within one week from the time of the incident send a letter to Manager of Tlucha outlining your concern. Please deliver in person or email to tluucha@tla-o-qui-aht.org

Step 2- Speak to Daycare Manager once letter is received. If issue remains unresolved, then submit a formal letter to Tla-o-qui-aht Education Manager within one week of the meeting at education@tla-o-qui-aht.org outlining concerns.

Step 3- Speak with Education Manager to resolve the matter once letter is received. If the issue remains unresolved after this meeting, write a letter to Chief Executive Officer (CEO) of Tla-o-qui-aht at ceo@tla-o-qui-aht.org

Step 4- speak with CEO for final resolve of the issue.

It is the goal of the staff, the team of Tlucha to have an open and positive relationship with all parents. We invite you to discuss any matters and is very important to all of us at Tlucha.

Smoking Policy

We are a Smoke Free facility. The surrounding yards are fenced and are designate non-smoking areas. To set a good example for the children and to protect their health staff or parent smoking areas will be out of view of all play areas and at least 30 metres from any entries to our building.

Scent Free Zone

Many children and adults are sensitive to chemicals and scents. For this reason, the Tlucha Children's Centre is a scent free zone. We ask that you do not wear any perfumes or strong scents into the centre.

Food and Beverage Policy

We are a junk food free zone. We will provide the children with a healthy snack at 9 a.m. and 2p.m. Parents are asked to pack a healthy lunch with no sugary snacks or junk food of any kind. We also ask that you do not pack any beverages other than milk or water. We do not allow any sugary beverages at the Tlucha Centre, including juice. Water will be provided to all children at meals, snacks and throughout the day. Please ask the staff for more information about our food and beverage policy. We have also put together a list of suggested lunch items if this is helpful to you.

If children show up at the Centre with sugary snacks the snack will be put away until the end of the day and sent home. We may have food restrictions if there are any children in our care with serious food allergies Parents will be notified if this is an issue.

Guidance Policy

1. Establish clear, consistent, and simple limits-What behavior is appropriate and clearly related to safety and protection of self, others, and the environment. I.e. "Walking feet inside please."
2. Statement limits in a positive way-Phrasing limits in a positive way rather than a negative way. "Before you go to the art center, please put the puzzles away."
3. Focus on the behavior rather than on the Child-Preserve child's integrity and offer guidance for learning. I.e. "Can you tell Michael how you feel when he grabbed the truck away from you?"
4. State is what expected, rather than pose questions-While there are opportunities for child make choices; when there is not a choice, make a clear statement of what is expected. I.e. "Snack time will be in 5 minutes so in 2 minutes it will be time to clean up and wash our hands.'
5. Provide choices when possible. I.e. "if you'd like to play for a bit that's ok but in 15 minutes, we'll do our art project."

6. Allow time for children to respond to expectations-Give the child a 5-minute warning before transitioning to another activity. I.e. "In 5 minutes, we are going to clean up and go to the quiet room to do our calendar."
7. Reinforce appropriate behavior with both word and gestures I.e. "thank you for letting Kylee have a turn on the swing."
8. Encourage children to use you as a resource I.e. If you need help, I can help you."
9. Gain child's attention in a respectful way. Except when a child may be in danger, approach child by name and speak in calm, controlled voice. If the child's losing self-control, the closeness of an adult can often calm the.
10. Remind-simple reminders to clarify and reinforce limits. I.e. "Sand stays down."
11. Acknowledge feelings before setting limits.
12. Redirect or divert when appropriate.
13. Offer appropriate choices.
14. Use natural and logical consequences.
15. Provide opportunities for children to make amends.
16. We will tell the children on a regular basis that we will raise our voices when there is a danger or physical threat.

Wellness Policy

While we are sensitive to the stress that illness may cause for families, we are not licensed to care for children when they are ill. We spend a lot of time outdoors and we believe that children benefit from the freedom that outside play allows them. As we are a licensed facility, our licensing regulations state that "a Licensee must provide each child with daily outdoor play periods unless weather conditions make it unreasonable to do so fresh air and exercise, exploring nature, sensory development and community contact are other reasons for our emphasis on outdoor play. Children who are not well enough to be active and outside, or if they are contagious should not be at the centre. If your child becomes ill during the day, we will attempt to contact you. If you are unavailable, we will try to reach your emergency contacts. We will provide a quiet resting area and close staff supervision you or one of your emergency contacts can pick up your child. If the situation becomes urgent, we will follow the emergency procedures. Any child that appears sick on arrival at daycare will not be permitted to stay.

Parents must make alternate arrangements for care if their child is sick:

Often children just beginning group care will become sick a little more often until their immune system has a chance to strengthen. The following will be use as a guide to determine if a child or staff member is well enough to be at the daycare.

