



Parent Handbook



2025 – 2026

Contact Us

Welcome to Harbourside Children's Centre! We are proudly located in the beautiful Harbourside Community of North Vancouver—just minutes from the scenic North Shore Sea Wall and Lonsdale Quay. Our Centre offers a warm, supportive environment for children to learn, grow, and explore, surrounded by nature and community.

Centre Location

Harbourside Children's Centre
Suite 101 – 38 Fell Avenue, North Vancouver, BC V7P 3S2
Fax: (604) 986-2389

Contact Our Administrative Team

Ms. Racquel Morris, Director

 (604) 986-2388, ext. 102
 ms.morris@harboursidechildren.ca

Ms. Reima Leonardo, Administrator

 (604) 986-2388, ext. 101
 ms.reima@harboursidechildren.ca

How to Reach Us

Brightwheel:

For day-to-day communication, please message your child's educator, staff or Administrative team directly through the Brightwheel app. This is our primary communication tool for sharing updates, photos, check-ins, and quick messages.

Phone Calls:

For immediate concerns or urgent matters, feel free to call the Centre directly at (604) 986-2388. If we are unable to answer, please leave a voicemail and we'll return your call as soon as possible.

Email:

For general inquiries or administrative matters, you can reach out via email to either Ms. Morris or Ms. Reima; their emails are outlined above.

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Welcome to Harbourside Children's Centre!

"Harbourside Children's Centre is a warm home-like environment, where children are respected and acknowledged as they learn and become successful."

Our Goal

High-Quality Childcare:

At Harbourside Children's Centre (HCC), our goal is to provide high-quality childcare where **children feel secure, autonomous, and competent**. We aim to empower children to **respect and value themselves and others** by creating a relaxed, warm, supportive, and nurturing environment.

Supporting Growth & Development:

We listen carefully to ensure each child feels heard and respected. We offer resources and opportunities for learning in all areas of development: **social, emotional, physical, and intellectual**. Our activities are developmentally appropriate and challenging, fostering a loving and supportive atmosphere that encourages self-worth.

Heritage:

We value each child's **cultural heritage** and believe it should be respected. Recognizing that a child's sense of identity is rooted in their **background and traditions**, we strive to create an **inclusive environment** where all cultures are respected and embraced. Our team is committed to providing a **consistent program** that builds trust and responds to the needs of both the child and the family.

Our Philosophy

The Reggio Emilia Approach:

Emphasizing respect, individuality, and exploration, fostering a nurturing environment where children develop confidence, express their ideas, and build strong connections within a supportive community.

- 1) **Parents and Family:** The most important caregivers in a child's life.

- 2) **Environment:** Respectful, warm, predictable, and encouraging, fostering trust and confidence.
- 3) **Individual Development:** Each child develops at their own pace in a safe, nurturing environment.
- 4) **Respect:** Children are treated with respect and encouraged to express their feelings.
- 5) **Exploration:** Children learn by exploring the world around them.
- 6) **Self-Confidence:** Promoting a sense of self-confidence and individuality.
- 7) **Inspiration:** Inspiring children to seek knowledge.
- 8) **Strengths and Ideas:** Helping children discover their own strengths and ideas.
- 9) **Fun:** Creating a fun environment where children look forward to coming.
- 10) **Community:** Building a supportive community for parents, teachers, staff, and children.

Our Classrooms

HCC is a **Group Licensed Centre** governed by Vancouver Coastal Health (VCC). Our Centre currently has six classrooms:

- 1) **Starfish Room One:** Infants (6-18 months) with 12 children max.
- 2) **Starfish Room Two:** Infant and Toddlers (12-24 months) with 12 children max.
- 3) **Seal Room One:** Toddlers (21-36 months) with 12 children max.
- 4) **Seal Room Two:** Toddlers (24-36 months) with 12 children max.
- 5) **Dolphin + Orca Room One:** 30 to 48 months with 25 children max.
- 6) **Dolphin + Orca Room Two:** 30 months to kindergarten/school-aged with 16 children max.

Welcome to Harbourside Children's Centre!

Hours of Operation

We operate year-round, offering educational programs during the school year and a special program/camp in the summer months.

Daily Hours:

- Starfish Room (One and Two): 7:45 a.m. to 5:15 p.m.
- Seal Room (One and Two): 7:45 a.m. to 5:30 p.m.
- Dolphin & Orca Rooms: 7:45 a.m. to 5:30 p.m.

Annual Schedule:

- **Year-Round Operations:** Open throughout the year
- **School Year:** September to June
- **Summer Program:** July and August

Centre Closures:

- **Winter Break:** 2 weeks in December, usually before Christmas and some days in January
- **Spring Break:** 1 week in late March
- **Professional Days:** 3 days throughout the year (1 in January; 2 before the new school year in September)
- **All 11 B.C. Statutory Holidays**, including the National Day for Truth and Reconciliation Easter Monday.

Parent-Teacher Conferences (PTCs):

- Held twice a year (January and June).
- Centre is open for a "half-day" with all classrooms open from 7:45 a.m. – 12:00 p.m. to accommodate the meetings.
- No lunch provided; children are to be picked up before noon.



Roles of the ECE

Early Childhood Educators (ECE) are dedicated professionals who nurture children's growth, inspire learning, and create supportive environments for development and exploration.

- 1) **Observer:** Keenly observing children, documenting their ideas, feelings, and communication.
- 2) **Co-Creator:** Collaborating with children in creating the class environment.
- 3) **Learner:** Studying, playing, and learning with the children.
- 4) **Facilitator:** Helping children form meaningful relationships with their environment.
- 5) **Engager:** Using provocations to engage learning.
- 6) **Builder:** Observing and building on children's new interests.
- 7) **Expander:** Expanding on existing knowledge to further learning.
- 8) **Provider:** Offering uninterrupted time for learning.
- 9) **Documenter:** Using photographs and quotes to document learning.
- 10) **Communicator:** Having informal and formal conferences with parents to share observations and progress.

Practicum Site

HCC serves as a practicum site for training Early Childhood Educators. We value early childhood education and actively participate in student training through:

- **Practicum Placements:** Hosting students for practical training experiences.
- **Observation Sessions:** Allowing students to observe classroom activities and teaching methods.

Note that a **valid criminal record check** is required before students can be placed for practical training to ensure the safety and well-being of all individuals in the Centre.

What is brightwheel?

We use the Brightwheel mobile app to keep families connected and involved in their child's day. You can receive photos, videos, messages, and updates on activities, making it easy to stay engaged and know what your child might be up to at the Centre!

We utilize the following features of the app to keep families updated and involved:

- **Health Screen Checklist:** Complete a daily health screen for your child.
- **Communication:** Facilitate seamless communication between families, educators, and administration.
- **Media Sharing:** Share photos and videos of your child's activities (after your consent).
- **Sleep Tracking:** Monitor your child's sleep schedule.
- **Calendar & Events:** Access the Centre's annual calendar and stay informed about upcoming events.
- **Billing:** View previous, current, and upcoming invoices and manage billing details.

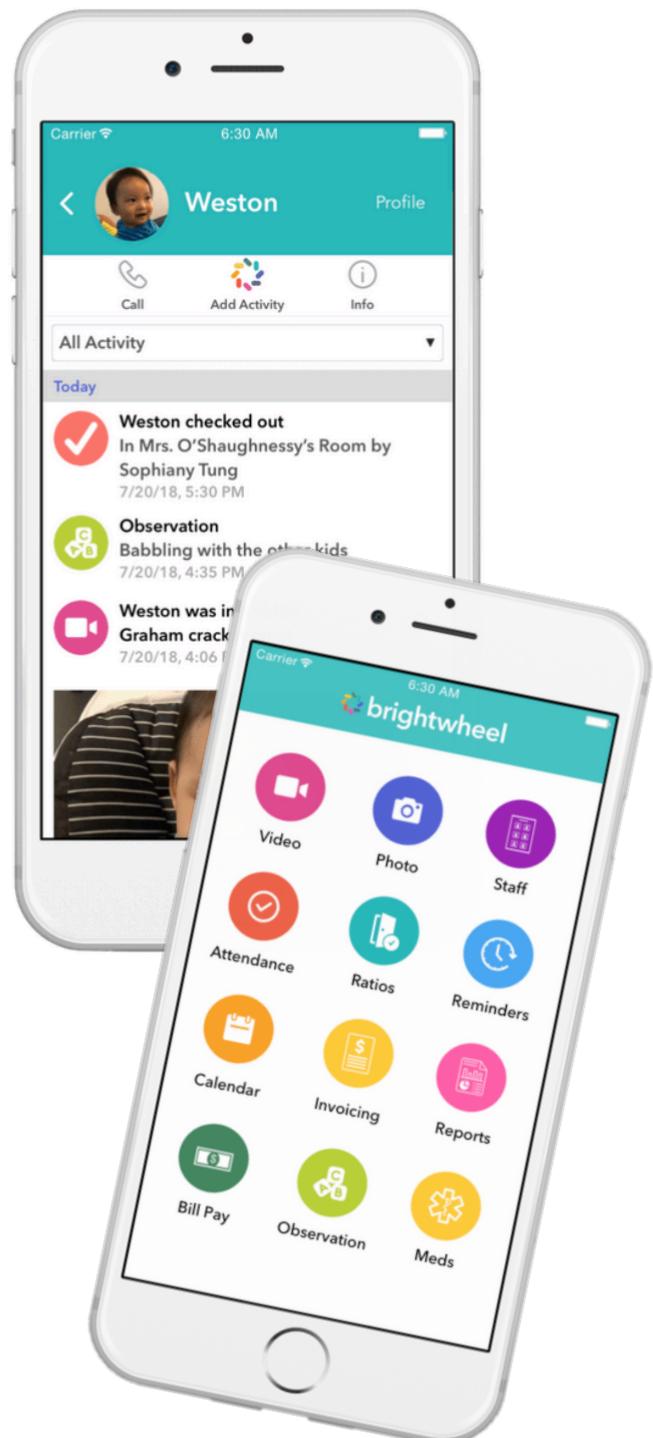
Permission Levels

You can add family on Brightwheel to see how your child is doing. There are 3 permission levels: **parent**, **family**, and **approved pick-up**.

- 1) **Parent Contacts:**
 - Full control over the student's account
 - Send and receive messages
 - Check children in and out
 - View child's profile and daily feed
 - Add family and pickup contacts
- 2) **Family Contacts:**
 - View student's daily activity feed
 - Drop off and pick up students
 - Send updates about pick-up/drop-off

- 3) **Approved Pickups:**

- Cannot see any child information on the app
- Can only perform pickup/drop-off actions



Sign-In & Sign-Out

You must sign-in/out your child before arriving/leaving the classroom. Your child cannot stay at the Centre if they are not signed-in. We use ratios to determine the amount of children with the ECEs – it is a liability if we are not under the correct ratio, as per VCH regulations.

