



Parent Handbook

2026



Springridge acknowledges with gratitude the Esquimalt and Songhees Nations,
on whose traditional territories, we live, we learn, we play
and we do our work.

We also acknowledge the financial support of the Province of British Columbia,
which helps makes our programs possible.



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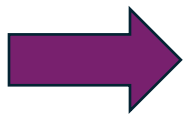
Acknowledgement of Springridge Policies

PHILOSOPHY

Welcome to Springridge

Welcome to the Springridge Early Childhood Centre. Springridge is a non-profit childcare centre and registered charity that launched on October 2, 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 handbook has been prepared to give you information about how we will work together to care for your child, about Springridge policies and about the expected family involvement. Please ask us questions – to help us provide a wholesome environment for your child, your input is necessary and welcome.



Thank you for reading this manual carefully before signing the parent agreement form at the end of this book.

Our Mission

Springridge 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. As a registered non-profit, our work is overseen by a board of directors, made up of parents and those who care deeply about this work. We lead our work with the following goals.

Our Goals

- Provide a childcare program that supports the emotional, social, cognitive and physical development of the children.
- Provide a safe, accessible and healthy physical environment.



- Employ highly skilled, motivated and dedicated staff who contribute to a secure childcare environment.
- Operate as a financially sustainable daycare centre to secure longevity for families and staff.
- Organize a board of directors that provides effective leadership and decision making regarding childcare programming, financial and human resource issues as needed.

Statement of Philosophy

We are committed to providing a warm, nurturing environment where children feel safe to trust, learn and gain independence

We believe that children are entitled to opportunities that support their emotional, social, creative, cognitive, physical and language growth. 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.

We recognize and value the individual uniqueness of each child and aim to provide an environment where each child may develop at his/her/their own level. We believe staff should be consistent, well-trained and knowledgeable and support the use of positive guidance techniques at all times.

We value cultural differences and aim to ensure these are respected and supported through our care models. We value strong, positive relationships with parents and families, and we strive to keep lines of communication open at all times.

ADMINISTRATION

Waitlist

Springridge Early Childhood Education Centre maintains an active waitlist for both its toddler program (for children 18 to 32 months of age), as well as its 3 to 5/preschool program (for children aged 32 months to 5 years old).



We require all parents or guardians to visit the centre in person 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 available from the Director.

In cases where a child joins the centre and then leaves, their spot is given to another child on the waitlist. If you wish to return your child to our centre, they will be added back onto the waitlist. If a family plans an extended leave (such as a teacher who wishes to keep their child home for the summer), with agreement from the Director, you may maintain your spot at the centre by continuing to pay fees.

The centre's waitlist policy, and waitlist status, can be obtained directly from the Director.

Registration

If your child has been selected from the waitlist to receive a spot, parents must visit the centre before making an application for enrolment to ensure the centre remains a good fit. During the visit, the Director will meet with the parents(s) or caregivers. Parents will be provided with a copy of the parent handbook once they have decided to sign a contract with Springridge.

Parents/caregivers sign the contract agreement (found at the end of this book) with the centre, indicating they have read the handbook and will abide by the centre's policies. Registration forms, healthcare records and post-dated fee cheques must be turned in prior to the child's first day at the centre.

Arrival and Departure

Springridge is open from 7:45 a.m. to 5:30 p.m., Monday to Friday.

All children must arrive no later than 9:30 a.m. each day, with some exceptions on special field-trip days when children are required to arrive earlier to participate. This timing allows children to participate fully in all program activities planned. A child arriving late can find it very frustrating to miss free play or morning snack, and late arrivals are disruptive to the program.

If your child must be late due to doctor/dentist appointment or an emergency, please phone and discuss it with the Director as soon as possible and 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.



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

Nine-Hour Policy

While the centre opens at 7:45 a.m. and closes at 5:30 p.m. — almost 10 operational hours each day — it is the policy at Springridge that parents limit the stay of their children to maximum of a 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/guardians, whose 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. To support children to continue thriving in the environment, this policy has been mandated.

We appreciate some employment situations may make this 9-hour window extremely challenging for some parents. If this is the case for your family, please discuss it with the Director immediately.

