

Parent Handbook

Springridge Early Childhood Centre

September 2022

1222 Gladstone Avenue

Victoria, B.C.

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Welcome

Welcome to the Springridge Early Childhood Centre. Springridge is non-profit childcare centre, started on October 2nd 1982. We are committed to having an open line of communication with you to discuss special concerns, program changes, your child's progress and our policies regarding discipline, play, and routines. This manual has been prepared to give you information about how we will care for your child. Please ask questions to help provide a wholesome environment for your child; your input is necessary and welcome.

Please read this manual carefully before signing the parent agreement form.

During the Covid-19 pandemic, please note there are revisions to some of the policies and protocols outlined in this manual, including a revised illness policy. As of April 2022, Springridge will no longer maintain a separate COVID Operating Policy, but will continue to follow the [Public Health Guidance for Childcare Settings](#) as directed by BCCDC. All other additional guidance is included in this Parent Manual. Please see the Sick Policy section.

Note re: international travel. Parents are expected to follow federal requirements regarding Returning to Canada. As of April 10, 2022, this includes a requirement that not fully vaccinated travelers, including children wear a well-constructed, well-fitting mask in public settings, including in childcare.

For more information: [COVID-19: Requirements for fully vaccinated travellers and unvaccinated children less than 12 years of age - Canada.ca](#), [Travel to Canada: Requirements for COVID-19 vaccinated travellers](#).



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Springridge vision, goals and philosophy

The following vision and goals have been identified for the centre.

Vision

Springridge's vision is a centre that provides high quality, affordable and inclusive childcare that nurtures children's cognitive, emotional, social and physical development in a safe environment.

Goals

1. A childcare program that supports the emotional, social, cognitive and physical development of the children.
2. A safe, accessible and healthy physical environment.
3. Highly skilled, motivated and dedicated staff who contribute to a secure childcare environment.
4. A daycare centre that is financially viable and sustainable.
5. A board that provides effective leadership and decision making regarding childcare programming, financial and human resource issues.

Statement of Philosophy

1. We are committed to providing a warm, nurturing environment where children feel safe to trust, learn and gain independence
2. We believe that children are entitled to opportunities that support their emotional, social, creative, cognitive, physical, and language growth.
3. We strongly believe in the importance and value of play as a medium through which children learn through a variety of concrete, hands-on sensory experiences.
4. The individual uniqueness of each child is recognized and valued so that each child may develop at his/her own level.
5. We believe staff should be well-trained and knowledgeable and that positive guidance techniques will be employed at all times.
6. Cultural differences are respected and supported.
7. We value strong, positive relationships with parents and strive to keep lines of communication open.

Parent Involvement

As a parent/guardian of a child at Springridge you are a member of the Springridge Early Childhood Centre Society. One of the strengths of the centre is the active involvement of its parent members.



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Being that Springridge is a non-profit centre, we require assistance from our families to continue making it the best place it can be. Participation in work parties, board meetings and assisting where help is needed is now a requirement of all families. Your interest and support add the 'home-away-from-home' feeling we strive to create at Springridge.

It is a requirement that all families that join Springridge volunteer a **minimum of four (4)** hours per child per year.

The Director will keep track of your family's volunteer time on a complete parent list at the centre. Below are a number of items that you are invited to help out with:

- Attend a work party
- Help complete jobs on the 'job board' (this is a white board located just inside of the main entrance)
- Participate in board meetings either as a member of the core board or of a sub-committee
- Assist with fundraising activities

Work parties

We will have three work parties per year. Two will take place on weekends (one Saturday/ one Sunday) and one will be during the workweek in the evening. This will give you the option of choosing which will work best with your family's schedule.

Job board

It is understood that scheduling conflicts may sometimes be an issue when it comes to scheduled work parties or meetings. The 'job board' offers tasks that can be done on your own time. Staff will put jobs on the board that they require help with, such as putting a desk together, hanging shelves, etc.

Board meetings

The board meets once a month. All families are invited to these meetings.

Fundraising

As a non-profit daycare, we rely on fundraising for some of our revenue. From bake sales to garage sales, we need extra hands to help us achieve fundraising goals. Perhaps you have a fundraising idea that you would like to lead for us. All ideas and input help.



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Registration and Attendance Policies

Springridge Early Childhood Education Centre maintains a waiting list for each group of children. If your child is removed from the program, their spot will be given to someone on the waitlist. If you choose to return your child to our centre, they will be added back onto the waitlist following the waitlist protocol. For example, if you are a teacher and are off for the summer months and want to keep your child out with you, you will be required to pay for your child's daycare spot if you plan on coming back in September. If you leave for the summer months and do not pay for the spot, your child will go to the back of the waitlist.

We require all individuals come and visit the centre before filling out a waitlist application. If after your tour, you are happy with the centre and believe this will be the right fit for you and your child then you can fill out the application form. There is a non-refundable \$20 fee to fill out an application. There is a waitlist application process that must be followed- please see the Director for the copy of the Centre's waitlist policy.

