



## ST.ANN'S CHILDCARE CENTER

33333 Mayfair Avenue, Abbotsford, B.C, V2S 1P4 PH:604-852-5602

### OVERVIEW AND HISTORY

This booklet is an invitation to explore the educational opportunities offered by St. Ann's Daycare centre and to understand the goals, philosophy, programming and policies of the daycare Center. Our Centre is non –sectarian, therefore families of all religious affiliations are invited to enroll their children in our program. Children are admitted regardless of race, creed, color, sex or religion. We offer an Infant/Toddler and a Group Child Care Program, ages 30 months to School Age. St. Ann's Daycare Center opened its door officially in the summer of 2020.

The program is geared to children ages 18 months to 36 months. Since early childhood care and education play an important role in the lives of all family members, in September 2021 we extended the program to include children ages 30 months to school age.

This will provides children with consistent, familiar routines and learning opportunities, and also provides families with the security of knowing their child is comfortable in a safe and nurturing environment. Qualified staff operates the centre under the management and direction of Sr. Suzana Tairo, a member of the Carmelite Missionary Sisters of St. Therese of the Child Jesus.

### PHILOSOPHY

We provide a safe, stimulating and supportive environment, rooted in the Catholic faith, implementing the values of inclusion and acceptance. We nurture the “whole” child in the areas of physical, intellectual, social, emotional and spiritual development, in a cooperative partnership with parents and staff.

### ADMISSION

1. Initial orientation visit to St. Ann's daycare Center by the parents / guardian of the child
2. Parents /guardians Supervision interview

At the interview, Parents / guardians will:

- Review their responsibilities as outlined in the present manual
- Complete a personal information form
- Submit their child's routine, personality, religious and nutritional restrictions as well as any other information related to the child's medical or behavioral conditions
- Together with the supervisor, work out a transition plan for their child in order to facilitate the child's integration.
- A non refundable registration fee of \$ 40.00 is also required and paid at this time. Written notice of permanent withdrawal must be given two weeks in advance. If Notice is not received, full program fee will be charged. A permanent space cannot be guaranteed if a child is temporarily withdrawn. The child will be placed on a waiting list. The Center may terminate services if policies are not followed or fees are not paid.



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### PROGRAM STATEMENT

St. Ann's daycare aspires to guide each child to express his/her uniqueness and learn new things each day in an atmosphere of warmth, security and discovery.

In the context of the Catholic faith, we strive to nurture the creative qualities of all the children in our care allowing them freedom to express their ideas. In a child-centered environment we believe that the children take the lead in their learning while we as educators guide them on their journey.

St. Ann's daycare recognizes all children as curious, competent, capable and rich in potential. Through play, the children have fun while engaging, learning and freely exploring using age and developmentally appropriate tools and materials. Our objectives are to implement a program that enhances the child's sense of belonging, expression, engagement and well-being while being encouraged to practice self-regulation. We believe that the ability of children to self-regulate enables them to interact and engage safely and appropriately with others. This behavior enhances feelings of self worth and enables children to interact positively with each other and develop friendships. We encourage the children to become attentive listeners and to show compassion during social interaction. Daily activities including language and mathematical skills foster intellectual development.

We believe in daily indoor and outdoor play, as well as rest and quiet time. Indoor play includes music and movement activities, parachute games and various fine and gross motor activities. Outdoor play includes climbing, running and play on large equipment, the use of balls, playing games etc. We provide children with sufficient quiet nap / rest time each day. Each child is provided with his/her own bed which is labeled and used solely by that child. Cots and sheets will be sanitized and washed weekly or more frequently if necessary. Parents/ guardians are asked to provide a blanket for their child which will be kept in the daycare and washed weekly as well as an extra set of clothing for emergency purposes.

### STAFF

We recognize that the parents/guardians are the most important people in a child's life. We realize that it is a difficult decision to leave your child in the care of another. We are qualified Early Childhood Educators licensed through the Ministry of Health and Childcare Licensing Regulation and some staff have extra training including Special Needs and Infant and Toddler. All staff members have current first aid certificates, three letters of reference and have had criminal record checks performed. Activities are scheduled throughout the day but, we often follow child-initiated activities to encourage curiosity and the wonderment of life.