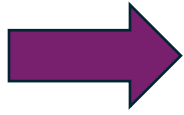
Late-Pick-Up Policy

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 telephones if they are running late.

Even with notice, we require a late charge of \$20 be paid for the first 10 minutes (or portion of 10 minutes) for pick up after 5:30 p.m. and \$10 per every 10 minutes (or portion of 10 minutes) after 5:40 p.m. be paid.

For example:

- 5:31 p.m. arrival - \$20.00 total
- 5:30-5:40 p.m. arrival - \$20.00 total
- 5:30-5:50 p.m. arrival - \$30.00 total
- 5:30-6:00 p.m. arrival - \$40.00 total



If a parent has not arrived by 6:00 p.m., has not telephoned to explain the delay, and no authorized emergency contacts can be reached, staff are required to contact the Ministry of Children and Family Development (MCFD).

Moreover, the following progressive enforcement policy will be enacted as follows:

- **1st Late Pick Up:** Warning will be issued.
- **2nd Late Pick Up:** Late book will be signed; payment of late fee is due immediately.
- **3rd Late Pick Up:** Late book will be signed; payment of late fee is due immediately. A warning letter will be issued by the Director.
- **4th Late Pick Up:** If it occurs within a six-month 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 Pick Up:** Forfeiture of child's spot.

Pick Up Authorization

We require written authorization from a parent/guardian for any person to pick up a child. This can be done on the registration form itself, or by additional written authorization. All caregivers picking up a child will be required to show proof of identification upon first pick up. If someone comes to pick up a child who is not authorized in advance, the child will not be allowed to leave, and a parent/guardian will be contacted immediately.

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.

Notice of Withdrawal

Parents agree to give a two-months' notice, in writing, or the equivalent of two months of fees 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 (for example: notice must be issued by April 30th for a June 30th end date).

HOURS AND OPERATION

Regular Hours

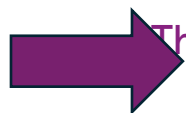
Springridge is open from 7:45 a.m. to 5:30 p.m., Monday to Friday, with the last pick up at 5:25 p.m. Families are updated about any changes to this schedule with as much notice as possible.

When able, we ask families to please share with us their scheduled vacations and time away from the centre to support us with staff planning. In the event of an unplanned absence for your child (sick days or emergencies), we appreciate you notifying the centre as soon as possible.

Statutory Holidays

Springridge observes the following statutory holidays and will be closed during these days. If the statutory holiday falls on a weekend, the centre is closed for the workday closest to the holiday:

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



The centre is also closed, annually, for the week from
Christmas Eve day through to New Year's Day

And

August break closure on the 4-day week following BC Day

Celebrating Birthdays and Holidays

Birthdays are a special time for children. If it is your child's birthday, you are welcome to supply the centre with muffins or treats to help us celebrate. Some holidays at the centre are acknowledged as follows:

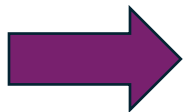
- Easter involves an Easter egg hunt provided by the centre.
- Valentine's Day is celebrated with special snacks.
- Halloween consists of a party, games and dressing up if your child wishes. (No masks or candy, please, and costumes should still allow for a free range of movement to support our regular outdoor activities).

Professional Development Days

Springridge will be closed for three 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. Families will be given a minimum of three months' notice for these closure dates.

Unplanned Closures

In the case of unforeseen events, such as unexpected staff shortages due to illness, Springridge staff members will contact families as soon as possible. In some cases, the centre may run at lower capacity with smaller child numbers, and families may be asked to self-elect to keep children home, if able. When all other options have been exhausted, the centre will be closed for the day.



For details on emergency procedures and closures in the event of weather or a natural event, please see APPENDIX 1: EMERGENCY PROCEDURES on page 21.

STAFFING AND LICENSING

Licensing

Springridge is a Licensed Childcare Facility. This means we follow the guidelines set out by the B.C. Child Care Licensing standards. Our license is located in the main room of the centre, for reference.

Our Staff

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

- Criminal Record Check (updated every five years)
- B.C. Early Childhood Educator Certificate
- First Aid Certification
- Reference Checks and Resumés of Experience

Staff members are sometimes assisted by volunteers or ECE/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 Director's office on the wall, for reference.