Registration

Parents must visit the centre before making an application for enrolment. During the visit the Director will meet with the parent. Parents will be provided with a parent handbook once they have decided to sign a contract with Springridge Early Childhood Centre. Parents sign a contract between themselves and the centre indicating that they have read the handbook and will abide by the centre's policies. Registration forms including health care records must be turned in prior to the child's first day.

Arrival and Departure

All children are in attendance by 9:30am each day.

This allows them to participate in all program activities planned. A child arriving late can find it very frustrating to miss free play and late arrivals are very disruptive to the program. If your child must be late due to doctor's /dentist's appointments or an emergency, please phone and discuss it with the Director before bringing your child to the centre.

A late arrival, without prior approval from the Director, will result in the child not being able to attend the centre on that day. You will be sent home.

Parents must sign the child in and out of the centre, including the time of arrival and departure. Please make your presence known to a staff member when dropping off or picking up your child.



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We require written authorization for any person picking up a child on a regular basis. If someone else picks up a child other than those listed on the registration form, we require written authorization and the parents must notify the centre prior to pick up time.

Late pick up

Springridge closes at 5:30 p.m. Parents must be at the centre no later than 5:25 p.m. to allow for transition. We require that a parent telephone if they are running late. We also require that a late charge of \$20.00 for the first 10 minutes (or portion of 10 minutes) after 5:30 and \$10 for every 10 minutes (or portion of 10 minutes) after 5:40 be paid.

- 5:30-5:40 p.m.- \$20.00
- 5:40-5:50 p.m.- \$30.00
- 5:50-6:00 p.m.- \$40.00

****NOTE**** If a parent is not at the centre by 6:00 p.m. and has not telephoned to explain the delay, and none of the authorized emergency pick-up persons can be contacted, staff are required to contact the Ministry of Children and Family Development (MCFD).

The policy will be enforced as follows:

- 1st Late -Warning will be issued
- 2nd Late- Late book will be signed and payment of late fee is due and payable immediately.
- 3rd Late- Late book will be signed; payment of late fee is due and payable immediately. A warning letter will be issued by the Director.
- 4th Late- If occurs within a six month time period of the last occurrence, the issue will be brought to the attention of the board and a possible fine up to a maximum of \$75 may be imposed. A final warning letter will be issued.
- 5th Late- Forfeiture of child's spot.

Duration of Stay- 9 Hour policy

Springridge opens at 7:45 a.m. and closes at 5:30 p.m. each Monday through Friday. While the centre is open for almost ten (10) hours each day, it is the policy at Springridge that parents limit the stay of their children to maximum of a nine (9) hour block of time. Thus children dropped off at 7:45 a.m. should be picked up by 4:45 p.m. Due to required staff ratios, it is strongly recommended that parents whose work or school obligations allow them to pick up their child before 4:45 p.m. do so.

Ten hours is a long time for any child to be at the centre; toddlers especially find it very tiring. It is out of concern for the children that this policy has been adopted. Employment situations may make this nine hour day impossible for some parents; they should discuss this matter with the Director.



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Notice of Withdrawal

Parents agree to give two months' notice, in writing, or the equivalent months fee in lieu of adequate notice, when withdrawing a child. Notice must be given by the last day of the month two months prior to withdrawal (e.g. April 30th for June 30th end date).

Legal Custody

When a court order exists regarding visitation rights of a non-custodial parent, the information is recorded on the child's registration form and the non-custodial parent may only pick up the child from the centre according to that legal agreement. For the police to help enforce a court order we require a photocopy of the order in our files. Any other arrangements for pick up must be entered on the registration form by the custodial parent.

Statutory Holidays

Springridge observes the following statutory holidays and will be closed*:

- New Years Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day
- Family Day

**Note that if the statutory holiday falls on a weekend, the Centre is closed for the work day closest to the holiday.*

The Centre is closed from Christmas Eve day and the whole week between Christmas and New Year's Day.

Professional Development

Springridge Daycare will be closed for three (3) non-consecutive days each year for staff to attend a workshop or invite outside resources, such as a professional from the community, into the daycare to conduct a course/seminar. All families will be given a minimum of three (3) months' notice of this closure date.



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Fees and Related Policies

Fee Deposit

Parents must reserve their space with a deposit of \$75 within two weeks of notification of enrolment. This deposit is applied to the first month's fee and is non-refundable. Fees are due and payable at the first of each month. The current fee schedule is posted in the Director's office.

One of the following is required before attendance:

- The first month's fee in advance AND 6-12 months of post-dated cheques, or
- A subsidy authorization (or confirmation of) with payment of parent's portion.

NSF Cheques

There is a \$50 first time charge for NSF cheques. Parents that have cheques returned from the bank will be required to pay this NSF fee with money drafts only, as well as provide a money draft immediately for the outstanding fees. After the first NSF, subsequent NSF charges will be \$100.