Sign-In Procedure:

- 1) Use the Brightwheel app to sign in. QR codes are available for easy access and will be provided to parents.
- 2) Complete the health checklist for your child, when prompted.
- 3) Drop-off your child to their classroom.
- 4) If your child will be absent, message us on Brightwheel by 9:00 a.m.

Sign-Out Procedure:

- 1) Follow the same procedure as outlined in the *Sign-In Procedure* above until Step 3.
- 2) Pick-up your child from their classroom after signing your child out of Brightwheel.

According to Vancouver Coastal Health, **all parents/guardians must sign-in and sign-out using their initials** when picking up and dropping off their child. **Brightwheel has an automatic signature option** that allows parents/guardians to provide their initials on the app once they sign in and/or sign out after dropping off and/or picking up their child.

Messaging

Families can easily message their teachers and the Administrative staff on Brightwheel regarding any notes or concerns.

We value open communication and will always share what your child is up to at the Centre!

General Messages

Staff and parents can send messages directly within the app, making it easy to share updates, ask questions, and stay connected. **More details about messaging can be found here:**

<https://help.mybrightwheel.com/en/articles/2098452-messaging-overview>

Private Message(s) to Admin

If you would like to send a **private message** intended only for the Administrative Team (and not to your child's teachers), you can use the "Admin Only" messaging feature. Examples of where this might be useful is when you may need to address private concerns about your child that does not require your teacher knowing.

Vacations

If you have plans to go on vacation, we ask that **families let us know their travel destinations** prior to their trip. Some countries or areas may have a higher incidence of COVID-19 cases or other transmittable illnesses, and this information will help us take necessary precautions to help protect the safety and health of the teachers and other children at the Centre.

Billing

As of November 2024, we have fully transitioned our billing to Brightwheel! Families can **securely input their banking details directly in the app** and **view their current and upcoming invoices**. Payment is typically taken on the first of every month.

Payment options:

- Chequing/debit account (no additional costs or fees)
- Credit card (with a 2.45% processing fee)

Our Curriculum & Learning Environment

Active Play Policy

Active play is a physical activity (such as running or jumping) which includes **moderate to vigorous bursts of high energy**, raises a **child's heart rate**, and may make them '**huff and puff**'. For an infant or toddler, active play may include reaching out for a toy, rolling over, balancing in a sitting position, and crawling or walking.

Why is 'active play' important?

Active play helps to promote **healthy growth and development**, while **supporting body control and movement**. Active play can help **build strong bones and muscles**, improve **balance and coordination**, and assist with the development of **gross motor and fine motor skills**. Active play also helps to promote children's confidence, improves concentration, cognitive thinking, and learning skills – and in the context of a daycare or school setting, provides opportunities to develop social skills and to make friends.



Structured vs. Free Play

At HCC, we will ensure that the children's activity levels are met according to the **Child Care Licensing Regulation (CCLR)** under the **Community Care and Assisted Living Act** in British Columbia.

The children will have **120 minutes of active play and physical movement** in their daily routines and at least a minimum of **60 minutes per day of outdoor active play**. Indoor active play is acceptable only when weather and air quality conditions pose a significant health risk or when outdoor physical space is limited. Activities shall include **structured play** (led by the adult caregiver) and **free play** (not led by an adult).

The children will be given opportunities to practice **fundamental movement skills** as part of their indoor and outdoor daily routines.

During a regular day at the Centre, the children will be engaged in active play through their various curriculums, such as:

- **Free Play** (20–30 minutes)
- **Visual Arts** (10–15 minutes)
- **Music and Movement** (20–30 minutes)
- **Outdoor Play** (two sessions of 30 minutes each)

The HCC teachers will model **healthy and safe active play**. They will incorporate **fundamental movement skills and injury prevention** into all active play activities, which may be guided by the concepts of **physical literacy**.

Active Play by Age Group

- 1) **Starfish Room & Seal Room (infant and toddlers; 9 months to 3 years old):**
 - Participate in **60–90 minutes** per day of moderate to vigorous physical activity.
 - Active play may be accumulated through **15-minute portions** of time throughout the day or continuously.
 - Frequent **1–2 minute(s) bursts of activity** are scheduled.
 - Infants (less than 1 year old) are physically active **several times daily**, particularly through **interactive, floor-based play**.
- 2) **Dolphin and Orca Room (30 months to 6 years old/school-aged):**
 - Participate in **90–120 minutes** per day of moderate to vigorous physical activity.

Our Curriculum & Learning Environment

Dress for the Weather

We ask that children be dressed appropriately for the weather, including wearing **seasonal clothing and footwear** so they can participate fully, move freely, and play safely.

Children should wear appropriate clothing for the current weather:

- **Snow:** Heavy coat, waterproof boots, hat, and mittens.
- **Rain:** Raincoat and waterproof boots.
- **Footwear:** Should provide support for running and climbing. Examples of appropriate footwear include **sneakers, gym shoes, or other shoes with rubber soles** that enclose the feet and will not come off easily.

Examples of **inappropriate clothing and footwear** include:

- Footwear that **can come off** while running or **does not provide support for climbing** (e.g., flip-flops, clogs).
- Clothing that **can catch on playground equipment** (e.g., clothes with drawstrings or loops, or significant frayed edges with raw, long strings).
- Clothing that does not protect children from the current weather conditions.

What are the best clothes to wear?

Children should wear clothing that is comfortable, suitable for the weather, easy for them to manage, and easy to wash.

At the Centre, your child will likely get more "muckier" than at home, as we offer a full range of activities and experiences involving non-toxic paint, glue, water, sand, and more. If your child's clothing is too "good" to get dirty, it should be considered too "good" for the Centre!

A **complete change of clothes should be left in their cubby basket and replaced when used.** Wet or dirty clothing will be placed in a plastic bag in your child's cubby basket for you to take home at the end of the day during Pick-Up Time. In the case of emergency and your child runs out of extra clothing, the Centre has spare clothing for these instances. If your child wears the Centre's spare clothing, we ask families to launder and return the clothing at their best convenience.

Indoor & Seasonal Clothes

Educators and children wear **indoor footwear** while inside the Centre. Your child will be required to have specific shoes or slippers designated for indoor use. We play outside every day, so each child needs appropriate outdoor clothing.

In the winter, a **warm coat, hat, boots, and "muddy buddy"** are necessary, as children spend much of their **playtime sitting in wet sand or going on rainy-day walks.** Rain gear will be required during the summer as well.

Due to **sun exposure concerns, we strongly encourage children to wear sun hats** during the spring, summer, and fall. Although our playground is well-shaded, we frequently go for walks around the community. We ask that parents apply sunscreen on their child before arriving, and educators will reapply sunscreen as needed in the afternoon.

Clothing – Label Everything & Anything

To prevent mix-ups and lost items, we ask that all clothing and personal belongings be clearly labeled with your child's name. This includes jackets, shoes, hats, mittens, and any extra clothing kept at the Centre. Unidentified items will be placed in the lost and found box located next to the Homework box. Proper labeling helps ensure that your child's items are easily identifiable and returned promptly in case they are misplaced.

Our Nutrition at the Centre

Nutrition & Meal Policy

At Harbourside Children's Centre, we are committed to **fostering healthy eating habits** and **providing well-balanced, nutritious meals** (breakfast, lunch, and afternoon snack!) for all children in our care. We believe that mealtimes should be a positive, social experience where **children can enjoy delicious food in a warm and welcoming environment.**

Eating is not just about nourishment – it is a sensory and social experience that helps children **develop lifelong healthy habits.** We strive to create a pleasant environment where children can explore different flavors, enjoy mealtimes with their peers, and build positive attitudes toward nutrition.

Our In-House Chef

Our dedicated in-house chef, Chef Luchie, prepares fresh meals each day – following a **weekly menu** for our breakfasts, lunches, and afternoon snacks. We provide **milk with breakfast and lunch**, and **filtered water is always available** throughout the day.



Families will receive the **next week's menu every Friday on Brightwheel**, allowing parents to see what their children are eating at the Centre. We value open communication with families and are happy to share recipes!

Nutritional Licensing Regulations

All meals are peanut-free and meet the **nutritional standards set by Vancouver Coastal Health**, ensuring that every child receives high-quality, balanced meals to support their growth and development.



We follow **Section 48 of the Child Care Licensing Regulation** from the Community Care and Assisted Living Act, which ensures that:

- Children receive healthy food and drinks according to **Canada's Food Guide**.
- Nutritional needs are met based on a child's **age, hours of care, preferences, and cultural background**.
- Safe drinking water is available at all times.
- Children are **not fed by propped bottles**, forced to eat, or left unsupervised during meals.
- Food is never used as a **reward or punishment**.

More information of Section 48 can be found on the official page of BC Laws, located here:
https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/332_2007#section48

Parent-Teacher Conferences: No Lunch Exception

During our Parent-Teacher Conferences in January and June, the Centre is only open for a half-day until 12:00 p.m. No lunch is served on this day as parents are expected to pick-up their child before the Centre closes.

Parent Roles & Responsibilities

Child Absence(s)

We understand that life can be busy, and **there may be days when your child is home sick, enjoying a family vacation, or spending quality time** with loved ones.

Unexpected situations can arise, making it difficult for your child to attend the Centre. To avoid confusion, help us plan our day effectively, and maintain proper **staff-to-child ratios**, we ask that families **inform us in advance** if their child will be absent.

How to Notify Us about Absences

Send a message to your teacher(s) on Brightwheel if your child will be absent for one or more days. It's **best to send the message before 9:00 a.m. the latest on the same day of the absence**. If we have not received a message by **9:00 a.m.**, a teacher at the Centre will reach out with a friendly "love call" to check in and see if your child is feeling unwell or simply spending the day with family. We will also send a message to confirm whether your child will be coming.

Drop Off & Pick Up

For both drop off and pick up, only **one parent/guardian should handle the process**. Your child should be dropped off at their respective classroom after you enter the Centre and should be signed-in on Brightwheel before you leave.

Dropping Off:

- 1) Only one parent/guardian should drop off your child to avoid congestion in the building.
- 2) Sign in using the Brightwheel app.
- 3) Complete the health screening on Brightwheel.

- 4) Wash your child's hands in the respective sink(s) outlined below and put on their indoor shoes.
 - **Suite 101:** Art Room
 - **Suite 102:** Children's bathroom
 - **Suite 103:** Suite 103's bathroom

Picking Up:

- 1) Only one parent/guardian should pick up your child to avoid congestion in the building.
- 2) Sign your child out using the Brightwheel app before picking them up from their classroom. Washing your child's hands before leaving the Centre is encouraged.

For further information regarding signing-in and signing-out, refer to the *Sign-In & Sign-Out* section in this Parent Handbook, outlined in Page 6.

Safe Child Release

Under the *Child Care Licensing Regulations*, HCC will **never release your child to someone other than the legal parent**, unless otherwise stated and consented to – with provided writing.