Staffing Ratios

At Springridge, we go above the licensing requirements for child-to-staff ratio. Springridge has seven staff members (one extra who is not included in the below ratio). This extra staff member allows for extra help in both programs or coverage in the event of illness. This also allows us to have an "extra" pair of hands during transitions and outside excursions.

The following ratios are set by the B.C. Child Care Licensing standards:

- Toddler Program (18-32 months): 8 children to 2 staff members
- 3 to 5 group (32 months-5 years): 21 children to 3 staff members

FEES

Deposit

Parents must reserve their child's 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 on the first of each month.

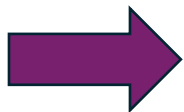
One of the following is required before attendance:

- The first month's fee in advance, AND six to twelve months of post-dated cheques
OR
- A subsidy authorization (or confirmation of) with payment of parent's portion

Fee Schedule

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 (depending on your start date) from when your child starts enrolment. Cash is not accepted.



Please make cheques payable to:
"Springridge Early Childhood Centre Society"
or ask for the stamp from the Director.

Full monthly payment is required for each month the child is registered in the centre in order to maintain the child's space. This includes days where the child was out due to 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.

Not-Sufficient-Funds 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.

Subsidy

A parent may apply for the B.C. Affordable Child Care Benefit (ACCB) to determine their family's eligibility for assistance. This government subsidy is in addition to the Child Care Fee Reduction Initiative (CCFRI), which Springridge has opted into. The ACCB may be available to parents depending on financial circumstances. This subsidy may directly pay part or all of the fees. The parent is responsible for acquiring this subsidy and keeping up with any required reassessments, and the parent must pay the daycare any portion of the fees that are not covered by the subsidy.

Receipts

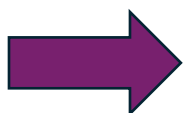
Yearly receipts can be issued for income tax purposes by the Director of the centre, upon request.

FAMILY INVOLVEMENT

Participation Requirement

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

As Springridge is a non-profit centre, we require assistance from our families to continue making it the best place it can be for your child. Participation, including work parties, odd jobs, board meetings and assisting where help is needed, is a requirement of all families. Your interest and support adds the "home-away-from-home" feeling we strive to create at



Springridge.

All Springridge families are required to 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 examples of activities that you are invited to help out with:

- Attend a scheduled work party with other families at the centre;
- Complete a job on the "job board" on your own time (the job board is a Google Spreadsheet shared with all families);
- Participate in board meetings either as a member of the core board or of a sub-committee;
- Assist with fundraising activities.

The Director will let families know about additional volunteer opportunities via email and updates to the virtual job board.

Getting Involved

- **Work parties** will be scheduled throughout the year. Typically, two will take place on weekends and one will be during the workweek in the evening. This offers families the option of choosing what will work best with their schedules.
- **The 'job board'** – a Google Spreadsheet shared with all families – lists tasks that can be done on a family's own time. Staff members will put jobs on the board that they require help with, such as putting a desk together, hanging shelves, laundry fairies, etc., and family members can self-elect to sign up for the task.
- **The Springridge Board of Directors** meets once a month. All families are invited to participate in the Board and can enrol for a position at the start of the school year during the Springridge Annual General Meeting. Read more about the Board's role in APPENDIX 5: BOARD OF DIRECTORS on page 28.
- **Fundraising** is crucial for a non-profit daycare centre. From bake sales and community raffles to seeking sponsorship or support from local businesses, we always need extra hands to help us achieve our fundraising goals. We welcome all fundraising ideas that you would like to lead for us. All input and involvement helps.

PROGRAM

Program Divides

Springridge offers both a toddler and a 3 to 5/preschool program. The programs are run in separate buildings on site, and take rotations sharing our common outdoor space.

All children in attendance at Springridge must be able to be a part of all aspects of the program, including daily outside time. Both groups of children are scheduled to play outside twice daily, rain or shine, with the 3 to 5/preschool program partaking in longer adventures to local parks and field trips. At Springridge, we are big believers in the importance of play and outdoor exploration.

Daily Schedule

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. Personal care routines are an integral part of the daily schedule.