Fee Schedule

Parent's fees are due on the first of each month; if payment is not received your child may not return to the centre until fees are paid in full. Parents will have until the first of the following month to pay or your child's space will be forfeited. *Parents are **required** to submit post-dated cheques for a six to twelve month period; cash is not accepted. Please make cheques out to "Springridge Early Childhood Centre Society" or ask for the stamp from the Director.*

Full payment is required for each month the child is registered in the centre and in no order to maintain the child's space; full fees must be paid, including vacations, sick days or any other absences.

***Fees are subject to change and a minimum of two months' notice of fee changes will be provided.**

Subsidy

A parent may apply to the Child Care Subsidy department to determine his/her eligibility for assistance. A government subsidy is available to parents depending on financial circumstances. This subsidy may pay part of the day care fees. The parent is responsible for acquiring any subsidies and the parent must pay the daycare any portion of the fees that are not covered by the subsidy.

Receipts

Yearly receipts will be issued for income tax purposes upon request by the Director.



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Termination of Services

The board for the daycare has the right and responsibility to terminate services to an enrolled family if;

- The family does not abide by the expectations set out in the parent/caregiver handbook.
- Fees are not paid.
- A family is physically or mentally harassing/abusive toward staff, other parents, or a child at the daycare.
- A child constitutes a serious management problem. Every effort will be made to meet the individual child's needs. The Director will meet with parents to problem solve. However, when staff have determined that a particular child's behaviour is so consistently and severely disruptive or physically threatening to staff and other children and/or this behaviour affects staff's ability to run the program the family will be required to withdraw the child. For more information on this please see the behavioural policy.

Termination only occurs when all efforts have been made to resolve the difficulties with the family. A written notice will be given along with specific reasons for termination.

Staffing & Licensing

Springridge is a 'Licensed child care facility'. This means we follow the guidelines set out by Child Care Licensing standards. Our License is located in the main room of the centre.

Staff at Springridge are fully qualified Early Childhood Educators (ECEs)/ ECE Assistants as specified by the Child Care Licensing regulations. All staff continue their professional development by taking courses and by attending workshops and conferences. All staff employed at Springridge have the following:

- Criminal Record Check (updated every 5 years)
- Doctor note to say they are physically and mentally able to care for children
- First Aid
- Reference checks and resumes of experience

The staff are sometimes assisted by volunteers or Early Childhood Education/Child and Youth Care students who are doing practicum placements at Springridge.

All staff, students, and volunteers must undergo a criminal record check. All staff Licenses are located in the Directors office on the wall for reference.



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Staffing Ratios

Toddler group (18-32 months): 8 children to 2 staff members

3-5 group (32 months- 5 Years): 21 children to 3 staff members

At Springridge we go above the licensing requirements for child to staff ratio. Springridge has six staff members (one extra who is not included in the above ratio). This extra staff member allows for extra help in both programs. This also allows us to have an 'extra' pair of hands during transitions and outside excursions.

Programming & Curriculum

Springridge offers both a toddler and a 3-5/preschool program. The programs are separated by floors, with the toddler program upstairs and the preschool program on the ground floor.

Children in attendance at Springridge must be able to be a part of all aspects of the program which includes outside time. Children are scheduled to play outside twice daily. At Springridge we are big believers in the importance of play and exploration outside.

Physical Environment

Each area at the centre is organized to provide a safe, secure physical environment that promotes children's exploration and learning through a variety of activities.

- The upstairs toddlers' space and the downstairs preschool space is organized to encourage a variety of activities, including age appropriate toys, books, play materials and art supplies.
- Each child has his/her own space to store personal belongings and clothing.
- The outdoor space has a variety of surfaces: concrete, sand, rubber and a variety of equipment for active and quiet activity. The outdoor space is fenced.
- Springridge has a gross motor activity room separate from the main house, equipped with an indoor climber, mats, reading corner and many other toys which are different from the main building.

Daily Program Plans

The daily schedule provides a balance of quiet and active experiences, indoor and outdoor activity, individual and group activities. Activities are a mixture of child-directed and adult-directed activity. Care routines are an integral part of the daily schedule.

Staff members are responsible for planning, implementing and reviewing daily activities and experiences.

Out Trips/Field Trips and road safety



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The staff and children will use crosswalks when crossing the street. Staff make sure there are no cars coming both ways and cross when safe to do so. Staff use this opportunity to have the children also aware of being road safe. Looking both ways, making sure there are no cars coming, making room for other people walking by and always holding hands. If there is not a crosswalk the group will walk to the crossroad to safely walk across.

When staff leave the centre, safety backpack is always taken and one phone. Staff are to make sure to have all emergency cards and required medication (ex.epi pens) with them at all times. Backpacks include first aid kit, change of clothes, wipes, emergency cards and water.

Staff go through expectations and safety rules with the children before leaving the centre. One staff will be at the front and back of walking group (depending on the number of children). Staff will be in ratio when taking a group of children on an out trip at all times. If the children are going to a certain area to play staff check for hazard's and items before the children are to play.

Rest/Nap time

Rest time is provided every afternoon for all the children. Children may sleep or rest quietly on their mat. After 45 minutes of rest, children may rise and find a quiet activity, art activity, or go outside to play.