The policies and procedures of Harbourside Children's Centre for the safe release of children are as follows:

- 1) Harbourside Children's Centre will not release a child to anyone except a parent of the child or a person authorized by a consent in writing signed by a parent.
- 2) If the person picking up the child is not a person authorized by a consent in writing, Harbourside Children's Centre will not release the child.
- 3) If the parent or person picking up the child does not appear to be capable of providing safe care, Harbourside Children's Centre will not release the child, but instead we will discuss safe options with the parent or person: to offer to call a family member or friend, to assist and take other steps in the...

Parent Roles & Responsibilities

...discretion of Harbourside Children's Centre, and to try and ensure the safety of the child. If these options or steps do not lead to a solution that reasonably ensures the safe care of the child, Harbourside Children's Centre will call the appropriate authorities.

- 4) If the person picking up the child does not arrive for the child, Harbourside Children's Centre or the educator will take the steps set out under the heading Late Pick-Up Policy in the Parent Handbook. I accept that in the event that Harbourside Children's Centre or the educator is unable to communicate with either a parent or an emergency contact within 30 minutes of our 5:30 pm closing time, Harbourside Children's Centre will have no alternative but to contact the Ministry of Children and Families.

Non-Custodial Parents

Parents must provide a **copy of any custody order** and a **photo of the non-custodial parent**. If a non-custodial parent insists on picking up the child and they are *not* approved for pick-up, the teacher or appropriate staff will follow the procedure outlined below:

- 1) Calmly state the Centre's policy regarding safe child release (i.e., Procedures for Child Release).
- 2) Ensure all children and staff are safe.
- 3) Contact the custodial parent.
- 4) Call the RCMP immediately if the non-custodial parent attempts to leave with the child.

Picking Up Your Child While Intoxicated

Our Educators and staff will not **release a child to anyone who appears to be under the influence of alcohol or drugs**. The teacher(s) will call an alternative or emergency contact to pick up the child. As required by VCH, if no parent or emergency contact can be reached within 30 minutes of being contacted, the provisions of Section 11 shall apply, and late charges will be incurred immediately. In the case where no one is able to come pick up your child, the Ministry of

Children and Families and/or the RCMP will be contacted.

Late Pick-Up Policy

We understand that unforeseen circumstances (like traffic!) can cause **delays in picking up your child**. We value open communication, so **we ask that families call the Centre or let their teacher(s) know if they anticipate a late pick-up** as soon as possible.

As required by VCH, if we cannot reach a family member or an emergency contact, or receive a response **within 30 minutes of the scheduled school closure times**, HCC must contact the Ministry of Children and Families and/or the RCMP.

The scheduled time for the Starfish Room to close is at 5:15 p.m.; while the Seal Room, Dolphin Room, and Orca Room close at 5:30 p.m.

Late Pick-Up Fee Charges

- 1) **1st Incident** (First Late Occurrence)
 - Parent/guardian must sign a Late Pick-Up notice.
 - **No fee if less than 15 minutes late.**
 - After 15 minutes, **\$2.00 per additional minute**.
 - Late fees start at **5:31 p.m. (Starfish Room)** and **5:46 p.m. (Seal, Dolphin, and Orca Rooms)**.
- 2) **2nd Incident** (Second Late Occurrence)
 - Parent/guardian must sign a Late Pick-Up notice.
 - Same fee structure as the first occurrence.
- 3) **3rd Incident** (Third Late Occurrence)
 - Parent/guardian must sign a Late Pick-Up notice.
 - **First 15 minutes = \$15.00.**
 - **\$2.00 per minute after 15 minutes.**
 - If lateness becomes a recurring issue, a meeting will be scheduled with the Director to find a solution.

Our Commitment to Families:

Supervising Children

Supervision of Children

Ensuring children's safety is our top priority, especially while they play and learn throughout the day! Our staff provide **active, attentive supervision at all times**, creating a **secure and engaging environment** where children can explore, play, and learn with confidence.

Supervision of Children Policy

The Child Care Licensing Regulation states that:

- “**Section 39 (1)** A licensee must ensure that children are supervised at all times by a person who is an educator, an assistant, or a responsible adult and
- Section 39 (2)** A licensee must ensure that a second adult is immediately available to supervise children in case the person responsible for supervising children needs replacement because of urgent and unforeseen circumstances.”

Care Standards

Our teachers and staff will always provide adequate supervision where they are **aware of where the children are at all times, what are they doing**, and are able to **respond to the needs of the children or intervene quickly** if necessary.

Care Standards are followed by the teachers and are as follows:

- 1) Always conduct a head count before and after transitions.
- 2) Do not use monitors or devices as a replacement for supervision.
- 3) Add extra staff for children needing additional support.
- 4) Limit the number of children in each area for positive interactions and maximum supervision.

- 5) Schedule extra staff/volunteers for field trips.
- 6) Continuously scan all areas of the room.
- 7) Regularly assess indoor and outdoor areas for hazards; use age-appropriate furniture and equipment.
- 8) Maintain the staff-to-child ratio at all times.
- 9) If aggressive behaviour occurs, the teacher will be close enough to intervene to promote acceptable behaviour and protect the other children.

Supervision Procedures

To maintain a high standard of care for all children, we follow these procedures:

- **Staff-to-Child Ratio:** We ensure the required ratio is maintained at all times.
- **Head Counts:** Conduct head counts before and after transitions.
- **No Substitutes for Supervision:** Monitors or devices will not replace direct supervision.
- **Extra Support:** Additional staff will be provided if children requiring extra support are enrolled.
- **Activity Limits:** Set limits on the number of children in each activity area to ensure positive interactions and maximum supervision.
- **Field Trips:** Extra staff or volunteers will be scheduled for field trips.
- **Ongoing Monitoring:** Preschool staff will continually scan all areas.
- **Handling Aggression:** Caregivers will be close enough to intervene during aggressive behavior to ensure safety and promote acceptable behavior.

Environment Safety

- **Hazard Assessment:** The indoor and outdoor areas are continuously assessed to ensure they are free of hazards.
- **Appropriate Equipment:** Furniture and equipment are age-appropriate.
- **Visibility:** Caregivers will have a clear view of all play areas and doors.

Our Commitment to Families:

Discipline – Part 1

Guiding Children's Behaviour

At Harbourside Children's Centre, our aim is to create a **respectful and developmentally appropriate environment** that fosters **confidence, independence, and self-esteem** in children.

Our approach focuses on **positive guidance**, never using punitive or physical punishment. We aim to promote positive self-esteem in a warm, nurturing environment. **Children will never be:**

- 1) Subjected to physical punishment (e.g., shoving, hitting, spanking).
- 2) Subjected to harsh, belittling, or degrading treatment.
- 3) Confined, restrained, or isolated without supervision.
- 4) Deprived of meals, snacks, rest, or toilet use as punishment.

Guidance Practices

- **Modeling Behaviour:** We demonstrate the speech, grammar, vocabulary, and tone of voice we wish to hear from the children.
- **Respectful Interaction and Environment:** We listen to and acknowledge children's ideas with respect, speaking slowly and clearly at their level using a calm, friendly tone, while utilizing a developmentally appropriate environment per age group.
- **Positive Guidance:** We use problem-solving techniques to develop self-confidence and communication skills. Children are encouraged to verbalize their feelings, which helps reinforce positive behaviour.

"Firm" Guidance Policy

A **"firm" yet compassionate** approach helps **children feel secure, understand expectations, and develop important social-emotional skills.**

Being "firm" means setting clear guidelines and expectations respectfully.

- **Clear Expectations:** Children are given specific boundaries, such as keeping hands to themselves, being gentle with toys, and using kind words.
- **Role Modeling:** Teachers demonstrate problem-solving skills, emotional expression, and reasonable solutions to set an example.
- **Immediate Intervention:** Conflicts or challenges are addressed promptly and respectfully.

Conflict Resolution:

When conflicts arise, teachers and staff assist children in expressing their feelings and finding appropriate ways to handle their emotions. This helps children **develop self-discipline** and **acceptable ways of expressing and controlling their feelings.**

- **Setting Limits:** We establish clear limits on acceptable and unacceptable behavior, ensuring children feel safe and secure. We explain that hurting themselves, others, or damaging property is not allowed and guide them towards permissible behaviour.

Discipline Policy

We follow the **Ministry of Health's guidelines for discipline** in their **Guidance & Discipline** handbook, found on:
https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/guiding_childrens_behaviour_april_2017.pdf

Our approach to discipline is grounded in setting clear expectations and following through respectfully, encouraging conversation and problem-solving.

Our Commitment to Families:

Discipline – Part 2

Discipline Policy (con't)

When behavioural challenges arise, we use clear and consistent steps to guide children toward positive choices while maintaining a safe and respectful environment.

Steps for Handling Behavioural Issues

- 1) **Warnings:** Two warnings are given for undesirable behaviour (e.g., "Please do not throw the cars" and "I have reminded you not to throw the cars").
- 2) **Redirection:** On the third occurrence, the child is calmly redirected and given two alternative play choices.
- 3) **Quiet Area:** If redirection fails and aggressive behaviour occurs, the child is taken to a "quiet area", typically an area in the room away from the other children. The teacher helps the child process their emotions and understand their behaviour. The child returns to play when ready, and the parent is informed.
- 4) **Physical or Emotional Harm:** If a child causes harm to themselves or others:
 - **Redirection:** The child is verbally asked to move to another area. If they do not comply, the staff will attempt to redirect them.
 - **Safety Risk:** If there is a significant health and safety risk, the staff may carry the child to a quiet area to calm down. An incident report will be filed, and licensing will be contacted if physical intervention is required.

Reporting & Support from the Director

In more serious cases of behavioural issues, teachers will be required to report and find support from the Director.

- **Documentation:** Aggressive behaviour in the Dolphin Room and the Orca Room is reported to the Director and documented.

- **Support from the Director:** If standard problem-solving methods are exhausted, Ms. Morris will visit the classroom, speak with the child about their behaviour, and work with them to find resolutions.

Resolution Process

- 1) **Reflection:** Children are asked to reflect on their feelings and the impact of their actions.
- 2) **Concerns:** Children discuss with Ms. Morris what actions/behaviors concerned their teacher.
- 3) **Rules Reminder:** Children are reminded of the school's rules related to their behavior.
- 4) **Impact on Others:** Children consider how their behavior affects their friends.
- 5) **Resolution:** Children propose ways to resolve the issue and make amends.
- 6) **Making Amends:** Children suggest ways to make their friends feel better.
- 7) **Follow-Through:** The child and Ms. Morris implement the agreed-upon resolution.

While each incident is different... an example of how Step 7: Follow-Through may be implemented:

SCENARIO: If a child hits another child...