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

Environment

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

- The outdoor space is fully fenced with locking gates, and has a variety of surfaces: artificial grass, concrete, sand and rubber, as well as equipment for active and quiet activity.
- The toddlers' modular space and the 3 to 5/preschool room in the main house is organized to encourage a variety of activities, including age-appropriate toys, books, play materials and art supplies.
- The toddler modular is also equipped with an indoor climber, mats, reading corner and many toys brought out on rotation.
- The 3 to 5/preschool program, in the main house, is equipped with a working kitchen, indoor dining area, multi-purpose play and nap area, reading nook and mudroom.
- Each child has a dedicated space to store personal belongings and clothing, as well as a dedicated outdoor hook for hanging backpacks.

Field Trips

Field trips (also called “out trips”) and adventures to local parks are part of the regular curriculum at Springridge. Staff members use this opportunity to help children explore our region and also develop safety skills – from road safety and safe play to boundaries and teamwork.

Before leaving the centre, staff members go through expectations and safety rules with the children. Staff stay in ratio at all times when taking a group of children on an out trip. Most commonly, one staff member will be positioned at the front and one at the back of the walking group (depending on the number of children). If the children are going to a certain area to play, staff members first check for any hazards and hazardous items before the children are allowed to play.

Staff members continually teach road safety to the children – including looking both ways, making sure there are no cars coming, making room for other people walking by and always holding hands. The walking groups only cross roadways using crosswalks, when it is safe to do so.

When staff leave the centre, a safety backpack is always taken, along with one phone. This backpack includes a first-aid kit, change of clothes, wipes, emergency cards, water and any required medication (e.g. epi pens) for each child.

Daily Outdoor Play

All children are provided with at least 60 to 90 minutes of daily active play opportunities two to three times per day. If weather limits outdoor time, indoor active playtime is increased so the total amount of active play times remains the same.

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.

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

Rest Time

Rest time is provided every afternoon for all the children, following lunch, in each program. 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 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. At 2:15 p.m., blinds are opened, music changes, play begins and children are able to wake naturally.

Zero-Screen-Time Policy

Children in care at Springridge have no access to screen time. They are supported and encouraged to engage in active play, music, collaboration and develop fundamental movement skills.

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

BEHAVIOUR GUIDANCE

Behavioural Management Policy

Guidance for children's behaviour is approached positively at our centre. This is done by setting clear and direct limits, using redirection, acknowledging feelings and encouraging children to use their words. Children are told what they can do rather than what they cannot do.

In keeping with the legislative requirements and principles of the Family and Child Service Act, the following apply for all children enrolled:

- Children in care require individualized guidance that meets the child's unique needs.
- Caregivers will use positive methods and approaches to guide behaviour of children in care.

Springridge does not permit the use of physical, emotional or psychological punishment for any child in care. When behaviour requires extra management, staff will request a meeting with the parents/caregivers to find solutions together, including seeking outside resources if applicable.

Maintaining and upholding the safety of all children enrolled at Springridge is the highest priority. Violent/aggressive behaviours by a child directed towards themselves, other children or staff is not tolerated, and in some cases may lead to the termination of services. If a child seriously injures another child or an educator they will be sent home immediately.

In the case of an ongoing behavioural management problem, every effort will first be made to meet the individual child's needs and problem solve with the family. If staff have determined a particular child's behaviour is so consistently and severely disruptive or physically threatening to staff and/or other children, and/or this behaviour affects staff's ability to run the program, the family will be required to withdraw the child.

Responding to Parent Concerns

A parent/caregiver who is concerned about their child's care should contact a staff member or the centre's Director immediately. The Director or staff member, upon hearing of a complaint or concern, will meet with the parent/caregiver in an effort to resolve the issue.

When required, 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.

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 through the Ministry of Children and Family Development (MCFD).

A report of suspected abuse of a child at his/her/their home should be made orally by the staff on the day the suspicion occurs, after consultation with the Director. A confidential Observation Report will be filled out by the staff member.

In a case of suspected child abuse within the centre, a staff member will inform the Director, who will inform the chairperson of the Board. The suspected staff person will be relieved of his/her duties immediately (leave with pay is provided for a period designated by the Board). In a case where the Director is suspected, a staff member will inform the Board directly. Any 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 – depending on the situation. Guidelines on making a decision to report abuse can be found in a handbook which is available at the centre.