Wellness Guide

A child should not attend daycare if he/she has or is developing any of the following:	A child may return to the program when:
A fever of 100 deg. F/38.3 C or higher	Fever has remained below 100 deg. F/38.3 deg. C for 24 hours without medication.
Consecutive bouts of diarrhea	Child has had at least 1 normal bowel movement.
Skin infection, contagious virus, undiagnosed rash, weeping sores, infected eyes, or signs of pink eye	Child has been examined by a doctor and has received medical clearance.
Any parasite related condition (worms, scabies etc.)	Child has been examined by a doctor and has received medical clearance.
Acute cold with coughing, cream colored nasal mucus, sore throat	Symptoms has subsided.
Recurring vomiting	24 hours have passed since last bout of sickness.
Has been on antibiotics less than 24 hours	After 24 hours has passed.

If you would like the Centre staff to administer prescription medication to your child, we will require that the medication be provided in the container, and a form be completed with instructions regarding how the medication is administered. Please ensure that your child's Asthma medication is always with them on site. Children with acute Asthma may not attend or be left at the daycare without their medication. Staff will not administer non-prescription medication to your child under any circumstances.

Health and Safety

The Manager/Room Supervisor will ensure that the health history portion of the registration form is filled out on each child at the time of registration. This includes a record of immunizations recommended by the Health Unit.

Sick or Injured Child:

1. Any child who is injured or in need of emergency medical care shall be treated as follows:
 - a) Administer those first aid procedures necessary to sustain life.
 - b) For minor or superficial injuries, apply first aid.
 - c) For serious injuries or when in doubt, alert the Manager or most senior staff on duty, call parent/guardian and call the ambulance if necessary. Take the child's emergency card to hospital.
 - d) All accidents, illness and actions taken by the caregiver and or parent will be recorded in the daybook, dated, and signed by the caregiver. Minor incidents such as scrapes, and bumps are reported to the parents at the end of the day.
 - e) An Accident Form will be filled out by the staff most involved in the incident if a child has been injured while at the Centre and if First Aid was used. Both the staff, parents and supervisors sign the form. A copy remains in the child's file.
 - f) For serious incidents, A Critical Incident Form from the Community Care Facilities Licensing Branch must be completed and signed by all parties. A copy then gets sent to the Licensing Office. See the following number 6 for more information.
2. A child who becomes ill during the day shall be care for in isolation from the other children.
3. Every effort will be made to contact the parent/guardian of the sick or injured child. An up-to-date timetable of the parent's whereabouts with contact numbers must be kept at the Centre.
4. Any serious injury or illness must be reported to the Manager.
5. When a child has be absent due to illness or injury, any relevant medical information and precautions should be given to the caregiver up the child's return. A Doctor's letter of permission may be required before the child can come back to the Centre, especially after a contagious illness.
6. As per Provincial Child Care Regulations (Section 19) the Community Care Facilities Licensing Program (714-0424) must be notified within 24 hours and their 'Incident Report' (HLTH 4657) completed, for any of the following cases:

- When a Child has been taken to the hospital emergency ward, or to the family physician by the facility staff for assessment of treatment.
- When a child loses consciousness.
- When there are broken bones.
- When there are bites-animal or human- if bruising occurs and or if the skin is broken.
- When there is poisoning ingestion of toxic substances.
- When there are head injuries.
- When there are burns.
- When there are communicable diseases.
- When there is a suspicion of abuse or neglect against the Centre/Staff.

Universal Precautions:

Universal Precautions are used when dealing blood or other body fluids. Staff wear disposable gloves when assisting a bleeding child or if in contact with other body fluids. Staff wear gloves when disinfecting (with recommended sanitizing solution) soiled surfaces or handling items soiled with blood or other body fluids. Proper hand washing procedures are after contact with blood or other body fluids.

Staff Health Policy:

- No staff member, student or volunteer who is ill or a source of infection will be permitted to work in the Centre until they too have followed the above Wellness Guide.
- Each staff member shall know where first aid kits are located. First Aid kits are clearly marked.
- An emergency card containing health numbers and information (immunization information, allergies and emergency phone numbers are kept for all children, staff, volunteers, and students. These cards will travel with children on field trips and outings.
- Public Health Nurses, the Environmental Health Officer, and Licensing Officers will periodically monitor the health of the Centre.
- All staff are encouraged to role model healthy living and lifestyles.

First Aid Kits:

Several properly equipped first aid kits and guides to standard first aid will always be kept throughout the Centre. First Aid Kits will also be taken on all walks and field trips. Syrup of Ipecac will be kept in the locked medication box in the kitchen refrigerator and will be replaced when it reached the expiration date. The Centre Manager will check and replace the contents of the first aid kits periodically. All staff members are required to get their Child Safe First Aid certificate and keep it current.