Rest time is an important part of child development especially in a daycare environment so when a child falls asleep it shows the educators he/she is tired. Because of this staff will not wake children up but at 2:15 blinds are opened, music changes, play has started and children are able to wake naturally.

Active Play and Screen Time policy

Springridge recognizes the importance of physical activity for young children. Implementation of appropriate physical activity practices supports the health and development of children in care, as well as assists with positive lifestyle habits for the future.

The purpose of this policy is to ensure that children in care are supported and encouraged to engage in active play, develop fundamental movement skills and to have **no screen time**. Our centre encourages all children to be involved in a variety of daily physical activity opportunities that are age appropriate and fun.

Daily Outdoor Play

All children are provided with at least 60-90 minutes of daily active play opportunities 2-3 times a day.

If weather limits outdoor time, indoor active playtime is increased so the total amount of active play times remains the same.



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A variety of play materials are provided (both indoors and outdoors) that promote physical activity.

Appropriate Dress for Active Play

Please bring your child ready to play and have fun each day. Your child will participate in both indoor and outdoor play. Therefore, play clothes and shoes that can get dirty and allow for free and safe movement are most appropriate. We expect parents to provide children clothing for safe and active outdoor play for all seasons. Washable clothing, which permits freedom of movement, is recommended. Long skirts, frilly clothing or clothing which is too large may restrict movement or become caught in the equipment while playing, causing an accident. Please keep in mind that certain clothing such as overalls makes it extremely difficult for our older children to go to the bathroom. **If you are sending your child in overalls please ensure they can undo the buttons themselves.** Non-slip/ appropriate footwear that fit well is recommended. Flip flops are discouraged for children at Springridge.

It is our expectation that children will go outside every day.

If your child is learning to use the toilet please send them in pants that are easy for them to pull up and down themselves. Jogging pants are best!

Role of Staff in Active Play

Staff encourage children to be physically active at appropriate times and provide materials to facilitate this. They plan, implement and model active play throughout the day.

Skill Development Activities

Physical: Gross Motor

Running, jumping, climbing, hopping, ball play, balance beam, creative movement, blocks/construction, riding toys, bicycles, skipping, galloping, circle games.

Physical: Fine Motor

Cutting, pasting, painting, puzzles, stringing pouring, play dough, dressing, colouring/ markers, printing pencil skills, peg work, manipulative games, scooping, sorting.

Math Concepts

Pegs, geometric solids, sets, time, measurement, thinking activities, matching and sequencing.

Intellectual: Language

Storytelling, flannel boards, puppets, board games, classification, rhyming, matching, sequencing, phonics, letter recognition, reading readiness, printing skills (older children)



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Intellectual: Sensorial

Shape activities, size activities, smelling and tasting activities, blindfold games, messy art activities, baking, water/sand/foam play.

Intellectual: Problem Solving

Science activities, board games, "what if" questions, "what can we do" questions, books.

Social

Block construction area, dramatic play area, creative movement, free choices, group times, outside play, housekeeping, sharing opportunities, music, sand and water play, snack time, stories, discussions.

Emotional

Group times, story times, free choices, sand/water play, outside play, creative movement, dramatic play, art activities, clay and play dough.

Guiding Behavior and Learning

Promoting co-operation

Staff members provide opportunities for children to take part in activities that require helping, taking turns and talking to solve problems.

Encouraging Autonomy

Staff members support children's independence in daily routines and activities such as toileting, eating, picking up toys, washing tables, and dressing. Children are encouraged to solve problems by thinking about alternatives. Staff involvement varies according to the developmental level of the child.

Setting Limits

The childcare environment and daily program define many of the limits and expectations for children's behavior. Staff try to anticipate problems and may be able to intervene before problems occur.

Intervening Techniques

When it is necessary to intervene, some of our techniques are:

- Reminding the child of the limits
- Distracting or diverting when appropriate
- Acknowledging feeling before setting limits
- Modeling problem-solving skills
- Offering appropriate choices



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- Using natural and logical consequences
- Redirecting
- Limiting use of equipment
- Clarifying that the child understands through a listening paradigm
- Sitting and watching
- Coaching and cueing

Celebration of Holidays & Birthdays

Birthdays are a special time for children. If it is your child's birthday, you have the option to supply the centre with muffins or treats of some kind.

Easter involves an Easter egg hunt provided by the daycare.

Valentine's Day is celebrated sometimes with special snacks.

Halloween consists of a party, games, and dressing up if your child wishes. **No masks or candy please.**

No toys from home

We understand that the children may love to show the other children their precious items from home. Springridge is fully equipped with many different types of toys for your children's enjoyment and we ask that your child's toys stay at home. Springridge has an excellent selection of materials and toys for children's play. Often toys from home get lost or are difficult to share.