Termination of Services

The Springridge Board of Directors has the right and responsibility to terminate services to an enrolled family if any of the following situations occur:

- 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.

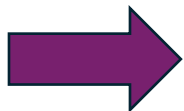
Termination only occurs when all efforts have been made to resolve difficulties with a family. A formal written notice will be given, along with specific reasons for termination.

HEALTH AND SAFETY

Sick Policy

Springridge recognizes that keeping a sick child at home often means a parent or guardian is unable to work. However, Springridge must ensure a healthy environment for all children and staff.

If a child becomes ill during the day, a staff member will call a parent or emergency contact to pick the child up. Springridge expects families to respect staff judgement in this matter.



Repeated refusal to comply with the sick policy
may result in the termination of services.

A child who has had any symptoms of illness can return to care when all three conditions are met:

1. The child is well enough to participate in all the regular activities at Springridge;
2. At least 48 hours have passed since the child's symptoms started; and

3. Symptoms have subsided.

In addition to the above, the following conditions apply:

- **Acute cold:** A child who has symptoms of an acute common cold or upper respiratory infection, such as runny nose, cough, sore throat, and/or fatigue may return only when symptoms have subsided (meaning sore throat has resolved, coughing is infrequent, nasal discharge is no longer persistent) and energy has returned to normal.
- **Fever:** A child is considered to have a fever when their temperature (taken by any method) is 38 degrees celsius or higher. A child may return to Springridge only when they have been fever-free without the use of fever-reducing medication for 24 hours.
- **Vomiting and diarrhea:** Both symptoms may indicate a bacterial or viral infection, which is very easily passed from one child to another.
 - Diarrhea (twice in one day): Children may return only after they have had one normal bowel movement.
 - Vomiting: Children may return only after 48 hours have passed without vomiting to ensure they are not contagious.
- **Antibiotic treatment:** Children receiving antibiotics may return to the centre 24 hours after beginning treatment.
- **Lice:** Child may return after chemical or wet combing treatment. Families must inform the staff right away if you find head lice on your child.
- **Infected eyes:** Conjunctivitis (pink eye) must be treated and eyes must be clear before the child may return.
- **Hand, foot and mouth disease:** Inform the centre immediately if you suspect your child has hand, foot and mouth disease. The child may return only when the fever has been gone for 48 hours and the blisters have popped and scabbed over.
- **Undiagnosed skin infection, rash or ear discharge:** The child may return only after the rash has resolved or 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.
- **Chicken pox, measles, mumps, rubella, or other communicable diseases:** Families must inform the centre immediately in order for the staff to inform parents with children in the program. Children who contract a communicable disease may return to the centre only with a doctor's note clearing their health.

The above list does not cover every possible illness or condition. If your child has other symptoms of illness, seek guidance from staff. This policy is not intended to apply to known, chronic conditions, such as asthma.

In the case of a public health event, the centre will follow B.C. Centre for Disease Control guidance.

Sudden Accident/Emergency

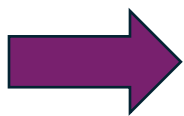
If a child has a serious injury or accident while at Springridge, or on a field trip, these procedures will be followed:

1. The extent of the injury will be assessed by the staff member in charge, following proper first-aid procedures.
2. In the event of a medical emergency, a staff member will call 911 and a supervisor will accompany the child to the hospital in an ambulance if needed, while senior staff remain with the other children at the centre.
3. The parent/caregiver will be contacted immediately. If the parent is not available when contacted, staff will telephone the emergency-contact numbers.
4. If additional help is needed due to staffing during an emergency, a staff member will telephone a member of the Springridge Board of Directors until someone is reached who can come to the centre.
5. A staff member will fill out an 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.
6. Staff will complete a follow-up report for the parent/caregiver detailing the incident.

Allergies

Please inform the staff of any allergies your child may have – both on the registration form, and if/when any new known allergies develop.

This information will be posted in the eating/cooking area. Staff will also note if a child has a reaction to any foods, insect bites, or plants, and will inform the parents/guardians.