- The child and the injured child may discuss the incident privately once returning to the classroom.
- The child may choose to apologize, offer a hug, or help with any injuries.
- Actions are initiated by the child, not as an expectation from teachers, but rather from themselves.

- 8) **Parent Communication:** Ms. Morris will contact all involved children's parents about the incident.
- 9) **Ongoing Issues:** If behaviour persists or escalates, Ms. Morris will arrange a meeting with the child's family and teachers to seek solutions. An incident report may or may not have been filed at this point.

Our Commitment to Families:

Ongoing Behavioural Issues – Part 1

Ongoing Behavioural Issues

In cases of **ongoing to severe behavioural issues**, when all regular procedures have been exhausted, including following the Steps for *Handling Behavioural Issues*, seeking support from the Director, and following the Resolution Process, the Centre will implement more **intensive intervention strategies**.

Reporting and Managing Concerns

1) Reporting Concerns:

- Teachers must inform the Director of serious concerns.
- The Lead Teacher will communicate informally with parents and the Director.
- If issues persist, at least three written observations (ABC Running Records) are recorded.
- Parent conferences are encouraged if problems remain unresolved.

2) Classroom Meetings:

- Held every two weeks to discuss concerns, program planning, and strategies.

3) Strategies:

- Discuss concerns informally with families and during conferences.
- Use Running Records as documentation.

4) Escalation Process:

- If the child's needs can't be met within ratios, a formal meeting is arranged.
- Concerns are presented in writing to parents.

When A Child's Needs Cannot Be Met

- 1) **Contact Parents:** The Director will arrange a meeting with appropriate parents and teacher(s).
- 2) **Identify Concerns:** The Centre's concerns will be provided in writing to the parents.

- 3) **Explain Limitations:** The Director will explain the Centre's inability to care for the child within the required ratios (1:8 or 1:4).
- 4) **Recommend Support:** The Director will suggest involving Supported Childcare for additional help.

Supported Childcare

Supported Childcare may be offered to ensure **your child receives the necessary support**. Information about this service will be shared with your family, and consent will be requested for involvement in observation and consultation.

Supported Child Development (SCDP), or otherwise known as *Supported Childcare*, is a community-based program that assists families of children with extra support needs to access inclusive childcare that meets family needs, offering individualized planning, resources, training, referrals, and additional staffing to ensure full participation.

Request for Supported Childcare

Supported Childcare will be offered to the family to ensure the child receives the necessary support needed. Information about the service will be provided, and consent will be requested for involvement in observation and consultation.

Information regarding Declining Support Childcare can be found on the next page (pg. 19).

More information regarding the **North Shore Supported Childcare** can be found here:
<https://www.nsnh.bc.ca/north-shore-supported-child-development/>

For the **B.C. Centre for Ability's Supported Childcare**:
<https://www.bc-cfa.org/programs/children-and-youth/supported-child-development>

Our Commitment to Families:

Parent Interactions with the Centre's Staff and Children

Declining Supported Childcare

If the family chooses to decline receiving Supported Childcare, the Centre may be unable to continue the child's enrollment. In the situation where termination occurs, parents will receive a written statement outlining the reason for termination, along with a summary of observations, interventions, and the efforts made by the Centre to help the family.

Harbourside Children's Centre will provide care for up to 1 month following the decision of termination. If the family chooses to leave immediately, they will be charged a per diem rate for the days attended in the termination month, with the remaining fees and security deposit returned by the end of the month.

Parent Interactions with the Centre

In rare situations where a parent is concerned about a potential incident involving their child and/or a staff member, it is critical that these concerns are addressed through appropriate and respectful channels.

Policy on Parent Behaviour Expectations Toward HCC Staff

Policy: We have a zero-tolerance policy for any behaviour that is disrespectful, inappropriate, or hostile toward our team members. Our educators and staff work diligently to provide high-quality care, and they deserve to be treated with courtesy and professionalism at all times.

Should any behaviour occur that violates this standard, it will be taken seriously. **Repeated or serious incidents may result in a review of your child's continued enrolment at the Centre.**

Policy on Parent Behaviour Expectations Toward Other HCC Children

Policy: Parents and guardians are not permitted to approach, question, or engage with any child other than their own while on Centre premises. This includes verbal interaction, attempts to identify a child involved in an incident, or any form of non-verbal communication (e.g., gestures or eye contact intended to elicit a response from a child).

If a concern arises, it must be brought directly to the attention of the classroom educators or the Centre Director. Staff members are trained to assess and respond to these situations in an appropriate and professional manner.

Rationale: While we recognize that parents have a natural concern for their child's well-being, **approaching another child is never appropriate in a childcare setting.** This policy is in place to:

- Protect the emotional and psychological safety of all children.
- Prevent miscommunication, accusations, or discomfort for the child and their family.
- Maintain professional boundaries and preserve trust between families and educators.
- Allow educators—who are trained and neutral parties—to handle interpersonal matters between children.

Handling Concerns: The correct process to handle your concerns is to always bring up the concern directly to your educators in the room. They are familiar with the children's dynamics and will investigate the situation appropriately. If it requires further support, the Director will be involved.

Consequences of Policy Violation: Any parent who engages in unauthorized interaction with a child who is not their own will be considered in violation of this policy. In a serious case, the Centre may terminate care for the family involved after receiving a formal written letter.

Our Commitment to Families:

Abuse Policy

Abuse Policy & Procedures

Harbourside Children's Centre has implemented an Abuse Policy and Procedures to **uphold a safe environment, ensuring the protection of all children from harassment and abuse**, in accordance with legal, regulatory, and moral requirements of Canada.

This **policy defines unacceptable behaviours** and outlines a **clear process for receiving and handling complaints** to address any concerns effectively and appropriately.

Abuse Policy Statement: Harbourside Children's Centre has zero tolerance for any form of abuse, including, but not limited to, physical, sexual, emotional, verbal, psychological, or neglect.

Types of Abuse include, but not limited to:

1) Physical Abuse:

- Intentional force causing harm, such as slapping, hitting, shaking, or using restraints.

2) Sexual Abuse:

- Unwanted touching, sexual propositions, exploitation, or penetration.

3) Emotional Abuse:

- Attacks on self-esteem, including name-calling, threatening, and isolating.

4) Verbal Abuse:

- Humiliating remarks, name-calling, swearing, and taunting.

5) Psychological Abuse:

- Abusive communication, sarcasm, intimidation, and insensitivity.

6) Neglect:

- Failure to provide necessary services, support, or responding to health changes.

7) Harassment:

- Unwanted physical or verbal conduct that offends or humiliates, including gender-based harassment.

Reporting Procedures

Reporting Child Abuse: In British Columbia, reporting suspected or disclosed child abuse is required by law. Reports can be made to:

- **District Office:** Ministry of Children and Family Development (8:30 am to 4:30 pm, Monday through Friday).
- **Helpline for Children:** 310-1234 (available 24/7).
- **Telephone Directory:** Refer to the blue pages under Government, British Columbia, Ministry of Children and Family Development.

Abuse Reporting Protocol:

- Maintain confidentiality.
- Ensure immediate reporting to the appropriate authorities.
- Follow internal procedures for addressing and documenting complaints.

Note: All staff, volunteers, and contractors are required to adhere to these policies to ensure a safe and supportive environment for all children at Harbourside Children's Centre.

Child Care Licensing Regulation, quoting Section 52: (1) A licensee must ensure that a child, while under the care or supervision of the licensee, is not subjected to any of the following:

- (a) shoving, hitting, or shaking by an employee or another child, or confinement or physical restraint by another child;
- (b) confinement or physical restraint by an employee, except as authorized in a child care's plan if the care plan includes instructions respecting behavioural guidance;
- (c) harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self-respect;
- (d) spanking or any form of corporal punishment;
- (e) separation, without supervision by a responsible adult, from other children;
- (f) as a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet.

(2) A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Schedule H.

Our Commitment to Families:

Biting Policy – Part 1

Biting Policy

Biting is a **common and natural behaviour in young children as they navigate early development**. It often occurs during key stages like **teething** and is sometimes a way for **toddlers to express themselves** when they lack verbal skills. While biting can be challenging, it is typically a phase that can be **minimized with proactive strategies**.

Biting Policy Statement: At Harbourside Children's Centre, while we recognize that biting can be a normal part of child development, we take all incidents seriously. We will respond promptly, inform parents, and work together to address the behaviour through observation, prevention strategies, and open communication.

Why Do Young Children Bite?

- 1) It's a natural part of development. Infants and toddlers explore by biting, especially during teething.
- 2) Toddlers may lack verbal skills to express themselves.
- 3) Biting elicits a quick reaction.

Understanding and Managing Biting

We have **prevention strategies in place at HCC** to help minimize biting and **encourage positive behaviour among children**. These strategies include **providing plenty of toys and equipment to reduce biting**, **ensuring spacious classrooms** to avoid crowding, **offering sufficient toys** so each child has options, and **providing varied activities** to keep children engaged. While these prevention strategies are in place, conflicts over toys or space can still trigger biting.

RRP (Recognize, React, Prevent) exists to help understand and manage biting incidents, and it can be applied at home as well to support positive behaviour and reduce biting, and is as follows:

(R) Recognize Reasons

- Infants and toddlers bite due to teething, exploration, or discomfort.
- Young children may bite due to emotions like frustration, excitement, or anxiety.

1) (R) React Appropriately

- Respond calmly and promptly to biting incidents, and if an injury has occurred, provide immediate care.
- Work with parents if biting becomes frequent.

2) (P) Prevent Further Incidents

- Ensure enough space and toys to minimize conflicts.
- Keep children involved in engaging activities.
- Monitor children's behaviours to identify those more prone to biting.
- Encourage communication by using their words to express their feelings.

Guidance for Handling Biting

The following outlines how teachers and staff handle biting situations at the Centre:

- 1) **Stop the action:** Firmly say "no" to immediately stop the biting between the children. Aggressive, physical force will never be used.
- 2) **Redirect:** Offer the child something appropriate to chew on.
- 3) **Care for the bitten child:**
 - Wash the area with soap and water.
 - Apply a cold compress if needed.
 - Comfort the child.
- 4) **Guide the child who bit:**
 - Talk to the child about why biting hurts and suggest alternative actions.
 - For older children, discuss better solutions.
 - Redirect the child to another area.
 - End on a positive note.
- 5) **Monitor the bitten area:** Keep an eye on the area for any signs of infection and inform the parents.

Our Commitment to Families:

Biting Policy – Part 2

Incident Communication

Open communication between HCC and families is essential when addressing biting incidents. **All biting incidents are reported to the families involved**, ensuring that both the child who bit and the child who was bitten receive the appropriate care and attention.

While we keep the **names of all children involved confidential**, we provide detailed information about the incident, the actions taken, and any follow-up steps (which typically involve **at-home guidance** between the parents and the child). This approach helps maintain trust and collaboration while ensuring the privacy and well-being of all children in our care.