Nutrition

Parents are responsible for providing children with a lunch and two snacks. The morning snack should be a piece of fruit or vegetable or another healthy alternative (such as cheese or whole grains) that the staff will cut up and share among the children. The afternoon snack should be a non-perishable item such as crackers, nuts, and granola bars etc. Candy, gum, overly sweet deserts and pop are not allowed. **Any food item with chocolate (such as cookies) will be offered at afternoon snack.**

"Food" ideas and nutrition tips are available from a staff member.

Throughout the day water is available for the children as needed. At all times during drinking and eating, children are required to be seated and not engaged in any play activity. This is to ensure safety (choking etc.) and to promote appropriate eating/drinking habits.



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In the event of a “rushed” morning, parents/guardians are welcome to bring the child’s breakfast food to the centre to allow the child to eat breakfast at the daycare. Breakfast is a very important meal that no child should miss.

Part of the program activities at Springridge includes cooking and baking. Children enjoy this activity; it also provides an opportunity for learning about math concepts, measures, science, cooperation and nutrition. Staff engaged in cooking activities will ensure that all children have washed hands prior to handling foods. Staff will check that all ingredients are nutritious and allergy free for children in the centre.

Toileting and Diapering

Toddler Group (under 3’s)

Parents are responsible for supplying the centre with diapers and checking that their child’s diaper supply is adequate. Diapers may be either cloth or disposable. Cloth diapers are rinsed out and put into a plastic bag or an appropriate reusable wet bag supplied by the parents, to be taken home for cleaning at the end of each day. Child and adult will wash their hands after a diaper change. Changing tables are disinfected after each use; a spray is located for this purpose.

The bathroom floor, sink and toilets are cleaned and sanitized twice daily.

Toilet training is encouraged when the child is settled and comfortable in the centre. Parents and staff will agree to begin toilet training when they feel the child is ready. Children will be offered frequent opportunities for toileting, particularly before and after meals and rest time. The staff endeavor to make diapering and toileting as comfortable and pleasant as possible for the child. Children’s diapers are checked approximately every two hours or more.

Diapering and toileting differ with individual children. Procedures for toilet training are:

- The child will be taken to the toilet at frequent intervals.
- Children are not forced to sit on the toilet and can sit as long as he/she likes.
- Normal diapering will continue until the child is ready to wear underwear.

Diapering/toileting in the 3-5 program



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Children are not required to be toilet trained to enter into our 3-5 program. We work with the families for toilet training to allow for success for the child. Please provide your child with lots of extra changes of clothes during this time.

Health and Safety Policies

Springridge is a smoke-free environment; please no smoking at or near the daycare.

Hygiene

Hand washing procedures- children and staff wash hands regularly before handling food and after bathroom procedures. Hand washing is the most effective way to prevent colds and some communicable diseases. Tooth brushing is encouraged after lunch each day. Children should bring a labeled toothbrush. We are currently using 'gentle earth' cleaning products for disinfecting and washing tables/surfaces. We also use a product called 'Oxivir Tb'.

Sleeping cots are washed once a week. Sheets and blankets are washed every week. Dress up clothes/ blankets and sleep toys are washed every week.

Allergies

Please inform the staff of any allergies your child(ren) may have. This information will be posted in the eating/cooking area. Staff will note if a child has a reaction to any foods, insect bites, or plants, and inform the parents. Parents must fill out an 'Allergy Care Plan' provided by the Director before the child starts at the centre.

Medication

A child must be on the medication 24 hours prior to attending daycare in case of a negative reaction. If a child requires medication prescribed by a doctor, it can be administered by the staff. The medication must be in the original container, clearly labeled with the child's name. It will not be given if old or expired. Please provide medication with instructions to a staff member. The instructions should include:

- Name of Child,
- Name of Medication,
- Dosage, and
- Time the medication should be given.

Staff will take the medication and lock it up. You are required to fill out a medication form, provided by the staff, before any medication will be administered to your child.



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Long Hair

If your child has long hair please have it tied back in a ponytail or braid each day. If they have long bangs we ask that they are pulled away from their face so they can see properly.

Illness

COVID note: If a child is experiencing symptoms consistent with COVID-19 it is expected that parents perform a Rapid Antigen Test (RAT) on their child before returning them to care at Springridge. RAT tests are not approved for use with children under 2.

If the child tests positive, follow the guidance of BCCDC found here: [Self-Isolation and Self-Monitoring \(bccdc.ca\)](https://www.bccdc.ca). As of April 10, 2022, children who test positive are required to self-isolate at home for 5 days **AND** no longer have a fever **AND** have improved symptoms before returning to care. There is no need to re-test after the self-isolation period ends before returning to care (you can test positive after you are no longer infectious).

When children are ill they require a more relaxed atmosphere and individual attention, which the daycare centre cannot provide because of staff/child ratio and a very busy environment. When sick children arrive at the centre they are exposing other children and staff to their illness and make it difficult to provide a healthy environment. Please keep your child at home if they have any of the symptoms below. These guidelines are intended to minimize the health risks associated with caring for children in a group setting. It's important and children, caregivers and parents benefit.

Springridge follows conditions for children to be considered for exclusion from the Centre as recommended by the Vancouver Island Health Authority for group care facilities.