For children with known allergies, families must fill out an “Allergy Care Plan” provided by the Director before the child starts care at the centre.

Medication

A child needing medication must be on the medication for 24 hours prior to attending daycare, in case of a negative reaction.

Parents are required to fill out a medication form, provided by the staff, before any medication will be administered to your child.

If a child requires medication prescribed by a doctor, it can be administered by the staff. The medication must be in the original container and 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.

These instructions should include:

- Name of child
- Name of medication
- Dosage
- Time medication should be given

Staff lock all medication out of reach of children.

WELLBEING

Nutrition

Parents are responsible for providing children with a lunch and two snacks, each day, in both programs. In the event of a rushed morning, parents/guardians are welcome to also bring the child's breakfast food to the centre to allow the child to eat breakfast at the daycare.

Morning Snack: Morning snack in the 3 to 5/preschool program (only) is a shared experience. We ask all families to send one item (like a piece of fruit or vegetable) in their child's lunch kit each day, which staff members will cut up and prepare, buffet style, for the children to share

and enjoy together. Parents can also choose to bring a bulk offering — like a bag of apples, box of crackers, etc. — once a week, if preferred.

Ideas for the shared morning snack include:

- a piece of fruit (apple, banana, mango)
- a vegetable (carrots, celery, cucumber)
- cheese
- dried fruit
- healthy grains (crackers or muffins)

Candy, gum, overly sweet desserts and pop/soda are not allowed at the centre. Any food items with chocolate (such as cookies) will only be offered as an afternoon snack. Additional food ideas and nutrition tips are available from any staff member.

*NOTE: Allergies should be listed on your child’s registration form. Springridge posts known allergens on its doors and in the kitchen.

Lunch: We ask parents/caregivers to prepare a full lunch for your child each day, tailored to your child’s preferences. This can be a cold or a hot lunch. Cold lunches should be kept in a lunch bag with an ice pack as lunch containers are not refrigerated. Heat-up lunches should be stored in microwave-safe containers, which staff members will warm up. During the warmest summer months, we ask families to only provide cold lunches. While the lunch is not shared, we do eat together at communal tables, so we ask families to ensure none of the advised allergens are present in any child’s lunch.

Afternoon Snack: The afternoon snack (for both programs) should be in a separate container, or can be a small non-perishable item (such as crackers, a smoothie pack or granola bars etc.) based on your child’s food preference and hunger level. Please label this snack with your child’s name.

Water: Each child is asked to bring a labeled water bottle, which will stay at the centre. Staff regularly wash water bottles and ensure these are continually filled and available throughout the day for all 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 (to avoid choking, etc.) and to promote appropriate eating/drinking habits.

Baking Together: Part of the program activities at Springridge include occasional cooking and baking. Children enjoy this activity, and it provides an opportunity for learning about math concepts, measures, science, cooperation and nutrition. Staff engaged in cooking activities

ensure all children have washed their hands prior to handling foods. Staff check that all ingredients are nutritious and allergy free for children in the centre.

Toileting and Diapering

Parents are responsible for supplying the centre with diapers and working with staff to ensure their child's diaper supply is stocked. 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.

Children and staff members wash their hands after a diaper change. Changing tables are disinfected after each use. The bathroom floor, sink and toilets are cleaned and sanitized twice daily.

Children are not required to be toilet trained to enter into our 3 to 5/preschool program. Children in this program have the option of continuing to use diapers or move to toilet learning when ready.

Toilet Learning: Toilet learning is encouraged when the child is settled and comfortable in the centre. Parents and staff will agree to begin toilet learning when they feel the child is ready. We work with families for toilet learning to maximize success for the child. While toilet learning is underway, we ask families to provide lots of extra changes of clothes for your child.

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 learning are:

- The child will be taken to the toilet at frequent intervals.
- Children are not forced to sit on the toilet and can choose to sit as long as they like.
- Normal diapering will continue until the child is ready to transition to underwear.

Hygiene

Handwashing Procedures: Children and staff wash hands regularly before handling food and after bathroom procedures. Hand washing is the most effective way to prevent communicable diseases.

Laundry and Washing: Sleeping mats are washed down once a week. Sheets, blankets and sleep toys are laundered every week through the help of parent/volunteer “laundry fairies.”