Medications:

Staff must ensure that the 'Medication Form' has been filled out and signed by the parent before administering any medication. All medications must come in the original bottle and will be kept in the locked medicine box in the kitchen refrigerator. As a rule, non-prescription drugs will not be given to the children by staff. Only prescribed medication will be administered by staff to the children. This process will be recorded on the Medication Form with amount, time date, and staff signature.

Head Lice Policy:

Though head lice are not a public health risk, it is highly contagious and extremely uncomfortable for anyone with it. Staff will routinely do head checks. Our head lice policy has been developed to ensure that children who may have head lice are treated with respect, ensure families are treated with respect, and that we support the families through the process, and we all work together to get rid of head lice in the center.

If your child has head lice, we will contact you as parents/caregivers. Parents have 2 options.

Option #1- Come to the center to treat your child's hair using the bug busting method. The center will provide combs, conditioner and assistance and information. Parents will need to come to the center to follow up according to the Bug Busting directions. Once treated at the center the child may stay.

Option #2- Pick up your child and take home to treat hair. Parents must let the caregivers know the type of treatment they are using and continue the treatment plan as directed. The child may return to the center after the first

treatment. If parents are not able to comply with either option, you must make arrangement to have a family member take on the responsibility.

The staff will support the family by providing information using the combs, conditioner, and assistance if available to do so.

Housekeeping:

1. Crib/mat sheets and blankets are washed daily. Mats are wiped down with sanitizing solution daily.
2. Clothing soiled at Center will be put in the laundry and washed when necessary. When clean it will be put in child's bag or cubby. Please remember to label your child's clothing, jackets, shoes etc. as a lot of the time staff are busy and there could be a mix up in items of clothing. We do our best to know who's clothing is who's but easier if child's items are labelled.
3. Dress up clothes are washed on regular basis.
4. Toys that are mouthed by the children are washed right away.
5. Toys are sanitized daily with sanitizing solution daily.
6. Floors are swept and washed each day. After snacks and lunch, the tables and areas under tables will be cleaned immediately.
7. Shelves, wall, high touch areas are cleaned/wiped on regular basis.
8. Janitor comes in at the end of each day to do clean of centre.

Dishwashing:

1. Dishes are washed in hot soapy water, wiping all surfaces with clean dish cloth or brush, and rinsed in hot water.
2. Dishes and toys are sanitized in dishwasher daily and done at end of day.
3. Art supplies are not washed with dishes, and dish clothes are not used to wipe up spills.

Hand washing:

1. Liquid soap and paper towels are use for washing and drying hands.
2. Still will wash/sanitize hands upon arrival.
3. Wash hands before preparing food, eating, or feeding a child.
4. Wash hands after toileting self or child or handling anybody secretions or soiled cloths or clothing.

Recommended Handwashing Procedure:

1. Check for paper towels and soap. Turn on water to a comfortable temperature.
2. Moisten hands with water and apply lather of liquid soap.
3. Wash well for 20 seconds. Be sure of areas between fingers, nails and of hands.
4. Rinse well and dry with paper towel, then use paper towel to turn off tap.

Children's Hand washing procedure:

Supervise children's hand washing, encouraging them to wash with soap and water, before and after handling food, after toileting and after handling body secretions.

Infant's handwashing:

Wipe infants' hands with a damp cloth (use cloth only once) or a paper towel and then dry with paper towel if necessary, after diapering and before and after meals.

Meals and Snacks:

As with any other part of the day, eating is a time for positive interaction between staff and child, a relaxed, enjoyable social time. Good eating habits are encouraged by the staff. Children experience and learn about balanced, good nutrition from the food groups and are gently encouraged to try new foods. Self-feeding skills are encouraged in ways that enhance self-esteem.

- Staff and children wash hands before handling food.
- Children are expected to be seated when eating (staff to sit at table with children, help pour drinks and cut food into small pieces).
- Eating is a comfortable, social time with talk about food, interests, encourage conversation among children. Model good manners and encourage cooperation and consideration among the children/staff/.
- We serve amounts that the child is likely to eat easily then get them more if they want it.
- Children are encouraged to try eating what has been served for snack or lunch.

- Children wash hands at the end of the meal and eating areas cleaned.
- The eating area is well cleaned with sanitizing solution before and after mealtimes. Chairs, tables, and highchairs are cleaned regularly.

Infants:

The center encourages breast-feeding by providing support and a comfortable environment for the mother and baby.

Staff ensure that all infants are changed regularly, clean, and comfortable. All infant food is kept in the refrigerator and labelled with their names. Any formula or food that is heated and not used will be thrown away. Formula is refrigerated promptly and used up or thrown out with-in 24 hours of initial preparation. Infants will not be fed with a propped bottle at any time. Amounts of food and drink consumed are recorded on parent information forms.