Informing the Affected Families

For the parent(s) of the child who bit (the 'biter'):

- 1) A teacher or staff member will inform you about the incident, typically through Brightwheel messaging. In rare, severe cases, a phone call may be made for prompt communication.
- 2) The severity of the situation will be explained.
- 3) If the behaviour recurs, a plan of action will be implemented both at home and at the Centre. Further incidents may lead to a meeting with the Director.
- 4) We will typically ask the family to bring a teething toy to the Centre to help the child redirect their biting tendencies and to understand that biting friends is not acceptable.

For the bitten child's parent(s):

- 1) A teacher or staff member will inform you about the incident, typically through Brightwheel messaging. In rare, severe cases,

a phone call may be made for prompt communication.

- 2) The severity of the situation will be explained. Additionally, preventative measures that have and will be put in place to avoid future occurrences will likely be discussed in the message and/or phone call.
- 3) Any first aid administered will be shared, as well as other care methods (such as extra hugs and attention).

If Biting Persists (Additional Measures)

We prioritize the safety of all children. If a child's biting behaviour jeopardizes the safety of others and other solutions have been exhausted, we will consult with the Licensing Officer and Health Nurse, as per VCH requires. Together, we will develop a 'behavioural plan' for the child and family to address and resolve the issue.

Additionally, **Supported Childcare** will be requested if the biting behaviour persists.

Biting with Preschoolers

Biting by children between the ages of 3 and 5 is taken more seriously as it raises greater concerns. The main reasons for concern include:

- Children in this age group can cause more severe injuries, such as deep cuts that may require stitches or shots.
- It is unusual for preschool-aged children (3-5 years old) to continue biting. This behaviour may require evaluation for developmental concerns.
- Biting in older children may be linked to developmental issues such as language delays, sensory-seeking behaviour, difficulties in regulating emotions, or other additional needs.

We ask families to schedule an appointment with their doctor to address concerns related to biting behaviour in these severe cases.

Children's Health & Safety:

Becoming Sick at School – Part 1

Becoming Sick at the Centre

If your child becomes sick while at the Centre, we **prioritize their comfort and well-being**, and thus you will be informed promptly. Our goal is to ensure the **safety of all children** by addressing illness quickly and following clear procedures for communication and care.

Addressing Sickness and/or Illness

- You will be informed immediately if your child is showing signs of illness or is no longer acting like themselves (i.e., if they are acting unusually different from how they usually are, such as unusually lethargic, no appetite for foods, etc.). You will always be informed on Brightwheel messaging. If we do not receive a response, you will receive a call from your teacher(s).
- Parents are expected to pick up their sick child from the Centre as soon as possible. Our pick-up policy for a sick child is as follows:

Pick-Up Policy for Your Sick Child: Families are expected to pick-up their sick child from the Centre as soon as possible after teachers and/or staff deem the child sick. Your child will never be requested to be picked up early if your child is not showing symptoms of sickness and/or illness. If parents are unable to pick up their child within one hour or being called, or if we have not received a response regarding their pick-up, HCC will contact the child's emergency contact to arrange for pick-up.

- An educator will stay with your child to monitor their condition until the parent(s) and/or the emergency contact arrives.
- In the meantime, if your child needs to rest, the Centre has a quiet nap room to allow your child to rest.

The safety of your child, as well as the other children in their classroom, is the priority of your teacher(s).

Types of Illnesses & Protocols

Fever:

- If your child develops a fever (38.2°C or 100.4°F) at the Centre, we will call you immediately and request you to pick-up your child as soon as possible.
- We no longer administer emergency doses of Advil/Tylenol to a child at the Centre.

Unexplained Marks (Rash, Red Eyes, etc.):

- If your child develops unexplained markings (e.g., rash, red eyes), we will call you immediately.
- A teacher will request that you pick up your child and take them to a doctor/clinic to determine if it is contagious.

Gastro-Intestinal (G.I.) Illness, or known as Diarrhea and/or Vomiting:

- If your child has vomited and/or has diarrhea at the Centre, we will call you immediately.
- A teacher will request that you pick up your child as soon as possible.
- A child must be symptom-free and/or cleared of vomit and/or diarrhea for a **full day** (24 hours) before returning to school, regardless of a doctor's note.

During a G.I. Outbreak:

- A G.I. outbreak is declared by the Public Health Officer from VCH when three or more children at the Centre have diarrhea or vomiting.
- During a G.I. outbreak, your child must be **symptom-free and cleared of vomit and/or diarrhea for two full days** (48 hours) before returning to school.

Example of a G.I. incident during an outbreak: If your child vomits on Monday at 10:30 a.m., goes home, and has no further symptoms, they can return to school on Thursday.

Children's Health & Safety:

Becoming Sick at School – Part 2

Hand-Foot-Mouth (HFM)

If educators notice any unknown rashes on a child's hands, feet, mouth, or diaper area, the child will **need to be picked up immediately and taken to a doctor to identify the rash.** If the doctor confirms it is HFM disease, the child cannot return to the Centre until all blisters or rashes have crusted over. Please note this policy will override a doctor's note if the rash or blisters are still deemed infectious by our standards to ensure complete safety and avoidance of an outbreak at the Centre.

If you're unsure whether a blister has crusted over, feel free to send a photo through Brightwheel, and we can advise you accordingly!

Returning to the Centre After Illness

To ensure the health and safety of all children, **we require a note from a doctor or parent before your child can return to the Centre** after being ill. This helps us verify that your child is **no longer contagious and is fit to rejoin the group!**

Doctor's Note Information

If your child is sent home due to an **unknown rash, mark, red eyes, or other symptoms**, a doctor's note is required before they can return to the Centre.

- A note from a family doctor or medical drop-in clinic is preferred, but a note from the family is also acceptable.

A **doctor's note** is an official document from a healthcare professional confirming a medical condition, clearance to return to childcare, or specific care instructions. It is typically required for extended absences, contagious illnesses, or medical clearance.

Doctor's Note Requirements:

- **Your child's name** (on the prescription pad, if from a doctor)

- **Medical condition or the name of illness or symptom.**
- **Contagion status:** Must state whether the child is contagious or not to be in a Group Licensed Daycare Facility.
- **Return date:** Date when the child can return to school (if contagious).
- **Signature:** Signature of the doctor or parent.

Exemptions for Cold-Like Symptoms:

- **Common Conditions:** Allergies, asthma, hay fever
- **Possible Symptoms:** Lingering cough, runny nose with cough, reddish eyes, vomit/sputum

Parent/Doctor's Message Information

A **parent/doctor's message** is a written or verbal communication from either the parent or doctor explaining a child's condition, absence, or need for accommodations. This can be an informal note, email, or message on a platform like Brightwheel.

Parent/Doctor's Message Requirements:

- A message from the parents confirming they have consulted a doctor regarding their child's condition, which includes the following:
 - **Your child's name**
 - **Doctor consultation:** Name of the doctor seen (virtually or in person).
 - **Visit information:** Date, time, and clinic details.
 - **Medical condition or the name of illness or symptom.**
 - **Contagion status:** Confirmation that the child is not contagious and is well enough to return to a Group Licensed Daycare Facility.

Note Duration

The doctor's note and/or the parent/doctor's message is **valid for two weeks**. If symptoms persist beyond this period, the Centre will request a follow-up visit with the doctor and ask for a formal doctor's note.

Children's Health & Safety:

Guidelines for Wellness – Part 1

Guidelines for Wellness

At Harbourside Children's Centre, the health and well-being of all children, families, and staff is our top priority. To maintain a safe and healthy environment, we follow the **wellness guidelines set by Vancouver Coastal Health**. These guidelines help prevent the spread of illness and ensure that every child can thrive in a safe setting.

More information about these guidelines and recommendations can be found on VCH's Sneezes & Diseases Resource Book here: https://sneezesdiseases.com/assets/uploads/Sneezes+Diseases_ResourceBook.pdf

Listed Conditions for Signs & Symptoms

Children showing signs and/or symptoms of any of the listed conditions set forth in this section must stay home for at least ONE FULL DAY (24 hours) before returning to the Centre, unless otherwise stated (as some signs and/or symptoms may require further absences). In accordance with VCH, the following Guidelines for Wellness are as follows:

- 1) **Illness:** Our Centre program includes indoor/outdoor play activities in all weather conditions and temperatures (i.e., rain, snow, and sunny days). If a child is not able to participate in a full range of play activities, please keep your child at home.
- 2) **Colds:** With severe colds, a child may become cranky, sleepy, or restless. If your child has a persistent cough that will not go away, or contains green or yellow nasal discharge, please keep your child at home.
- 3) **Diarrhea:** Diarrhea is repeated bowel movements that have an unusual appearance or odour, and are often watery or greenish in colour. When and if the first diarrhea incident occurs at the Centre, the parents will be notified. After the second occurrence within

the same day, the parents will be contacted to pick their child up.

If your child has diarrhea during the night, please keep your child at home until bowel movements have returned to normal. A child cannot return to care until the child is free/cleared of symptoms for one full day (24 hours). During a G.I. outbreak, the child must be free/cleared of symptoms for two full days (48 hours).

- 4) **Fever:** A child needs to stay at home if they have a fever of 38.2°C/100.4°F, or higher. Similarly, if they have a fever at the Centre, they will need to be picked up as soon as possible.

If your child has a fever during the night and still requires medication to keep the fever down, please keep your child at home to control the fever and prevent the spread of illness.

Fever medications (Tylenol, Tempra, Advil, etc.) only mask and alleviate the symptoms, but do not eliminate the problem.

- 5) **Chicken Pox:** Children with suspected or known cases of chicken pox will be excluded from the Centre until non-infectious. Chicken pox is infectious for five days after the rash first appears, and/or until the blisters have crusted over, whichever is longer.

- 6) **Pink Eye/Conjunctivitis:** A child's symptoms of pinkeye/conjunctivitis include the white part of the eyes turning pink or red, their eyes hurting or feeling 'scratchy', and eyes having a yellow discharge. Pink eye/conjunctivitis is extremely contagious and the affected child will be excluded from the Centre until better. The child must be on optic antibiotics for a full day (24 hours) before returning to the Centre.

- 7) **Rash:** Any unidentified rashes should be diagnosed by the child's family doctor before the child comes back to the Centre. The child may return with a note from the doctor identifying the rash with the assurance that it is not contagious.

Children's Health & Safety:

Guidelines for Wellness – Part 2

- 8) **Vomiting:** If a child vomits a large amount at the Centre, the parents will be contacted immediately to pick up the child from daycare as vomiting usually indicates that something is wrong. Similar protocols from Diarrhea will be followed. If your child has vomited during the night, please keep your child at home until they are able to keep solids and liquids down for one full day (24 hours).
- 9) **Communicable Diseases:** Any communicable diseases that occur at the Centre will be posted on all the entrances, Family Boards, and important areas of the Centre (e.g., chicken pox, measles, lice, hand foot & mouth, etc). You will also be notified through Brightwheel first.