Routine communicable diseases (eg cold, flu, cough, etc), children can return to care when all three conditions are met:

1. At least 2 days have passed since the child's symptoms started.
2. Fever has resolved without the use of fever-reducing medication, such as acetaminophen.
3. Symptoms have subsided.

For the following, additional conditions apply:

Vomiting and Diarrhea- Both are symptoms that may indicate a bacterial or viral infection, which is very easily passed from one child to another.



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- Diarrhea (twice in one day) - Children should not be at the centre and can return when they have had one normal bowel movement.
- Vomiting- Children must be away 48 hours without vomiting to ensure that they are not contagious.

- **Antibiotic treatment-** Children receiving antibiotics may not return to the centre for at least 24 hours after beginning treatment.
- **Undiagnosed skin infection, rash, eye or ear discharge-** The child may return after seeing a physician and providing a doctor's note clearing the child's health. If the rash develops while the child is in care at Springridge, you will be notified immediately and required to pick up your child to see a physician.
- **Communicable Childhood Diseases-** Parents should inform the centre immediately in order for the staff to inform parents with children in the program. Children who contract a communicable disease, such as chicken pox, measles, mumps etc. may return to the centre only with a doctor's note clearing their health.
- **Lice-** Child may return after treatment with over-the counter treatment. Families **MUST** inform the staff right away if you find head lice on your child.
- **Inability to participate in the program.** If a child is unwell and is showing signs of lethargy and cannot participate at the pace of the centre and its activities, then he/she will need to stay home.
- **Infected eyes -** The child may return when he/she has been examined by a doctor and has received medical clearance. Conjunctivitis (pink eye) must be treated and eyes must be clear before the child may return.

Sudden illness

If a child becomes ill or needs emergency medical attention during the day, we will:

Contact the parent(s).

- If parent(s) are unavailable, contact the alternative person listed and arrange to have your child picked up.
- If necessary contact the family physician.
- If necessary take your child to the hospital by ambulance. Parents will assume the cost of the ambulance service.

Sudden Accident/Emergency

If a child has a serious injury or accident while attending Springridge these procedures will be followed:



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1. The extent of the injury will be assessed by the supervisor in charge following proper first aid procedures.
2. If further treatment is necessary, the parent will be contacted immediately.
3. If the parent is not available, staff will telephone the emergency contact numbers.
4. If the parents and the alternative contacts are not available, staff will telephone the child's physician to determine whether action should be taken and what it should be.
5. If the physician is not available, staff will take the child to a Victoria Emergency Facility. *The supervisor in charge will accompany the child to emergency or the physician's office. The senior staff shall remain at the centre with the children. If additional help is needed, he/she will telephone a member of the Springridge Board of Directors until someone is reached who can come to the centre.*
6. Staff will fill out the accident report form and send it immediately to Community Care Licensing Facilities. This report must be filled out within 24 hours and must be signed by a member of the board.
7. Immediately, staff will complete a follow-up report for the parent detailing the accident.

Emergency Closure and Weather Closure

In the event of an emergency, (including but not limited to: unforeseen weather, lack of human resources, natural disasters, health emergencies, or power failure) Springridge will close. If an extreme weather emergency closure is necessary during operating hours we will attempt to contact you by phone to promptly pick up your child.

Should the region be experiencing dangerous weather and/or snowfall and School District 61 closes, Springridge will also close. Check the SD61 website at <https://www.sd61.bc.ca/>.

In the case of extreme heat wave Springridge will ensure access to water, shade and periods of rest through out the day. Staff will encourage children to drink water. We will ensure the Air Conditioner is on in the centre and the blinds are drawn to keep it cool inside.

Incase of Extreme Heat

In case of an extreme heat wave Springridge will ensure access to water, shade and periods of rest throughout the day. Staff will encourage children to keep hydrated and watch for signs of dehydration.

We will always keep the air conditioner on, and the blinds drawn to keep the centre to cool for the children and staff.



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Power Outage

If there is a power-outage at Springridge the Director will report the outage to BC Hydro and inquire about the anticipated duration of the outage. Should BC Hydro inform the Director that the power is going to be out for more than one hour, it becomes the responsibility of the Director to determine if the health and safety of children will be impacted by the outage. If the Director has determined that the health and safety of children is compromised, parents or alternates will be contacted and the children would be required to be picked up as soon as possible. Children must be signed out before they can be released, as per normal procedure.

Please note: fees will not be refunded in the event of extreme weather closures or power outage.

Safety & Emergency Preparedness

Earthquakes:

In the case of an earthquake, if possible, we will remain on site. If the centre is badly damaged, emergency crews will relocate us to the nearest emergency centre (Fernwood Community Centre) or the field behind us (Stevenson Park).

Upon enrollment at Springridge each family will be charged a one-time fee of \$15 to cover the cost of a comfort kit for each child.

Earthquake comfort kits are required on-site for each child in the program. The program provides an emergency kit (foil blanket, water, and light stick) for each child. Parents are responsible for providing a large zip-lock type bag with your child's name labeled clearly on the bag. Please make sure your child is able to carry their individual bag.