Bottles:

1. Staff wash hands and prepare bottle, wash hands again.
2. Staff hold child while feeding and take time to interact quietly with the child at breaks and when finished.
3. The child is burped, as necessary.
4. The child is changed if necessary and settled to the next activity or sleep.

Solid Foods:

1. Staff wash hands and prepare food, making sure food will not cause choking. Staff wash hands again before serving.
2. Staff feed child appropriately, encourage attempts at independence and take time to interact with the child.
3. Clean eating area.

Allergies:

A list of children's allergies will be posted in food preparation area and feeding areas. Staff will take precautions to ensure that children do not receive any foods or substances they are allergic to. In the case of serious life-threatening allergies all precautions will be well posted.

Food Safety:

1. To prevent choking, children under 4 years old are not given food with bones, gum, popcorn, peanuts, sunflower seed or nuts, whole grapes or uncut wieners.
2. Children are seated and supervised while eating.
3. Proper food handling techniques are used.

Toileting and Diapering:

This routine should provide the child with a pleasant, non-stressful experience. Interaction guidelines include:

- Engaging children in the routines positively
- Encouraging independence by talking children through routines. Giving assistance when necessary.
- Offering encouragement always. And allowing time for process to take place, everyone has their own individual style and requires time consideration.
- Encouraging language development by talking clearly about what the child is doing and about what you are doing, take time for social interaction when diapering, dressing, waiting while child is on toilet, hand washing and brushing teeth.
- Always handling children gently.
- Help children develop comfortable and positive attitudes toward their bodies and bodily functions.

Toileting:

1. Child indicates need or it is time on child's schedule.
2. Encourage child to undress and dress themselves.
3. Be sure footstool is in place (if necessary) and toilet seat is ready.
4. Stay near child while getting on toilet. Help if necessary.
5. Encourage children to wipe themselves from front to back. Give help when necessary.
6. Allow child to flush the toilet.
7. Be sure hand washing procedures are carried out.
8. Return to playroom or activity.
9. Return to bathroom to spray and clean toilet, sink and handles when necessary.
10. Wash your hands.

Diapering:

1. Get out all materials likely to be needed. Individual bins are provided for each child with their name on it. Cream on hand if necessary.
2. Place child on change table/mat, older children there is a two-step stepping stool for children who can climb safely.
3. Put on gloves.
4. Remove soiled diaper and wrap diaper closed before placing garbage. Keeping one hand on the child always.
5. Clean the child's perineum and buttocks with wipes. Apply diaper cream if necessary.
6. Rediaper child and redress. Wash child's hands or let them wash their own hands if they are able. Return child to play area.
7. Clean diapering area with sanitizing solution.
8. Wash hands.

Dental Hygiene:

The center will provide toothbrushes for all children. After lunch and toileting routines the children will be guided to clean their teeth. Staff will participate at this time, modeling proper brushing techniques. Public Health Nurse and/or Dental Hygienist will be invited in regularly to visit with children and parents and provide guidance and information in this area.

1. A small amount of fluoride toothpaste to be used.
2. Each child's toothbrush will be prepared and ready for use after toileting and handwashing routine is complete.
3. Staff to supervise and model brushing techniques.
4. Toothbrushes are stored in a way they are not touching anyone else's and allows air flow to circulate.
5. Toothbrushes are discarded regularly and replaced with new ones.

Nap time:

Nap time is a chance for the children and staff to experience a quieter, closer form of interaction. Children should be able to relax, rest, sleep comfortably. Develop a routine with each child around sleep time. Respond to and sooth crying and unhappy children. Give children time and companionship as they wake up. Staff try to involve children positively in the next routines. Parents will be

consulted and asked to share information around comfort toys, request regarding amount of sleep and other related information.

1. Set up Nap area, each child has their own cot/crib and blanket.
2. After lunch and toileting, the children will remove their slippers and go to their individual cots. Younger children/babies who may need be rocked to sleep will be attended to by a staff member. While some children may resist the idea of sleeping, they are encouraged to lie down for 'quiet time and give their bodies a rest.' Staff will do their best to ensure that each child receives some individual attention at this time of day, a back rub, a hug, some reassuring words, or a song.
3. Children who do not sleep will be encouraged to rest for 3-45 minutes.
4. Children who do sleep will generally be awakened after a maximum of two hours. Concerns from parents about their child sleeping too much will be addressed, taking into consideration the apparent needs of the child.
5. When children are sleeping, they are always being monitored either with a staff in room or infant camera.
6. Spend time with each child as they awake then toilet or diaper them. All children quiet time and chose an activity if other children are sleeping yet.
7. Record time slept.