Policy on Being Too Sick to Attend School: If a child cannot participate in *all* school activities (including outdoor/playground time), the child should stay at home.

Medication Guidelines

We require that children attending the Centre are **healthy and able to fully participate in daily activities**. Medication that masks/alleviates symptoms of illness can make it difficult to determine if a child is well enough to be in care and may contribute to the spread of illness.

Free of Medication Policy: It is recommended that children stay at home to recover when ill or physically unwell. Children who have been given any form of medicine in the morning prior to coming to care (e.g., cough medicine, Tylenol, Advil) to cope with illness symptoms, such as fever, cough, or sore throat, before coming to the Centre are asked to stay home to recover.

Examples of where the Free of Medication Policy applies can be:

- a) **Fever:** If your child had a fever the night before coming to the Centre and you had to medicate your child to keep the fever down, they should not attend the Centre.
- b) **Bad Cough:** If your child had a bad cough the night before and you had to medicate your child before coming to the Centre to stop the coughing, they should not attend the Centre.
- c) **Cold Symptoms:** Children should NOT attend care if they have had any form of medication before coming to the Centre to help alleviate cold symptoms.

To help prevent the spread of illness, we strongly encourage families to keep their child at home if they are unwell. Children who are sick will be **excluded from care** until they are feeling better and able to fully participate in daily activities. Keeping sick children at home not only supports their recovery but also helps maintain a healthy environment for all children and staff at the Centre.

Prescribed Medication & Drugs

HCC can administer medication **only if it has been prescribed by a doctor** and is provided in its **original labeled container with clear dosage instructions**. Over-the-counter medications such as **Tylenol or Advil will not be administered** at the Centre.

The guidelines for prescribed medication and drugs are as follows:

- 1) Medication must be in its **original labeled bottle** (syringes are not permitted).
- 2) The label on the bottle **must match the child's name and be a doctor-prescribed medication**.
- 3) The **Administration of Medicine form must be completed** (by a doctor for prescribed medication or by a parent for non-prescribed medication), specifying the **dosage, administration time, and any instructions from the child's care plan** and **must not be expired**.

Children's Health & Safety:

Guidelines for Wellness – Part 3

Prescribed Medication & Drugs (con't)

HCC is committed to ensuring the **safe administration and storage of medication**. All medications must be kept out of reach of children and will never be accessible to any child. Only qualified ECE teachers will administer medication as per the instructions provided by the child's parent or outlined in the child's record or care plan.

Parents are reminded that over-the-counter medications, such as Tylenol and Advil, should not be left in a child's cubby. Any medication you bring to the Centre (and left in your child's bag or cubby) must be disclosed with your teacher(s) and/or the staff.

Antibiotics

Antibiotics may be needed when a child is diagnosed with a bacterial infection, such as strep throat, bacterial conjunctivitis (pink eye), or ear infections.

A **child may return to the Centre after a full day (24 hours) on antibiotics**, including oral antibiotics and antibiotic eye drops, if the child is feeling well. This time allows the antibiotic to bring the infection under control, reducing the risk of spreading it to others.

Parents should ensure the child has completed the full prescribed course of antibiotics, even if symptoms improve before finishing the medication.

Immunization

All children attending HCC must be fully immunized to help keep all children and staff protected from vaccine-preventable illnesses.

While immunizations are not mandatory in British Columbia, they play a vital role in protecting both individual and public health.

At the Centre, we have staff members and children who may be immunocompromised and more susceptible to being ill, making it even more important to prevent the spread of vaccine-preventable diseases.

Please ensure your child's immunization records are up to date before attending the Centre.

For more information on immunization schedules and resources, please refer to Vancouver Coastal Health's guidelines, found here:

<https://www.vch.ca/en/health-topics/immunization>

or HealthLinkBC's Immunization Schedule:

<https://www.healthlinkbc.ca/health-library/vaccinations/bc-immunization-schedule>

ROUTINE IMMUNIZATION SCHEDULE								
DaPT/IPV/HIB	Diphtheria	•	•	•	•	•	•	•
(Diphtheria, Pertussis, Tetanus, Polio, Haemophilus Influenza type B)	Pertussis	•	•	•	•	•	•	•
	Tetanus	•	•	•	•	•	•	•
	Polio	•	•	•	•	•	•	•
	Haemophilus Influenza type B	•	•	•	•	•	•	•
PNEUMOCOCCAL CONJUGATE ¹		•	•	•	•			
HEPATITIS B ₂		•	•	•				• ³
MMR (Measles, Mumps, Rubella) ³	Measles				•	•		
	Mumps				•	•		
	Rubella				•	•		
MENINGOCOCCAL C ₄ Conjugate				•				• ⁴
VARICELLA ⁵ CHICKENPOX				•				

• Adults require Diphtheria and Tetanus every 10 years.
1. Pneumococcal Conjugate Program for all infants born on or after July 1, 2003.
2. Hepatitis B₂ Program for all infants born on or after July 1, 1996. All other children are immunized for Hepatitis B in Grade 6 (2-dose schedule as of September 2001).
3. 2 doses on or after the 1st birthday NO EXCEPTIONS
4. Meningococcal C Conjugate Program is for all infants born on or after July 1, 2002.
• All other children are immunized for Meningococcal C in Grade 6 (as of Sept. 2003).
5. Varicella is recommended but not publicly funded.

IMMUNIZATION CLINICS
CALL 604-983-6863 FOR APPOINTMENT

Vaccine	2 Months	4 Months	6 Months	12 Months	18 Months	Starting at 4 Years of Age (Kindergarten Entry)	
						✓	✓
<u>Chickenpox (Varicella) Vaccine (#44b)¹</u>						✓	
<u>Diphtheria, Tetanus, Pertussis, Hepatitis B, Polio, and Haemophilus influenzae type b (DTaP-HB-IPV-Hib) Vaccine (#105)</u>	✓	✓	✓	✓			
<u>Diphtheria, Tetanus, Pertussis, Polio, Haemophilus influenzae Type b (DTaP-IPV-Hib) Vaccine (#15b)</u>						✓	
<u>Hepatitis A Vaccine (#33)</u> Indigenous children only				✓		✓	
<u>Inactivated Influenza (Flu) Vaccine (#120)²</u>						✓	
<u>Live Attenuated Influenza (Flu) Vaccine (#126)²</u>							Yearly for children 6 months of age and older (The live attenuated vaccine is not approved for use in children under 2 years of age).
<u>Measles, Mumps, Rubella (MMR) Vaccine (#14a)</u>						✓	
<u>Measles, Mumps, Rubella and Varicella (MMRV) Vaccine (#14e)¹</u>							✓
<u>Meningococcal C Conjugate (Men-C) Vaccine (#23a)</u>	✓					✓	
<u>Pneumococcal Conjugate (PCV 13) Vaccine (#62a)</u>	✓	✓				✓	
<u>Rotavirus Vaccine (Rotarix®) (#104a)</u>	✓	✓					
<u>Tetanus, Diphtheria, Pertussis, Polio (Tdap-IPV) Vaccine (#15a)</u>							✓

Safety & Emergency Procedures:

Access Cards and Emergency Plans

Access Cards

For the safety and security of all children and staff, the Centre uses a **secure entry system** to control access to the premises. All doors are locked and can only be opened by authorized families using their assigned access cards (which may be referred to "fob keys" occasionally).

Purpose: Providing secure entry! We only allow enrolled and trusted families to access the building freely between the open hours of the Centre. Otherwise, guests will need to gain access to the building and units from the front desk.

Cost: Each access card requires a \$50.00 deposit, refundable when the card is returned upon leaving the Centre. Note that physically broken access cards will not be refunded.

Important Note: Access cards are allocated to specific individuals and should not be shared (i.e., one access card will be for Mom, another access card will be for Dad, etc.). Please use only the card assigned to you.

Fire & Emergency Plans

HCC is committed to ensuring the safety of all children and staff in the event of a fire or emergency. We have **clear and practiced fire and emergency procedures in place**, including regular drills, to ensure everyone knows how to respond quickly and safely. These plans are designed to **minimize risk and ensure a swift and organized response in any emergency situation**. The plans for each suite will be as follows:

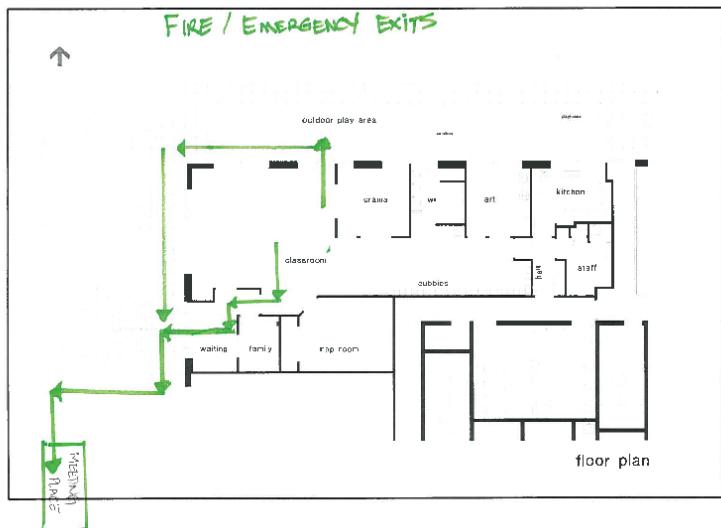
Suite 101

Emergency/Fire Exit Doors: There are 5 emergency/fire exit doors in Suite 101:

- 1) Each of the three classrooms in Suite 101 has an exit door that leads out to the playground.
- 2) One exit door is located in the main entrance.
- 3) Another exit door is located in the kitchen.

Emergency Evacuation: In case of an emergency, children will be brought to the designated safe area, which is in front of the steps of the South adjacent building.

Illustrations: Refer to the provided illustration for details on the fire exits.



Suite 102

Emergency/Fire Exit Doors: There are 3 emergency/fire exit doors in Suite 102:

- 1) The Dolphin & Orca Classroom has an exit door that leads out to the playground.
- 2) One exit door through the front main entrance.
- 3) Another exit door at the back where the kitchen is.

Emergency Evacuation: In case of an emergency, children will be brought to the designated safe area in front of the steps of the South adjacent building.

Illustrations: A provided illustration for details on the fire exits will be attached soon. You can see the physical map at the Centre.

Safety & Emergency Procedures:

Emergency Preparation

Suite 103

Emergency/Fire Exit Doors: There are 2 emergency/fire exit doors in Suite 103:

- 1) The Starfish Room One and Seal Room Two have an exit door that leads out to the playground.
- 2) Another exit door through the front main entrance.

Emergency Evacuation: In case of an emergency, children will be brought to the designated safe area in front of the steps of the South adjacent building.