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### GOAL

Our goal is to provide high quality full time care for Infant/ Toddler and Group Childcare 30 months to School Age program, Monday through Friday from 7:00am – 6:00pm. While it is important that your child develop the ability to count, color and cut and perform age appropriate skills, our focus is also on helping your child gain confidence in his/ her abilities to create, explore, socialize and have fun while learning.

#### *We believe that children learn best when provided with:*

1. A physical and emotional environment which is secure and healthy,
2. A challenging and age appropriate curriculum which includes choice of activities, free-play and time for sharing thoughts and ideas.
3. Adequate time for investigation and spontaneous learning.
4. Unstructured, open ended art activities stressing the process more than the product.
5. Sensitive direction towards developing the individual child to their fullest potential.
6. Guidance and modeling of positive behavior and attitudes from caring educators.

### POLICIES AND PROCEDURES

#### SEPARATION ANXIETY

While many children are able to enter a childcare facility with little or no complications, this transition can be difficult for some children. Our staff will do everything possible to help the child and the parent/guardian to overcome the anxiety of separation. We strongly encourage you to call or observe your child anytime throughout the day, if you have any concerns. Please do not hesitate to make an appointment to meet with the teachers if you have concerns or would like to develop strategies for working through separation anxiety with your child.

#### GUIDANCE AND DISCIPLINE POLICY

We believe in redirection if a child is struggling with behavior at daycare. We have a "SAFE SPOT" which is a comfy area where they can sit and self direct if they are feeling sad, angry or need a quiet time. This is not a time out but a child-led experience to help the child learn to regulate his or her own feelings.

Because the safety of the children and staff is our first priority, aggressive behavior such as biting or hitting is unacceptable. We redirect, set clear simple limits, and encourage children to problem solve and make appropriate decisions and choices. Positive reinforcement is exercised by staff as children practice appropriate behavior. If a child persists in consistent, inappropriate behavior, parents and staff will work closely together to determine the cause of the negative behavior, in an attempt to provide a solution. In extreme cases however, if a solution cannot be achieved, it may be necessary to terminate the child's attendance at the daycare.



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### **STAFF - VERBAL/ PHYSICAL/EMOTIONAL ABUSE**

We have ZERO tolerance for ANY kind of abuse whether it is Verbal, Physical or Emotional towards any member of our staff ... Swearing at a staff member will not be tolerated and you will be immediately asked to leave the premises and your child's care will be automatically terminated.

Respectful behavior from all parties should be maintained at all times.

### **PROHIBITED PRACTICES**

Child Abuse/Neglect

Prohibited Practices: none of the following practices are to be observed in the program:

- Corporal punishment (which may include but not limited to hitting, spanking, slapping , pinching);
- Physical restraints of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation to prevent self-harm, harm to others and only until risk of harm/ injury is no longer imminent);
- Locking the exits of the childcare centre for confining the area or room without adult supervision, unless such confinement occurs during an emergency
- Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, scare or frighten the child or undermine their self-respect, dignity or self-worth.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding or inflicting any bodily harm on children including making children eat or drink against their will.

### **SUSPECTED CHILD ABUSE POLICY**

If any abuse is suspected to have occurred outside of our Centre, St .Ann's Childcare staff has a duty to report this to the Ministry of Child and Family Development as per childcare licensing regulations, Section 55 (1) (b) 2 (a).

If we have reason to believe a person is picking up a child under the influence of drugs or alcohol we will not release the child and will contact someone on the emergency contact list to come and pick up the child. This incident will also be reported to the Ministry for Children and Families Development.

### **PARENTS REPORTING CONCERNS**

All issues and concerns raised by parents/ guardians are taken seriously by staff members and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parents / or guardians as quickly as possible.

Issues/ concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally or writing upon request. The level of details provided to the parent/ guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/ guardians within five business day(s). The person who raised the issue /concern will kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.



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### **NAP OR QUIET TIME/ CARE AND SUPERVISION POLICY**

St. Ann's Daycare has a scheduled rest time for the group childcare 3-5 years old not exceeding two hours daily. If a child is not sleeping after the first hour or if the parents wish for his/ her child not to sleep, the child will be provided with a quiet activity such as puzzles or books. Infants/ Toddlers sleep or rest according to their needs and own biological schedules. Children requiring nap will lay on their cot with their own blanket, pillow and stuffy from home.