Environmental Safety:

The staff regularly check the Centre for unsafe surface, equipment, appliance, outlets etc. all needed repairs and maintenance concerns are recorded and sent of to Operation and Maintenance department for repair or replacement. The safety check is hung up in room and checked and initialed. All safety guidelines and procedures will be followed in all areas of the operations of the programs.

1. Staff will store all medications, household and garden chemical and any potentially dangerous substances out of reach of the children in locked cupboards. Medicines are stored separately from other substances.
2. Equipment is maintained on an ongoing basis to guard against injury.
3. All regulations are followed to ensure a safe environment.
4. All outside gates are always closed and unlocked while children are outside.
5. All safety latches will be out of reach of the children or made to be child proof.
6. All staff preparing food will have participated in a Food safe course.

7. Communicable diseases are reported to the local health unit and the licensing officer.
8. Furniture and equipment will be strategically placed to consider safe traffic flow to reduce the risk of injury.
9. Emergency Procedures will be practiced regularly.
10. Emergency Cards will be updated on a regular basis. Important to alert staff when you change a contact number. Emergency Cards are made and carried Emergency Back Packs.
11. Emergency numbers are posted by every telephone.
12. Outlet Plug Covers are used on every electrical outlet in the Centre.

Field Trips:

The children go on walks around the community or down to the beach. When on field trips the staff endeavor to stimulate the child's awareness of the surrounding environment. Discussion and follow up is encouraged. Respect for nature and other people's property is always enforced.

1. The first aid kit and the children's emergency cards are taken on all walks.
2. Whistles, bear spray and bear bells are also attached to the dry bag.
3. Inform remaining staff of destination and expected time of return.
4. Children are pushed in strollers, wagons, carried in back packs or Snugglies or will hold the rope or hands of adults.
5. Each staff member has specific children assigned to their care.
6. Children are taught watch for traffic and when it is safe cross street. They are only taken on walks in the community or down to the beach.

Active/Outdoor Play Policy

As a licensed center, we understand the need to plan, encourage, and promote activity within our day for all children at all developmental levels. As such, we will plan activities each day to use our gross motor and fine motor skills both inside and outside our center. We ask parents to ensure that their children have appropriate indoor and outdoor clothing and footwear for the seasonal weather. We will go outside in all weather. We purchased spare muddy buddies for children who may not have 1 or forgot at home. We have spare jackets on hand.

iPad, Phone, Computers and Device Use

The Tlucha Children's Center has a strict no screen or electronic device policy. Young children must not bring any electronic devices or screens to the Center. School-aged children must keep devices in school bags or leave them at home.

Emergency Procedures

We will contact you immediately in the case of an emergency. For this reason, it is essential that you keep us informed of changes in any registration information (telephone numbers and addresses where you can be reached at all times of the day. 911 Emergency will be called for a child who is injured and requires medical attention. You will be notified next. Childcare workers are trained in First Aid and CPR. First aid kits and emergency contacts are taken on all walks and outings.

Fire Drills

Fire drills are practiced once a month. The procedure is posted in the Center. Emergency exits are posted in every room.



Earthquakes:

1. Instruct children to crawl under furniture (table or climber) and say "Duck, cover and hold on!"
2. Stay away from windows.
3. Do a head count.
4. Ask the children to count to 10. Repeat until the earthquake stops. Then wait another 30 seconds before coming out.
5. Shut off electricity at the fuse box.

6. Evacuate the Tlucha Centre, with emergency backpack and sign-in sheets and immediately head to the Tiic-Mis Aq'kin Health Centre.

Tsunami:

1. Get children inside Tlucha Centre.
2. Grab emergency backpack and sign-in sheets.
3. Do head count.
4. Evacuate the Centre and precede to the Tiic-Mis Aq-kin Health Centre to check in. (down road from daycare) **Phone number for Health Centre is 250 725-3335.**
5. Call parents/guardians/alternative contacts. Inform them of warning and if safe to do so pick up child. If not safe to come to our centre, we will look after children till safe to pick up by parent/guardian.

Forest Fire:

1. Call parents and ask them to pick up kids.
2. Contact emergency personnel to ask them to update you regularly on the situation.
3. Prepare for evacuation-gather emergency backpacks, children's essentials, and sign-in sheets.
4. If instructed evacuate to the Tiic-Mis Aq'kin Health Centre or the Beach.
5. Wait until we get the okay from the fire department before re-entering the facility.

Wild Animal Sighting:

1. Bring children inside immediately.
2. Call Operations and Maintenance at 250 725-3337
3. Call Warden's Office at 250 726-7165.
4. Call Band Office and inform them of the situation. Ask them to contact necessary people.
5. If there is no one around, call the RCMP at 250 72503242 or 911.
6. Keep children inside until danger has passed.
7. Inform parents of incident upon pick-up.