Appropriate Dress for Active Play

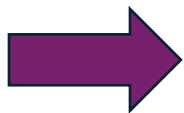
Please bring your child ready to play and have fun each day. Your child will participate in both indoor and outdoor play. Therefore, play clothes and shoes that can get dirty and allow for free and safe movement are the most appropriate.

Weather-Appropriate Wear: We expect parents and guardians to dress children, each day, in seasonally appropriate (and size-appropriate) clothing for safe and active outdoor play throughout the year. 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.

Accessibility: 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.

Shoes: Non-slip and weather-appropriate footwear that fits well is highly recommended. Flip flops are discouraged for all children at Springridge.

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



For more info on what to bring each day, see the “packing list” in APPENDIX 2: TRANSITION INTO CARE starting on page 24.

APPENDIX 1: EMERGENCY PROCEDURES

Emergency Closures (Weather and Natural Events)

In the event of an emergency event, Springridge will close. This includes events relating to weather, lack of human resources, natural disasters, health emergencies, poor air quality, or power failure.

If an extreme weather event is predicted, we will alert families as soon as possible about the chance of closure. If an 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, but when the centre can remain open, Springridge will ensure children have continual access to water, shade and periods of rest throughout the day. Staff members 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 as cool as possible.

Fees will not be refunded in the event of any emergency closures.

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.

Emergency Drills

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

playroom in the main house, as well as in the toddler modular. Fire drills are carried out unannounced.

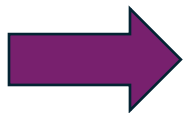
Educational activities for children about fire and safety include visits from a fire fighter and/or visits to the local fire department. Children and staff participate in emergency drills throughout the year.

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, Springridge's meeting place is the Fernwood Community Centre or, if that is not available, Stevenson Park behind the centre.

Earthquake

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 enrolment at Springridge, each family will be charged a one-time fee of \$15 to cover the cost of updating emergency kit supplies required 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. These bags should be updated annually. Please make sure your child is able to carry their individual bag.

The bag should include:

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

During an earthquake event, staff members move children to the centre of the room, away from windows and other dangers, and take cover under tables or mats, protecting heads and necks. Staff members and children remain there for at least 60 seconds after the shaking stops, then evacuate if necessary, following evacuation procedures.

If the earthquake happens while outdoors, staff members and children remain outdoors for at least 10 minutes after the shaking stops, or until it is determined that the building is safe, then return; otherwise follow outdoor-evacuation procedures to the meeting place/emergency centre.

Evacuation Procedures

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

An emergency evacuation could result from a wide range of events, from a fire, bomb threat or hazardous cargo incident, to natural phenomena like an earthquake or severe weather conditions.

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

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

Staff will stay with the children at the Fernwood Community Centre or Stevenson Park, maintaining the staff-to-child ratio until all children have been picked up. Staff are then 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.

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 if an emergency evacuation is necessary. The Director conducts a staff orientation on Earthquake/Emergency Evacuation Preparedness once a year, and it is the responsibility of the Director to show all new employees the emergency procedures.

Emergencies During a Field Trip

In the event of an emergency during an out trip or field trip, similar procedures are followed to those at the centre. Depending on the location of our field trip, we would also follow the plan of the building – for example, if we were at the library we would follow the plan the library has set out.

If we are 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 but unable to return, we will go to the Fernwood Community Centre or Stevenson Park (located behind the centre).

Every time we go on an “out trip” we take a large backpack that contains the following items to help us stay prepared in the event of an emergency:

- Children’s contact cards (including a photo of each child, along with names and numbers of parents and emergency contacts for each child)
- First aid kit
- Packages of crackers and some bottles of water
- A phone
- Diapers/wipes
- Blanket
- Small radio (with batteries)

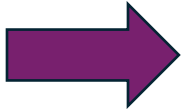
APPENDIX 2: TRANSITION INTO CARE

Transition Schedule

Springridge becomes a “home away from home” for children at our centre. To support the transition, the following plan is recommended to ease children into care. These days can be modified to suit your child’s needs.

- **Day one:** Short visit in the morning with a parent/guardian (known adult).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.