Illustrations: A provided illustration for details on the fire exits will be implemented soon. You can view the physical map at the Centre.



Emergency Preparation

Being prepared is essential to **minimize hazards and risks in unexpected situations**. Through training, planning, and having the right resources in place, the Centre is equipped to respond effectively to emergencies. We ensure safety by:

- All staff and teachers hold valid, up to date First Aid certifications which are regularly checked. Retraining is supplied if required.
- Staff, families, and children receive training in emergency procedures.
- Necessary resources are supplied, such as emergency kits (which will be detailed in *Emergency Comfort Kits*), first aid kits, extra

supplies, communication tools, and other necessities.

- The Centre prepares for all emergencies, such as fires, earthquakes, floods, ice storms, and power or water issues by creating emergency procedures and scenarios. While some emergencies may be unforeseen, we aim to be prepared and apply training for all emergencies.

Evacuation Procedure

In an emergency, children are taken to a safe area in front of the South adjacent building. The process is as follows:

- 1) Gather children and attendance list. Account for all children present.
- 2) Access the emergency equipment bag.
- 3) Move to the designated safe area.
- 4) Conduct a headcount to ensure all children are safe (noting the number from the initial headcount).
- 5) Call for emergency help, provide first aid if needed, and await further instructions.

Fire Drills

Two fire drills are conducted monthly. The process is as follows:

- 1) Depending on the fire location, prioritize getting children to a safe place and account for all children present.
- 2) Access the emergency equipment bag.
- 3) Gather all children and move to the designated safe area.
- 4) Conduct a headcount to ensure all children are safe (noting the number from the initial headcount).
- 5) In the case of a real fire, call for emergency help, provide first aid if needed, and await further instructions.

Safety & Emergency Procedures:

Emergency Comfort Kits

Earthquake Drills

One earthquake drill is held every February. The process is as follows:

- 1) Prioritize getting children to a safe place and account for all children present. Gather all children.
- 2) Access the emergency equipment bag.
- 3) Perform a headcount.
- 4) Listen to the radio for updates, check the school's iPad or personal phone for updates, and contact emergency services if needed.
- 5) In the case of a stronger, severe earthquake, evacuate only when safe, following Evacuation Procedures.

Emergency Comfort Kits

To ensure the safety and comfort of your child during emergencies like earthquakes or other natural disasters, the Centre has established comprehensive emergency preparedness measures. This includes a two-part **Emergency Comfort Kit** (including food, first aid supplies, clothes, blankets, diapers, and more) which you, the parent, will be tasked to help us assemble!

The child's personal **comfort kit will consist of items from home and Krasicki & Ward** (for purchase).

Personal Emergency Comfort Kit

Should we face an extended period of isolation or if your child is taken to the hospital, your child's personal emergency comfort kit will provide essential and familiar items to keep them comfortable and reassured. It is the family's responsibility to ensure that all the items we request for in the kit are present.

We will help guide you during the enrollment period on how to assemble the kit!

The **requirements and what to include in the personal emergency comfort kit** are as follows:

- 1) The items from home should fit the size of a **large Ziplock bag, clearly labelled with the child's full name.**
- 2) **Medical form:** Filled and completed with any applicable medical equipment (i.e., an inhaler) with instructions.
- 3) **Family photo with a parent-written letter:** Families typically write the letter behind the photograph!
- 4) **Favourite item:** This can be a book or a small toy.
- 5) **Soother or small bottle.**
- 6) **Non-perishable snack***: Juice boxes, granola bars, etc.

*These snack items and/or juice boxes will need to be replaced every 6 months. Families should restock these items at the beginning of the school year (September) and after the annual Earthquake Drill (the end of February). You will also be reminded on Brightwheel when it is time to replace your child's emergency snacks.

The **second portion of the Emergency Comfort Kit includes items from Krasicki & Ward**, for purchase. You will be offered a discounted price to purchase this portion of the kit at the Centre.

The items, after purchase, from Krasicki & Ward will include:

- 1) Child's poncho(s)
- 2) Mylar blanket
- 3) Six (6) 125 mL Tetra Pack pure drinking water
- 4) 3600 calorie food block(s)
- 5) Dust mask(s)
- 6) 12-hour light stick

The food block(s) and water(s) in the Krasicki & Ward kit have a 5-year shelf life.

The entire Emergency Comfort Kit will be kept in your child's respected classroom. In addition to these personal comfort kits, each classroom has their own emergency kits with essential items (first aid kits, extra food, spare clothing, and more).

Safety & Emergency Procedures:

Severe Weather Condition(s) – Centre Operations and Closures

Severe Weather Condition(s)

Sudden heavy snowfalls, icy conditions, and other severe weather events may impact our daily operations! Our priority is always the safety of children, families, and staff. Below are the procedures we follow to keep everyone informed and prepared during severe weather conditions.

Winter Weather Conditions

HCC will remain OPEN during winter weather whenever possible, including snowfall and heavy rain, with some exceptions:

- Harbourside Children's Centre follows the North Vancouver School District 44's (NVSD44) closures. As such, **if NVSD44 closes, the Centre will also close.** Closure decisions are made by 6:30 a.m. and announced through local media. If schools remain open despite questionable weather conditions, an announcement will still be made.
More information about their closures can be found here: <https://www.sd44.ca/District/WeatherProcedures/Winter/Pages/default.aspx#/>
- **For the Centre's announcement on closures, Ms. Morris will send an alert message on Brightwheel messaging by 6:35 a.m. if the Centre is closed.**

Other Severe Conditions

While rare, the North Vancouver City may release information about school closures (e.g., in the case of COVID-19 or extreme smoke exposures during the summer) and thus may require schools (the Centre included) to close.

- General closure information will be sent to Metro Vancouver radio, TV stations, and local media. Families can check these stations for school closure updates. However, you will

always be notified on Brightwheel as soon as we are made aware of these closures.

- **Individual school closures due to unique circumstances (e.g., power outages) will be announced as early as possible via Brightwheel.**

Emergency Contact Information

We will use the emergency contact details provided for each child to notify families in case of an emergency release during the school day.

Student Safety

Student safety is our first priority and a shared responsibility. **Parents/guardians are responsible for their child's safe travel to school.**

- If a parent/guardian believes that it is unsafe for their child to travel, they should make alternative arrangements or choose to stay at home.
- Students will never be penalized for absences due to severe weather or child safety. The decision to attend school is at the discretion of each family.

Additionally, **parents/guardians are responsible for dressing their child warmly and appropriately during colder months** – the same for warmer months with cooler/lighter clothes and bringing sunscreen for your child.

Emergency Planning

Parents/guardians are **encouraged to establish an emergency plan** for their child in case of:

- School closures
- Delayed start times
- Early dismissals

Your emergency contact should be someone who can pick your child up in cases where you are unable to come pick your child up.

Payments:

Payment Policies and Tuition Fees

Payment Policy

We understand that childcare is a significant investment, and we aim to make the **payment process as simple and stress-free as possible**. To ensure a smooth experience, we have clear policies in place regarding tuition fees, security deposits, payment methods, and additional costs.

Payment Policy: Families are responsible for ensuring timely payment of tuition fees, which are divided into 12 equal monthly payments. A security deposit equal to one month's tuition is required when starting care and will be applied to the child's final month, provided proper notice is given. All payments must be made through Brightwheel billing after the first month. Written notice of at least two full months is required for withdrawal or changes to attendance. Additional days may be requested based on availability but cannot be exchanged for missed days.

Tuition Fees

As stated above, tuition fees are divided into **12 equal monthly payments**, accounting for scheduled closures such as Winter Break, Spring Break, Professional Development days, and statutory holidays.

Tuition invoices are posted automatically on Brightwheel 5 days before the 1st of every month.

Tuition rates are subject to change per school year. Families can request a copy of the current tuition rates at any time.

Brightwheel Billing

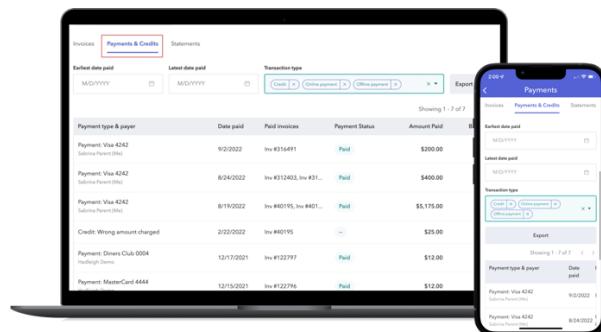
All families are expected to sign up for **Brightwheel billing starting the month after their child begins care**. (e.g., if your child started in September, you can transition to Brightwheel billing on October)

Families can **securely input their banking details directly in the Brightwheel app** and **view their current and upcoming invoices**. Payment is typically taken automatically on the 1st of the every month.

Payment options on Brightwheel:

- Chequing/debit account (no additional processing costs or fees)
- Credit card (with a 2.45% processing fee)

More information about Brightwheel billing can be found here: <https://help.mybrightwheel.com/en/collections/1888284-brightwheel-billing>



E-Transfer

In the first month of care, families can pay initial fees by e-transfer. Payments should be sent to: ms.morris@harboursidechildren.ca

After the first month of care, families are expected to transition their payments to Brightwheel billing (outlined previously). All invoices will be made available to families on Brightwheel.

Non-Sufficient Funds (NSF)

Payments returned due to non-sufficient funds will incur a \$40 fee.

However, as we value transparency and understand childcare fees are expensive, we encourage open communication if you are experiencing financial difficulties. Please reach out to the Director to discuss possible solutions.

Payments:

Initial Payments and Other Finances

Initial Payments & Other

There are a few **initial payments that will be processed before your child starts their first day of care at the Centre**. This section outlines these fees and deposits.

Security Deposit

The security deposit essentially serves as a **prepaid final month's tuition** and ensures financial commitments are met.

- **Amount:** The security deposit is equal to one month's tuition at the time of enrollment. If a child's attendance increases (e.g., from part-time to full-time), the deposit will be adjusted to match the new monthly fee.
- **Payment Timing:** Families must pay the security deposit when the child starts.
- **Use:** The security deposit is applied toward the child's last month at the Centre. However, if a family has unpaid fees when leaving, the Centre may deduct the owed amount from the security deposit. Whatever amount remains will be refunded.

Space Deposit*

The space deposit secures a child's spot and ensures financial commitment. It is **one of the two non-refundable fees required to secure your space during enrollment**.

- **Amount:** The space deposit is equal to half (½) of one month's tuition at the time of enrollment.
- **Payment Timing:** Families must pay the space deposit within 3 business days of accepting an offer from the Centre.
- **Use:** The space deposit will be applied toward your child's first month's tuition. *May be referred to as "space security deposit" instead of "space deposit" at times.

Application Fee

The application fee is **one of the two non-refundable fees required to secure your space during enrollment**.