Late Pick-Up:

If a child has not been picked up by their regular time and staff has not heard from the family, efforts will be made to contact the parents and emergency contacts. If by closing time the parents and emergency contacts cannot be reached, then:

1. The staff member will wait with the child and continue to try reach parent and emergency contacts for one hour after closing. Note: Parents will be charged an extra \$10. For every 15 minutes they are late after closing.
2. If no contact is made staff will contact the Family care worker. Follow the directions Human Services Worker who are aware of child welfare protocol and procedures.
3. Depending on the situation the RCMP and Ministry of Children and Families after hours number 310-1234 may be contacted. They will assign an On Call Social Worker who will call to the Centre to receive more information.
4. Follow the directions of the Family Care Worker and Social Worker as assigned.
5. Be considerate of the child's situation and make them comfortable without raising their concern. Try to create a soothing atmosphere where the child feels safe.
6. If the parent arrives, they will need to that the Family Care Worker and/or RCMP and social Worker was contacted at a last resort.
7. The staff will then have to contact the Social Worker to let them know the parents/family members did arrive before releasing the child.
8. It will be the responsibility of the parents/family members to explain to the social workers the situation leading up to the day's events.
- 9.

Custody Issues:

The Centre will avoid involvement in any dispute with a non-custody parent trying to take a child from the day care Centre. If a parent insists, the child will be released and then the other parent immediately contacted. The staff will verbally attempt to dissuade the parent trying to take the child. If the Centre has a cope of a court order, staff can phone the police, otherwise the police will not get involved. Licensing regulations require custody papers be kept in child's file so caregivers can enforce order and not let the child go.

If there is a custody situation, it is the parent's responsibility to inform staff of the situation. The staff will suggest that the parent attempt to pick up their child if possible before there is only one staff person left on duty. It is also suggested that

the parent avoid telling the contesting parent where the child is in day care and that they get a court if possible. No information about the child will be released to the non-custodial parent or others without permission from the custodial parent.

Copies o No Contact Orders and/or Custody Arrangements must be in child's file and staff made aware of arrangements.

STATEMENT OF QUALITY OF CHILD CARE

As Caregivers at Tlucha Children's Centre we will:

- Promote the health and well-being of all children.
- Use developmentally appropriate practices when working with all children.
- Demonstrate caring for all children in all aspect of our practice.
- Work in partnership with parents, supporting them in meeting their responsibilities to their children.
- Work in ways that enhance Human Dignity.
- Pursue, on an on-going basis, the knowledge, skills, and self-awareness needed to be professionally competent.
- Demonstrate integrity in all our professional relationships.

Daycare or Preschool is the initial experience a child may have away from with caregivers other than immediate family. To ensure continuity of development, Tlucha Children's Centre will provide an environment which reflects that child's experiences in the home and community and his or her cultural background. The program is planned in consultation with parents and is based upon a thorough knowledge and understanding of child growth and development. From this philosophical position, the following criteria position, the following criteria for High Quality Child Care have been developed.

A. Physical Environment

1. The physical environment fosters optimal growth and development through opportunities for exploration, discover and play.
2. The indoor area is warm, healthy environment where children feel comfortable and nurtured.
3. Activity areas are clearly defined and arranged to facilitate small groups, large groups, or individual activities.
4. Age-appropriate materials and equipment are readily accessible on low open shelves to promote independent use by children.
5. Included are materials that reflect aspects of the children's heritage, stimulating experiences close to their interests and concerns.
6. Individual spaces are provided to store clothing and personal belongings.
7. The environment includes soft elements to create cozy, comfortable areas to encourage quiet book reading, storytelling, resting or listening to music.
8. The outdoor area provides opportunities for children to engage in a variety of activities and to interact with the natural environment. In addition to hard surfaces wheel toys, the setting includes open spaces, shady areas, uneven terrain, soil, sand grass and access to water.
9. The environment will be altered to meet the children's changing developmental needs.

B. Program

1. The program encourages the children to be actively involved in the learning process, to experience a variety of developmentally appropriate activities and to pursue their own interests and concerns.
2. The daily schedule includes a balance of activities; indoor and outdoor, quiet, and active, individual and group, child and staff initiated.
3. Appropriate materials and equipment are selected and used, supplemented with materials which reflect the traditional heritage of the children.
4. Staff provide a variety of both unstructured and structured activities which emphasize experiential learning through developmentally appropriate play to achieve the following goals:
 - ❖ Respect for the cultural diversity of children and staff.
 - ❖ Foster positive self-concept.
 - ❖ Encourage development of pro-social skills.

- ❖ Encourage children to experiment, to question and to solve problems,
- ❖ Encourage language development, In quuquatsa (Tla-o-qui-aht language) and English.
- ❖ Enhances physical development and skills.
- ❖ Encourage creative expression.