The children who require only "Quiet Time" will either lay on a cot and rest or go to the tables in the activity room to engage in some quiet activities. For children requiring two naps per day, we will adjust our schedule to accommodate this need. During nap time, a teacher will remain present in the Nap Area until all the children are settled or sleeping. When the children have settled in for their nap, the teacher will continue with chores in the classroom while monitoring the children every 15 minutes to ensure the safety of those children who are asleep.

### **SCREEN TIME**

In an effort to limit the amount of screen time for the children in our care, St. Ann's Daycare does not utilize television as a means of education. We will occasionally watch a video or use a lap top computer to play songs for dancing and educational purposes.

### **OUTDOOR PLAY/ ACTIVE PLAY**

We have outdoor play twice daily for a period for one hour or more. In the case of bad weather we use our Parish Center Gym for gross motor exercise. We recognize that outdoor play improves children's health and wellbeing in a multitude of ways. Parents are encouraged to send rubber boots and muddy buddies for their children so that we can all get out and play regardless of the weather. Please make sure your child is dressed appropriately, do not send children in their "good" clothes. Outside activities include, climbing, slides, tricycles, sand box and water table play.

We check and record the outdoor play area for safety and cleanliness before the children play outside. We also record our outdoor play time daily.

### **ARRIVAL AND DEPARTURE PROCEDURES**

Upon arrival, please assist your child's entry into the daycare. The teacher's responsibility begins when you turn your child over to the teacher and ends when you return and sign your child out.

You are required to sign in daily and state any concerns. Please advise us if the person picking up your child is not on your contact list.

Upon pick up, please sign your child out and gather their belongings. If you have any questions or concerns, please feel free to talk to a teacher or call the Centre during business hours.



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There will be a fee for late pick up, if for any reason you pick up your child after 6:00p.m. The late pick up fee is \$1 per minute, to be paid directly to the staff member remaining at the center with your child.

By law, children can be released only to a responsible adult – those listed on the registration form and who can adequately care for the child.

Please do not send siblings under the age of 19 to pick up your child.

Your promptness upon arrival and departure is appreciated by both your child and the teachers. Due to child to teacher ratio, it is important that you pick up at the time specified on your Parent Contract.

We encourage parents to drop off and pick up around the same time daily so that the child has a set routine and knows when their parent is coming. Parents are to call the center by 9am if their child is sick or away.

Only parents, guardians and those on the pick-up list are authorized to pick up children. If someone whose name is not on the pickup list, parents/ guardians are required to authorize and sign a note to allow for this. Daycare staff will ID anyone they are unfamiliar with at the time of pick up. Only in an emergency situation will staff accept authorization from the parent by phone, if an authorized person will be picking up the child

If an unauthorized person arrives to pick up the child, the staff will contact the parent/guardian for approval and identification. If the parent/guardian cannot be reached, the emergency contact provided by the parent/guardian will be contacted for approval and identification.

If a person under the influence of alcohol or drugs arrives to pick up a child, the staff at our Centre will call an alternate person on the registration form. If no contact person can provide a safe way home for the child, the local police will be called.

If the parent/guardian /or alternates do not arrive to pick up a child after a period of two hours and every effort has been made to contact the parent/ guardian or emergency contacts, the staff will call the Ministry for Children and Families

Please contact the daycares if you are going to be late for pick up....IT IS VERY IMPORTANT!



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### **CUSTODY AND COURT ORDERS**

If you have a custody agreement a copy must be given to the daycare staff. Staff cannot deny any parent access to their child unless there is a court document to support this.

Families need to inform staff of all custody and court order changes.

If there is a court order regarding a custody agreement, our Centre will request a copy and it will be attached to the registration form. Only the staff and the licensing officer will be allowed to access the registration form.

### **NUTRITION - LUNCH/SNACKS**

Parents are responsible for sending their child to daycare with a healthy, adequate lunch and snacks. If a child has any food allergies, this will be recorded and posted on the fridge. Staff should be informed of any allergies. St. Ann's Daycare is a NUT FREE facility creating and maintaining a safe environment for children with food allergies. No products that contain peanuts, nuts of any kind or any nut by-products will be served to children at our facility. Any products or items that contain the label "may contain nuts" **are not to be brought into the daycare.**

Healthy snacks include fruit, vegetables, cheese, crackers and yogurt. No pop, chocolate bars or sugary candy is allowed in our center. We will always offer all the items from the Canada Food Guide before any other food item. No food will be provided by staff. On special days like birthdays or party days we will sometimes have treats brought in by staff or parents.