This will include:

- Name and contact information
- Name and contact number of an alternate pick-up person
- Family photo
- Long sleeve shirt and long pants, underwear and pair of socks
- Nut-free snack

Fire Drill/Earthquake Drill

Springridge has written procedures for fire drills. Each staff member is familiar with the procedures. Specific procedures are posted for upstairs, downstairs and for the playroom. Fire



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drills are carried out unannounced. Educational activities for children about fire and safety include visits from a fire fighter and/or visits to the local fire department.

Emergency Evacuation

In case of an emergency that makes the centre unsafe, the children will be evacuated from the building. Arrangement has been made with the Fernwood Community Centre to use their facilities until the children can be picked up by their parents or guardians.

Springridge has written earthquake procedures outlining staff duties and responsibilities during and after an earthquake.

The Director will conduct a staff orientation on Earthquake/ Emergency evacuation preparedness once a year. Children and staff will participate in Earthquake/Emergency drills throughout the year. In the case of an emergency evacuation, parents will be notified as soon as possible from an alternative telephone located at the Fernwood community centre or by cell phone. Parents are expected to make arrangements to pick up their child as soon as possible.

Staff will stay with the children at the Fernwood Community Centre, maintaining the staff to child ratio until all children have been picked up.

Staff are permitted to leave in this order:

- Staff with an ill or infirm family member leave first.
- Staff with children leave second.
- All volunteers, practicum or work experience people are not included in this order.

If the Fernwood Community Centre is not available, we will go to the Stevenson Park behind the Centre.

An emergency could result from a wide range of events including a fire, bomb threat, hazardous cargo incidents, or natural phenomena such as earthquake, or severe weather conditions.

At Springridge first aid and emergency supplies are stored on-site in both the toddler program and the 3-5 program.

Staff are responsible for ensuring persons in their designated area have left the building should an emergency evacuation be necessary.

All staff are responsible for knowing what to do should an emergency evacuation be necessary.

It is the responsibility of the Director to show all new employees the emergency procedures.



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EVACUATION PROCEDURES

Fire

Fire drills are held once a month and documented.

In the event of an actual fire and evacuation, occupants are not to re-enter the building until it has been deemed safe by the fire department.

In the event of an actual evacuation/real disaster situation our meeting place is the Fernwood Community Centre. In the event that is not an option we will meet behind us at 'Stevenson Park'.

Earthquake

Move children to the centre of the room and away from windows and other dangers and take cover under tables or mats, protecting the head and neck. Remain there for at least 60 seconds after the shaking stops, then evacuate if necessary, following evacuation procedures.

If the earthquake happens while outdoors: Remain outdoors for at least 10 minutes after the shaking stops or until it is determined that the building is safe; otherwise follow outdoor evacuation procedures.

In case of emergency during and out trip

Every time we go on an 'out trip' we take a large backpack that contains the following;

- Children's contact cards (with names and numbers of people named in registration forms, including your contact numbers). Also photos of each child are in the backpack.
- First aid kit
- Packages of crackers and some bottles of water
- A phone
- Diapers/wipes
- Blanket
- Small radio (with batteries)

If we are out and away from the centre we will call the family of each child to let you know where we are. If we are near the centre we will go to The Fernwood Community Centre OR Stevenson Park (located right behind us). Depending on the location of our out trip we would also follow their plan; for example if we were at the library we would follow the plan the library has set out.

Field Trips/Out trips



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When staff leave the centre, safety backpack is always taken and one phone. Staff are to make sure to have all emergency cards and required medication (ex.epi pens) with them at all times. Backpacks include first aid kit, change of clothes, wipes, emergency cards and water.

Staff go through expectations and safety rules with the children before leaving the centre. One staff will be at the front and back of walking group (depending on the number of children). Staff will be in ratio when taking a group of children on an out trip at all times. If the children are going to a certain area to play staff check for hazard's and items before the children are to play.

Responding to Suspected Child Abuse

Any person who has reasonable grounds to suspect that a child has suffered from or may be suffering from child abuse or neglect, must report the suspected abuse to Social Services. A report of suspected abuse should be made orally by the staff on the day the suspicion occurs, after consultation with the Director (unless the Director is under suspicion). An Observation Report should be filled out by the staff member.

*** These reports are confidential***

In the case of suspected child abuse within the centre, the staff member will inform the Director (unless the Director is suspected, then the chairperson shall be informed). The Director will inform the chairperson of the board so that the suspected person can be relieved of his/her duties immediately (leave with pay is provided for a period designated by the board).

A report of suspected abuse should be made orally by a parent on the day the suspicion occurs to Social Services or to the Community Care Licensing Facilities.

*** Guidelines on making a decision to report abuse can be found in a handbook which is available at the centre***

Responding to Parent's Complaints/Concerns

A parent who is concerned about his/her child's care should contact the child's caregiver immediately. However, if the parent does not feel satisfied after meeting with the caregiver, or does not wish to contact the program supervisor, he/she should contact the Director of Springridge Early Childhood Centre.