5. Staff encourages children and families to be actively involved in routines.

C.Health, Safety and Nutrition

1. The health and safety standards as defined under the Community Care Facility Act; Child Care Facilities Regulations are rigorously maintained to protect children and adults.
2. Attention is paid to ensure appropriate ventilation in all areas, particularly where disinfectants are in use.
3. The Centre promotes good nutrition with a balance of foods. Tlucha Children's Centre is a Junk Food Free Zone.
4. Mealtime is a pleasant and family-like experience for children.
5. Precautions are taken to reduce allergic reactions in the center by following the recommended schedule for introducing new foods to children in direct consultation with parents and family members.
6. Smoking is not allowed the Tlucha Children's Centre or on grounds and playground surrounding the Centre.

D.Staff

1. The Centre is staffed by individuals trained or in training in Early Childhood Education and who have the required qualifications for working with children as defined by the Community Care Facilities Act, Child Care Regulations.
2. The ratio of staff to children in each group complies with the above regulations.
3. The Centre provides regular training opportunities to improve skills in working with children and families and expects staff to participate on-going in staff and professional development.
4. Accurate and current records are kept of staff qualifications. Every attempt is made to have continuity of adults who work with the children.

5. The Primary Caregiver role ensures that the individual child's needs are met and provides the opportunity for the growth of trusting communications with families.

E. Children-Staff Interactions

1. Warmth, personal respect, and positive support characterize interactions between child and staff.
2. They provide opportunities for children to develop an understanding of self and others.
3. The children are grouped to facilitate high quality adult-child interactions and constructive activity among children.
4. Staff treats children of all cultures, religions or race with equal respect and consideration.
5. Staff expectations of children's behavior are developmentally appropriate.
6. Positive techniques of guidance and discipline are used including redirection, anticipation and elimination of potential problems, positive reinforcement, and encouragement rather than competition, comparison or criticism or exclusion.
7. Staff speaks with children in a friendly, positive, and courteous manner, encouraging children to share experiences, ideas, and feelings and listening to them with attention and respect.
8. Staff is available and responsive to children, expressing affection and respect by smiling, using safe and comfortable physical closeness, and speaking to them at their eye level throughout the day.
9. Staff take many informal opportunities to help children extend their play and to encourage children to plan as part of their play.
10. Staff encourage cooperation and other socially acceptable behaviors.

F. Parent-Staff Interaction

1. Staff establishes relationships with parents that facilitate the free flow of information about their children's lives inside and outside of the Centre.
2. Staff incorporate important elements of the cultural backgrounds of the families being served: Food, language music, stories, holidays, etc. into the children's program to offer them continuity between home and Centre settings at this early stage of development.

3. Parents are encouraged to assume an active role in the Tlucha Children's Centre and involvement in making decisions concerning the nature of behaviors to be encouraged, as well as specific guiding practices.
4. Parental involvement in the Tlucha Centre must become a true partnership of home and Centre.
5. Opportunities for informal dialogue to share day-to-day happenings that affect children are frequent. Frequent notes, telephone calls, bulletin boards and other similar communications keep parents informed about the Centre's program.
6. Significant changes in a child's physical or emotional state are immediately recorded and reported appropriately.
7. Communication occurs daily.

G. Evaluation

1. Staff is evaluated during an initial or probationary period and then on an annual or as needed basis. The evaluation process generates a plan for future staff training and development.
2. Staff meet yearly to go over individual/group plans. Decide what they need to work on.

H. Administration

1. Administration of the Centre will follow the procedures defined in the Community Care Facility Act, Child Care Regulations.
2. Tla-o-qui-aht First Nations Day Care Manager will develop, and update written policies and procedures for operating the Centre in conjunction and guidance with Child Care staff the Tla-o-qui-aht Administration and community members.

IMPORTANT THINGS TO REMEMBER

- Always remember sign your child in & expected time pick up
- Let us know if your contact numbers change or need to add or take off anyone who is picking up or dropping off your child
- **10 a.m.** is cut off time for drop off for your child as we have a routine and they are on their way for their daily walk
- Remember to send warm coat & extra clothes
- Any concerns/questions please talk to staff & manager as soon as possible
- If your child is going to be away for a period of time, please call in to let us know for staffing purposes as we do have staff that travel from out of town
- If your child is sick it is best to keep them home to rest & as not to spread germs with other children in daycare. ie coughs/diarrhea/bad colds/flu etc
- Head lice is common in all settings please check your child's periodically/staff check children's heads here also. (Kids do have their own individual cots they use)
- Please remember to put your child's lunch in the fridge every morning as prep time for staff making lunch is a hectic time. Also label your child's containers so we can get it back to you
- We do take pictures of the children to share on Tlucha page/ reporting purposes/show parents how their child's day is. If you don't want your child photographed, please let us know.
-

Communication with parents/caregivers is important to us so please take time to talk staff about how your child's day was.