If staff is concerned about the nutritional value of the food sent, they will talk with the parent. Parents are more than welcome to bring their child's own breakfast to the daycare when dropping their child off in the morning.

### **CLOTHING**

Please dress your child in clothing suitable for play and according to weather conditions. At our Centre we offer many opportunities for hands-on activities, some of these may be messy. Your child should be dressed in comfortable, washable clothes. "Good clothes" and "Dressy shoes" should stay at home. Again, our Centre is NOT responsible for lost or stolen items. Please make sure all items you bring to our Centre are clearly labeled with your child's name. This includes lunch kits, food containers, back packs, clothes and water bottles.

### **ADMINISTERING MEDICATION POLICY**

Parents are required to:

1. Complete a Medication Administration form available in the Dayccare Centre (ask the educator), outlining storage, dosages and times medication is to be given. Medication must be given to a staff member who will ensure it is locked and kept safely out of reach of the children
2. Medication must be in the original container, clearly labeled with the child's name, name of the drug, date of purchase, instructions for storage and administration. A measuring spoon/cup/syringe suitable for dispensing medication, labeled with the child's name, should also be provided.



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3. If your child requires medication on a regular basis for a chronic health conditions please ensure that a doctor's letter outlining this requirement is provided.

### **ANAPHYLAXIS EMERGENCY PROCEDURE**

#### **(Responsibility of parents and/ or guardian)**

All parents / guardians shall respect St. Ann's Daycare Centre's Anaphylaxis policy and the center's commitment to providing a safe and healthy environment for all children. When a child has a life threatening allergy to insects, peanuts/nuts and other food, or other allergies, the parent/ or guardian shall:

- Advise the Childcare Center immediately upon registration of an anaphylactic allergy.
- Prior to or immediately after registration, provide the Daycare Center with a completed copy of medical forms and the individual Plan which includes a photograph, description of the child's allergy, emergency procedure, contact information and the consent to administer medication
- Parent will train/demonstrate to the staff, student/volunteer how to use / administer the EPIPEN
- Parent will sign a consent form allowing the staff to train /demonstrate to a practicum student the use of the EPIPEN
- Ensure all medical information and contact information is kept current and updated and that staff of the center is informed of any changes to the child's medical condition, treatment or contact information.
- Ensure your child's physician signs the Individual Emergency Plan
- Provide consent form to post the Individual Emergency Plan for each child with anaphylaxis in his /her classroom (either on the cupboard door, on the wall / and or kitchen.

***Epipens will be easily accessed by the staff all the times. Epipens must be clearly labeled with the child's name.***

Please be sure to notify our staff of any medication that a child is being given outside of our Centre's hours. This helps staff recognize any possible side effects and is most important if a child must be taken to the emergency.

All relevant medical and health information must be submitted to ensure the needs of the child are met and maintained.

### **GUIDELINES TO FOLLOW IF YOUR CHILD IS SICK**

Determining when a child is well enough to attend our Centre can be a difficult decision for parents/guardians. The following guidelines have been drawn up with the interest of all the children in mind.

The parent/guardian should keep their child at home when the child is experiencing (or has had in the last 24 hours) or is developing any of the following:

- Fever of 100 degrees orally, 99 degrees under the arm.
- Pain – any complaints of unexpected or undiagnosed pain.
- Acute cold with fever, runny nose with yellow or green mucus, watery eyes or coughing
- Sore throat or trouble swallowing





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- Breathing difficulties, wheezing or persistent cough
- Infected skin or an undiagnosed rash - your child will be sent home if there is an unexplained rash present
- Headache or stiff neck
- Diarrhea, Nausea or Vomiting

### **Child may return to our Centre when:**

- Fever has stayed below 100 degrees orally or 99 degrees under the arm for 24 hours without medication.
- If antibiotics have been prescribed, the child must be on it for 24 hrs before returning.
- Child has had at least one normal bowel movement after a bout of diarrhea.
- Child has been examined by a doctor and is medically cleared (pink eye, scabies) such conditions may require a doctor's note to verify the child is no longer contagious.
- Cold symptoms have subsided (nose is running clear)
- 24 hours has passed since the last bout of nausea or vomiting.