**No child will have a full day of daycare
for their first 3 days at the centre.**

Staff members and the Director will work with you to come up with a schedule that works best for your family, your child and the centre's policy.

Packing List

To ensure each child has what they need, we recommend the following list of items your child should keep at Springridge. Please be sure to label each item with your child's name, and do not send your child in clothes that you do not want to get dirty. Sizing should be checked regularly.

Items to stay:

- A few extra changes of clothes (including socks)
- Pair of boots
- Weather-appropriate footwear (no sandals)
- Hat
- Rain clothing (rain pants and a raincoat, or a muddy buddy)
- Blanket or sleep sack
- Stuffed animal/lovey for rest time
- Water bottle

Other items to bring every day:

- Weather-appropriate clothes/footwear for the day
- Morning shared snack (e.g. piece of fruit or vegetable)
- Healthy lunch (any items for heat up must be in a container that is microwave safe)
- Afternoon snack (labeled)
- Ice pack in child's lunch kit
- Backpack

No Toys From Home

Springridge has an excellent selection of materials and toys for children's play.

We understand that the children may wish 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 own toys stay at home. Often toys from home can get lost or are difficult to share.

The exception is one stuffed animal which your child may wish to bring and keep at the centre for rest time.

APPENDIX 3: GUIDED LEARNING

Guiding Behaviour and Learning

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

We operate from a stance of promoting co-operation, while 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.

Intervening Techniques

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

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

- Reminding the child of the limits
- Distracting or diverting when appropriate
- Acknowledging feelings before setting limits

- Modeling problem-solving skills
- Offering appropriate choices
- 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

As described in the Behavioural Management Policy (on page 13), guidance for behaviour is approached positively by setting clear and direct limits, using redirection, acknowledging feelings and encouraging children to use their words.

Children are told what they can do rather than what they cannot do.

APPENDIX 4: SKILLS DEVELOPMENT

Skill Development Activities

The following skills are practiced daily at our centre, with a variety of the dynamic child-led and staff-led activities supporting the development of skills that will serve children in the present and into the future.

Physical

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

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

Intellectual

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

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

Problem Solving: Science activities, board games, “what if” questions, “what can we do” questions, books.

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

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.

APPENDIX 5: BOARD OF DIRECTORS

Structure and Leadership

Our facility is operated by The Springridge Early Childhood Centre Society, a registered charity governed by British Columbia's Societies Act.

The Board of Directors is elected at each Annual General Meeting (AGM) and must have a minimum of five members, including a Chair, Vice Chair, Secretary and Treasurer that are also elected annually – save for the Treasurer, who is elected to two-year terms.

The Board is primarily responsible for the financial and policy-related oversight of the society, providing direction to staff and volunteer committees in the areas of fundraising, building maintenance, staff compensation, policy review and grant writing.

As noted throughout this book, the Board is also responsible for providing consultation and oversight in supporting the Director and staff, when required, in the operation of the centre and matters pertaining to its policies.

Meetings and AGM



The Board meets once a month, usually virtually, with the AGM occurring in the fall. Boards are required to make quorum, through a percentage of their voting members present at each meeting, in order to pass any motions pertaining to business.

Getting Involved

All parents or caregivers become members of the society when their child enrolls in one of the facility's programs and, as such, are encouraged to attend the society's AGM and join the Board of Directors, if they wish.

APPENDIX 6: DOCUMENTS TO SIGN

Photo Permissions

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

I, _____ DO give permission for my child
_____ 's
(parent/guardian) (child)

photo to appear on Springridge Early Childhood Centre's website and Facebook page.

OR

I, _____ do NOT give permission for my child _____ 's
(parent/guardian) (child)

photo to appear on Springridge Early Childhood Centre's website and Facebook page.

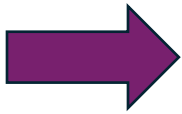
Acknowledgement of Springridge Policies

I, _____, guardian/parent of
_____, have read the Springridge Early
Childhood Centre Parent Handbook and agree to all the 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 _____ day of _____, 20_____

Name: _____

Signature: _____



This document must be signed before starting care.
Please give this signed sheet to the Director.
This sheet will remain in your child's file.