Prevention Measures for Spread of Illnesses:

To implement **Prevention** of infection, prevention and control measures following will be in place:

- Parents and caregivers are encouraged to consult with their health care provider if they are uncertain if their child should attend daycare.
- Parents/caregivers will assess their child/children daily for symptoms before sending for childcare
- Hand hygiene-Staff and children will be washing hand frequently, while inside and outside. Everyone will sanitize their hands before entering building
- Physical distancing -2metres between each other, organize smaller group sizes, stagger snack and mealtimes, minimize the number of adults entering the building. No food sharing will be monitored.
- Staff should minimize the frequency of direct physical contact with children and children encouraged to minimize physical contact with each other.
- Physical distancing with much younger children is more difficult, and focus will be minimizing physical contact where possible. When holding a infants and toddlers, staff will use blankets or cloths over childcare providers clothing and change the blankets or cloths between the children.
- Help younger children learn about physical distancing, encourage different area's for coloring and crafts. Keep toys that encourage individual play.
- Staff will clean/disinfect frequently touched surfaces -door knobs, bathrooms, tables, counters, light switches, chairs, toys, highchairs.
- Staff will wash bedding and wipe down cots daily.
- Staff will ensure adequate ventilation and open windows when possible.
- Have children outside often, including learning time, activities, and snack time with appropriate hand hygiene routine in a safe environment.
- Markers and arrows will be set inside and outside center for children/parents and staff to use.
- If more then one family are at the door for drop off of child, families must use marked areas & keep a distance of 2 metres and wait till staff are ready for child to be signed in.

Illnesses:

A child who:

Is unable to participate in routine activities, or requiring more individual care than we can provide, or is posing a risk of infecting other children or staff must not attend the center. Staff will refer to the “Guide to Common Childhood Diseases” issued by the Ministry of Health for reference and guidance on this issue.

If a child becomes ill at the Center, we will identify one staff member to make a safe, quiet resting area for the child until the parent/caregiver or alternate contact person can come and pick up the child. Once the child is picked up the staff will disinfect area them and child were in and wash their hands.

Covid-19 and Children

- Covid 19 virus has a very low infection rate in children. In B.C., less than 1% of children and youth have tested positive for Covid 19.
- Children under 1 years old and older children with immune suppression and medical complexity are considered more vulnerable and higher risk for illness.

Children/staff who symptoms of a common cold, influenza or COVID 19 or other infectious respiratory diseases are asked to stay home. Children or staff may return to the center once they are assessed by their family physician or nurse practitioner and it is determined that they do NOT have COVID-19, and their symptoms have been resolved.

Personal Protective equipment is not needed in childcare setting such as mask and gloves (used when disinfecting/changing diapers/wiping noses) Both cloth or non-medical homemade masks are not recommended. Wearing one is a personal choice. In younger children, masks can be irritating and may lead to increased touching of face and eyes.

Protocol for child with symptoms of Covid 19 in childcare setting:

If Child develops symptoms at home:

Parents/caregivers must keep their child at home until they have been assessed by a health care provider to exclude Covid-19 or other infectious diseases, and their symptoms have resolved.

If child develops symptoms while at childcare:

Staff must take the following steps:

1. Identify a staff member to supervise the child.
2. Identified staff member should immediately separate the symptomatic from others in a quiet, safe area until they get picked up.
3. Contact the child's parent/caregiver or alternate contact to pick them right away.
4. Where possible, maintain a distance of 2 metres from the ill child. If this is not possible, the staff member may use a mask if available and tolerated or use a tissue to cover their nose and mouth.
5. Provide the child with tissues, and support as necessary so they can practice respiratory hygiene.
6. Open outside doors and windows to increase air circulation in the area.
7. Avoid touching the child's body fluids. If you do wash your hands.
8. Once the child is picked up wash your hands.
9. Clean and disinfect the space where child was separated, and any areas used by the child. (washroom, common areas)
10. If concerned, contact the local public health unit to seek further advice.

Parents/caregivers must pick up their child promptly once notified that their child is ill.

Staff with Symptoms of Covid-19

If staff develop symptoms at home:

Staff must be excluded from work, stay home and self-isolate until they have been assessed by a health care provider to exclude Covid-19 or other infectious diseases, and their symptoms have been resolved.

If staff develop symptoms at work:

Staff should go home right away where possible.

If unable to leave right away, the symptomatic staff person should:

1. Separate themselves into an area away from others.
2. Maintain a distance of 2 metres from others.
3. Use a tissue or mask to cover their nose and mouth while they wait for a replacement or to be picked up.
4. Remaining staff must clean and disinfect the space where the staff was separated, and any areas used by them. Bathroom, common areas.
5. If concerned, contact the local public health unit to seek further advice.