The Director or supervisor upon hearing of a complaint or concern will meet with the parent.



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The Director will inform the Board of Directors that a complaint has been brought forward and will seek guidance from the board where necessary and appropriate.

Springridge Behaviors Management Policy

This policy is reviewed with each staff member upon hiring and at each performance review. This policy is reviewed with parents at the time of their child's enrolment. Staff shall provide each child with guidance that helps the child acquire a positive self-concept.

Discipline and behavior guidance used by each caregiver will at all-time be constructive, positive and suited to the age of the child.

To prevent unacceptable behavior from occurring, staff will:

- Model appropriate behavior and communication skills.
- Arrange the rooms to enhance the learning of behaviors that are acceptable.
- Use descriptive praise (positive reinforcement) when appropriate behavior is occurring (i.e. catch them being positive and happy and acknowledge them)

When unacceptable behavior is about to occur or is occurring staff will:

- Give a clear message of expectations (what the child should do, what choices are available to the child, what will happen if the child does not comply).
- Use redirection; substitute a positive activity for a negative activity.
- Use active listening to determine the underlying cause of the behavior and assist the child in problem-solving solutions.
- Remove the child from the group. This is used only when other methods have been tried and the behavior of the child is uncontrollable and disruptive to the group. In the event that the child is removed from the group, the child will remain with a member of the staff. The staff will explain to the child why are being removed and that they can rejoin the group as soon as they stop the inappropriate behavior (screaming, hitting, etc.).

Corporal punishment is not allowed at any time. A child will not be humiliated either physically or verbally through sarcasm, taunting, or teasing. A child will not be deprived of basic needs. Food will not be used as punishment or threat at lunch or snack. A child will not be punished or reprimanded in any way for failing to use the toilet.

Springridge believes that parents and childcare staff must work together to deal with persistent behavioral issues such as biting, or unusual, aggressive or dangerous behavior to self or others. If a child appears to be unusually stressed, anxious, or otherwise motivated to engage in negative behaviors the parent will be consulted.



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In keeping with our philosophy in providing a warm, homelike environment for children, staff at Springridge form affectionate relationships with the children.

Nurturing touch is necessary for every child's emotional growth. Affectionate touching includes: hugging, holding on lap, rocking, carrying, rubbing or patting backs, cuddling and hand holding. Children have the right to refuse these touches and a child's individual preferences are respected.

Personal care touch includes cleaning, dressing, assisting with toileting, face and hand washing, and nose blowing. Genital areas are touched gently for purposes of cleansing. First aid is administered gently and always accompanied by a verbal explanation.

It is our policy to inform parents of the routine, physical contact with your child will experience. Please feel free to discuss or ask questions with the Director.

Thank you for joining our family at Springridge!

Packing List

A list of items your child will need to keep at Springridge

- Extra change of clothes
- Pair of boots



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- Appropriate footwear
- Hat
- Rain clothing. Remember we do go outside in the rain as long as it is tolerable. Please bring rain pants and a rain coat.
- A toothbrush
- Do not send your child in clothes that you do not want to get dirty.

Other items to bring to daycare every day

- Morning sharing snack (e.g. fruit or vegetable or other healthy snack options)
- Healthy lunch (any items for heat up must be in a container that is microwave safe)
- Afternoon snack
- Ice pack in child's lunch kit

Transition into the daycare

No Child will have a full day of daycare the first 3 days at the Centre.

- **Day one:** Short visit in the morning with a parent/guardian (adult known to them). 1 hour then leave.
- **Day two:** Child and adult stay for up to 15 minutes. Adult leaves child at daycare for 1 hour. Then child goes home.
- **Day three:** Child stays alone at daycare for up to 3 hours.
- **Day four:** Child stays for lunch time then goes home.
- **Day five:** Child stays until no later than 3:00 p.m. then goes home.

Please note that these days can be modified to suit your child's needs. This is the guideline we follow. Some children need changes to this schedule due to their individual needs. Staff and the Director will work with you to come up with a schedule that will work for your family and the centre's policy.

Springridge wishes to recognize and acknowledge the Esquimalt and Songhees Nations on whose traditional territories, we live we learn, and we do our work

Photo Permission

Springridge would like permission to use photos of the children on our website.

I, _____ give permission for my child's



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_____ photo to be on Springridge Early Childhood Centre’s website/Facebook page.

I, _____ do NOT give permission for my child’s

_____ photo to be on Springridge Early Childhood Centre’s website/Facebook page.

Acknowledgement of Springridge Policies & Protocols

I, _____, guardian/parent of

_____, have read the Springridge Early Childhood Centre Parent Handbook and agree to all terms outlined. I understand that should I wish to discuss the care of my child, or any aspect thereof, I may do so at any time.

Dated this _____ of _____, 20_____

Name: _____

Signature _____

Please give this signed sheet to the Director. This sheet will remain in your child’s file.



We acknowledge the financial support of the Province of British Columbia.