Your child's immunization record should be kept up to date and a copy must be submitted for our records upon registration. It is important for the staff to know who is immunized especially in the case of any contagious diseases. Staff will contact families who choose not to immunize their children in the event of a serious contagious illness.

### **ARRANGEMENTS FOR SICK CHILDREN TO BE PICKED UP**

If a child becomes sick while at daycare a parent will be called to come pick up as soon as possible and the child will lie on a cot until a parent arrives.

If the parent/guardian cannot be reached, the emergency contact will be notified and required to pick up the sick child. Please notify our Centre immediately if your child has a communicable disease or any parasite related condition. When this happens families will be notified (no names will be mentioned) and provided with relevant information which will be posted on the parent/guardian board.

### **TOYS FROM HOME / PERSONAL BELONGINGS**

Children's toys should remain at home. If your child has a special blanket or stuffed friend they are welcome to bring them. If under special circumstances a toy is allowed to be brought from home, it needs to be shared with all friends or else it will be put away until pick up time. No video/electronic games are allowed. We are not responsible for any lost or broken toys that a child may bring to daycare.

Books and activities supporting the current teaching theme are more than welcome.

### **EMERGENCY MANAGEMENT POLICY**

St. Ann's Childcare practices Fire and Earthquake drills. (Earthquake - practiced twice a year and Fire Drills are practiced monthly).



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### PROCEDURES:

#### Roles and responsibilities of staff during an emergency

- One staff member collects the Emergency Backpack, the attendance and proceeds to line the children up in the hallway
- Another staff member closes all windows and doors, scans the room for anyone who may be left behind and proceeds to help the other staff member bring the children to the safe location outdoors. Once here the children are asked to sit while the staff member does a headcount. Staff remains on both sides of the seated children and attend to any needs.
- **A third staff member ensures again that no one is left behind and calls Emergency services.**

We have emergency containers filled with the necessary supplies, ready to go if there is a need to evacuate. A First Aid Kit, non-perishable food items and bottled water are stored outside our class room, close to the door for easy access. Please discuss the safe emergency location with the manager or a staff member if you are unsure of it.

For Earthquake drills we teach the children how to take cover under tables away from windows, and follow the emergency procedures posted in our classroom. You have received a wallet size Emergency contact card with an out of town contact number in case local phones are down. If our childcare is unsafe due to structural damage, please note the following location for your child's safe zone. The Emergency Relocation/Safe Zone is located at:

**Carmelite Missionary Sisters Convent  
2108 Ware Street, Abbotsford, V2S 3C5 BC**

### INSURANCE

Our liability insurance covers the children only when they are in our Centre, not on the way to or from our Centre.

### REPORTABLE INCIDENTS POLICY

If your child is injured while in the care of our Centre, the incident will be recorded in an incident book. If your child requires medical attention the day of or days after the incident, a Reportable Incident form must be completed by the staff at our Centre and filed with licensing. Please let our Centre know if you have to seek medical attention after the actual incident to enable our staff to file the report accordingly.



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### **PRACTICUM STUDENTS**

Sometimes you may see an unfamiliar face in our childcare centre. We take in students from local universities and colleges who are learning to be ECE workers.

All practicum students will have a criminal record check. The children will not be left alone with the practicum student who is there to work beside our staff and learn about Early Childhood Education

### **METHOD OF PAYMENT (Payment and Collection of Fees)**

Fees are due on the 1st of each month. A late fee is charged for overdue fees as stated in the parent contract. If you are leaving St. Ann's Daycare Centre 30 days written notice is needed. Fees are non refundable.

Returned cheques will be charged a bank fee and payment for that month will be accepted in cash only.

At the time of registration there is a non- refundable fee of \$40.00 per child and \$ 30.00 for each additional child.

Cheques should be payable to St. Ann's Childcare Centre.

A Government Subsidy is available to parents/guardians who qualify. It is your responsibility to apply for the subsidy and to ensure authorizations are submitted.

### **WITHDRAWAL & RECEIPTS**

Monthly fees guarantee your child's place in our Centre; therefore, no refunds can be made for time missed. If the child is withdrawn after the first of the month, full month fees will apply. All families will get a tax receipt by February 15th of each year.

### **CHILD CARE SUBSIDY POLICY**

Any parent/guardian qualifying for childcare subsidy must have full approval in place prior to attendance. Any fees not covered by subsidy are your responsibility and are payable on the first of each month in advance. Proof of qualification must be presented to us prior to registration. If your authorization or renewal is late, a full month's fee must be paid on the 1st until authorization is at the daycare office.

### **SNOW DAYS/POWER OUTAGES**

If a heavy snow fall happens, our Child Care Centre will follow the local School Districts snow day closure. Please listen to CKNW, watch Global TV or contact your local School website for closure information.

If the power is out upon arrival of a staff member, BC Hydro will be contacted to find out if and when the power would be coming back on. If it is longer than 1 hour, the daycare will close for the day. If the power goes out during the daycare day, we will again contact BC Hydro to find out if the power outage will be longer than 1 hour. If so, we will start contacting parents/guardians to pick up their child.

\*\*\*Please note\*\* There are NO refunds for Snow Days or Power Outages as staff will still be paid.



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### COMMUNICATION

St. Ann's Daycare has an open communication policy between parents and staff. We can work more effectively with your child by maintaining open, ongoing communication with you. Arrangements can be made to communicate with us on an individual basis whenever a need arises.

Please let us know if there are any unusual stresses or changes in your child's life or if their behavior concerns you. This allows us to maintain a consistent supportive approach to your child's needs

Newsletters and calendars communicate the activities happening at our centre relating to themes and special events. Please see the parent/guardian board outside our centre door. Please check the parent/guardian bulletin board on a regular basis. Here you will find information regarding current community events of interest to parents/guardians and children as well as information on any communicable diseases reported within our Centre.

### CONFLICT RESOLUTION

If you have questions concerning a decision or action of a teacher, you should first go to that teacher for clarification.

If, after meeting with the teacher, you are still dissatisfied, you should speak to the manager. If there is no resolution, the manager will then contact the Director.

### PARENTS RULES AND RESPONSIBILITIES

Changes in vital information pertaining to your child/ family situation

It is imperative that home and business addresses, telephone numbers and the emergency data be kept up-to-date in our files. In the case of an accident or illness, center closure in winter due to weather condition etc., it may be necessary to contact the parents /guardians of a child at home or at work. The following changes of information should be reported to the center immediately:

- Change of home address and telephone number
- Change of work address and business telephone number for mother and father
- Change of emergency contact and telephone number in case of emergency (in case the parents cannot be reached).
- Change of medical status, doctor's address, telephone number and update of immunization record.

### PARENTS/ GUARDIANS ARE RESPONSIBLE FOR:

- Adhering to all center regulations
- Displaying courteous and constructive attitude towards staff
- Updating personal information of the child (phone numbers, addresses or any other changes)
- A daily morning health check of their child
- Dressing their child in appropriate clothing for indoor activities and also providing a change of clothes in case of an emergency.
- Removing any soiled clothes, artwork and other personal belongings of the child from the cubicle.



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- Providing indoor shoes/ slippers for the child
- Providing diapers, wipes and cream if required
- Making sure child does not bring any valuable items and toys
- Participating constructively in their child's toileting training.

St. Ann's childcare Center is open from Monday to Friday 7:00am to 6:00p.m, throughout the year except for the following holidays STATUTORY AND HOLIDAY CLOSURE

Christmas Day	Family Day	BC Day
Boxing Day	Good Friday	Labor Day
New Year's Day	Easter Monday	September 30 - National Day for Truth and Reconciliation
	Victoria Day	Thanksgiving Day
	Canada Day	Remembrance Day

The childcare closes for vacation during the 2<sup>nd</sup> and 3<sup>rd</sup> weeks of July every year. We will not be charging fees during these two weeks. In the case of a child's prolonged absence from the centre, we require that the regular monthly fee will be paid in full. This will ensure that upon re-entry into the program the child has a spot reserved for him or her. There is no reduction in fees for a short week due to a statutory holiday.