- **Amount:** The application fee is \$150.
- **Payment Timing:** Families must pay the application fee within 3 business days of accepting an offer from the Centre.
- **Use:** The application fee is non-refundable and is used to secure the child's spot at the Centre. It is also used as an administration fee.

Tax Receipts

Tax receipts will be ready for families by March 1st for the previous tax year. Tax receipts will be sent through Brightwheel messaging for current, enrolled families through the Admin only messaging system. Previously enrolled families will receive an email.

Child Care Fee Reduction Initiative Program

As described by the B.C. Government, "**The Child Care Fee Reduction Initiative enhances child care affordability for families by offering funding to eligible, licensed child care providers to reduce and stabilize monthly child care fees. Families do not need to apply.**"

Harbourside Children's Centre reapply for this grant every year and actively participates in this program. As of March 2025, we are currently approved!

For full-time care, the fee reduction is as follows:

- **Infant and Toddler Care:** \$900 per month.
- **Children aged 3 to Kindergarten:** \$545 per month.

Payments:

Adjusting Your Child's Schedule

Schedule Adjustment

Need more care? We've got you covered!

We understand that schedules can change, and you may need additional care for your child. While we do our best to accommodate extra days, **availability depends on space in the program**. Advanced notice is always appreciated to help us plan accordingly!

Cost for an Extra Day

Requests for additional days must be submitted to the Director. Availability will be confirmed if space allows.

Costs between each classroom varies:

- **The Starfish Room:** \$100.
- **The Seal Room:** \$100.
- **The Dolphin & Orca Room:** \$80.

Note: No switching of attendance days for non-attendance days.

Written Request for Additional Days

Requirement: HCC requires a written notice when requesting additional days for your child to attend the Centre. Families are advised to give the Director as much notice as possible when requesting additional days.

Your request will be reviewed and you will be invited for a discussion about the availability of space and/or when space might become available, as well as other relevant information.

You can email the Director at ms.morris@harboursidechildren.ca or message the Administrative team on Brightwheel.

Written Request for Decreasing Days

Requirement: HCC requires a two-full months' written notice when you would like to decrease the number of days your child attends the Centre.

Families are advised to give the Centre as much notice as possible (with a minimum of 2 months in

advance) if they are wanting to decrease the number of days their child attends the Centre.

The written notice must be delivered to the Centre two full months in advance prior to avoid being charged for the original number of days.

While each situation is different... an example of how decreasing your days might look:

SCENARIO: If a written notice to decrease the number of days your child attends the Centre is given to the Administrator and/or the Director on April 30th, and you have asked to go from 5 days to 3 days:

- The last month that your child will have their original schedule of 5 days is June.
- The months of May and June will be charged with the 5-day schedule tuition fee.
- Your child will begin their 3-day schedule on July and you will receive a new invoice with the change in tuition fees prior to the month of July.

Withdrawal

We understand that circumstances change, and sometimes families need to withdraw their child from the Centre.

Requirement: HCC requires a two full months' written notice when you decide to withdraw your child from the Centre.

The written notice must be delivered to the Centre two full months in advance for your security deposit to be applied toward your child's final month of care.

While each situation is different... an example of how a withdrawal might look:

SCENARIO: If a written notice to withdrawal is given on April 30th:

- The last month that your child will attend the Centre is June.
- Your May tuition fees will remain the same.
- Your security deposit will be used towards your June tuition fees.

Staying Connected at the Centre:

Photo and Video Information

Photo and Video Policy

We love **capturing special moments of learning and growth!** Photos and videos help us document your child's experiences and to share updates about how your child is doing at the Centre.

Photo and Video Policy: Harbourside Children's Centre requires parental consent with varying degrees (i.e., Brightwheel only, internal use, external use) at the start of each school year for photographing and recording children. Photos and videos are used solely to document children's learning and share program updates with families. Staff will only use HCC-owned equipment, and personal devices are strictly prohibited. Images will not be used for behavioural management, and a child's right not to be photographed will always be respected.

Permission to Take and Use Images

Consent is obtained at the start of each school year, and families can update their preferences at any time. A record of all consent details will be kept securely on file. We have 3 levels of consent:

- 1) **Limited Internal Use:** We will take photos and videos of your child to share with you on Brightwheel. These photos may also be used for our art displays around the Centre to document your child's learning. Apart from teachers and staff, only you will have direct access to view and download these photos. These photos and videos will not be used anywhere else.
- 2) **General Internal Use:** In addition to using the images on Brightwheel, we can also use the images on our school website.
- 3) **External Use:** All images and videos can be used for publicity. This includes, but not limited to, printed and online publications, social media, and other school websites.

Images are used solely for educational purposes, such as documenting learning and sharing program highlights with parents. We always honour a child's choice not to be photographed and never use images for behaviour management.

Permission will be obtained from parents before a child's image is uploaded to the school website or social media platform. If a photograph or video of your child is used outside of Brightwheel with your consent, your child's full name will never be used in association.

Taking, Storing, and Retention of Images and Videos

Official school-owned equipment will be used by staff to capture images of children for official purposes. Use of personal cameras or phones by staff is prohibited.

Training: Staff will receive information regarding the safe and appropriate use of images as part of their safeguarding training and responsibilities at the beginning of each year (September).

Teacher's Policy on Photos and Videos

The Director will ensure that teachers and staff understand and abide by the policy that **Harbourside Children's Centre must operate in a manner that promotes the health, safety, and dignity of the children in care.**

The policy includes identifying the purpose of collecting images and confirming that images will not be used for behavioural management of children in care, as well as respecting and understanding that children may not want to be photographed at times.

Staying Connected at the Centre:

Parent Concerns and Connections – Part 1

Concerns and Issues

We value **open communication** and believe that concerns are best addressed when **discussed promptly and respectfully**. Our goal is to work **collaboratively with families to resolve any issues** in a fair and constructive manner.



The following steps outline the process for raising and escalating concerns to ensure they are handled effectively:

- 1) Initial Concern:** If families have any concerns with a teacher, they should bring the concern directly to the teacher affected.
- 2) Escalation to the Director:** If the issue or concern is not resolved to the family's satisfaction, they should then bring the concern to the Director.
The Director will work with the family to resolve the problem and seek a reasonable solution.
- 3) Further Assistance:** If the issue remains unresolved, families can seek assistance from the Vancouver Coastal Health to find an agreeable solution.

Our goal is the health and safety of all children and families at the Centre. We encourage you to be open with us and we will always strive to work collaboratively with you!

Parent Involvement

We believe that **strong partnerships between families and educators create the best learning environment for children**. We encourage parents to be actively involved in our community! This section provides details on how families can stay connected, engaged, and informed throughout the year.

Parent-Teacher Conferences

Parent-Teacher Conferences (PTCs) are an important opportunity for families to connect with educators and gain insight into their child's growth and development at the Centre.

- **PTCs are held twice a year, in January and June**, allowing parents to discuss their child's progress, achievements, and any areas where additional support may be beneficial.
- **Each child receives a report card**, which serves as a foundation for these discussions, providing a comprehensive overview of their learning, social interactions, and developmental milestones.
- During PTC days, the Centre operates on a **half-day schedule, with no lunch served and the Centre closing at 12:00 PM**. Children must be picked up before the half-day ends (before noon).
- Meetings are held **virtually via Zoom from 12:30 to 5:30 p.m.**, with families required to sign up for a specific 20-minute time slot. This format allows for focused, one-on-one discussions, where parents can learn more about their child's experiences, ask questions, and discuss any concerns or support strategies.

You will be given opportunities to discuss your child's development at the Centre and ask questions!

Staying Connected at the Centre:

Parent Concerns and Connections – Part 2

Parent Involvement (con't)

Mandatory Parent/Classroom Meeting

The Mandatory Parent Meeting (sometimes referred to 'Mandatory Classroom Meeting') is a **mandatory meeting for all families at the beginning of the school year**. The meeting provides important and updated information about our Centre's policies, curriculum, and expectations, ensuring that everyone is well-prepared for a successful year ahead and informed of any changes.

- **Held in September** for all families to ensure a smooth start to the year virtually through Zoom.
- Covers important topics, such as the Parent Handbook, **HCC policies** (including updated and current policies), the **Parent Agreement Contract, classroom curriculum, and homework guidelines**.
- If families are unable to attend, an *alternate meeting is arranged with the Director by the end of September*. Families can also request a recording of the meeting.
- Families starting after September are required to meet with the Director before or during Gradual Entry Week to discuss these topics. If meeting in-person is not possible, a signed agreement must be submitted.

HCC Calendar

Stay informed about **all upcoming events, birthdays, and closures with our school calendar!** Families can receive notifications about Centre events through Brightwheel's built-in calendar feature.

Physical can be viewed throughout the Centre, and a **full copy of the year's calendar can be accessed anytime on our website:**

<https://www.harboursidechildren.ca/calendar/>

The calendar for the next school year is typically finalized in August and made available before September. A separate summer calendar for July and August is released closer to the end of June, showcasing our special Summer Program!



Parent Directory for Playdates

The Parent Directory for Playdates is a resource for families looking to **arrange social activities for their children outside of the Centre**. This directory allows parents to connect with one another, exchange contact information, and coordinate playdates in a safe and supportive environment. **Parents can choose whether or not to share their contact details.**

Birthday Celebrations

At HCC, we love celebrating each child's special day! On the last day of every month, the Centre hosts a **themed birthday celebration** to honour all the birthdays that occurred during that month.

Children are welcome to bring treats to share with their classmates:

- 1) **Starfish Room and Seal Room:** Families who want to share cupcakes are asked to bring "non-iced" cupcakes (peanut and nut free). Make any arrangements with your classroom teachers in advance!
- 2) **Dolphin and Orca Room:** You may bring cupcakes, donuts, chips, etc., but no peanuts or nuts are allowed.

If you are wanting to host a **separate birthday party on your child's birthday**, we have other protocols in place. Please see the next page for more details.

Staying Connected at the Centre:

Parent Concerns and Connections – Part 3

Birthday Parties

Outside of the end of the month themed birthday celebrations that the Centre hosts, **families can host a birthday celebration for their child's birthday at the Centre** for their friends to enjoy!

Starfish & Seal Rooms: Birthday Party Guidelines

The Starfish and Seal Room parents are asked to **make arrangements with your classroom teachers in advance** if you are planning to celebrate your child's birthday at the Centre.

Families who want to share treats for the infant and toddlers should bring "non-iced" cupcakes (no icing). If you are thinking of bringing other treats, please ask your teachers or the Director if they are allowed.

Dolphin & Orca Rooms: Birthday Party Guidelines

The Dolphin and Orca Room parents are asked to **make arrangements with the Director at least 2 weeks in advance** if you are planning to celebrate your child's birthday at the Centre.

Food: You may bring cupcakes, donuts, chips, etc. No peanuts or nuts allowed.

Invitation: Time to get creative! You are responsible for creating a birthday invitation for your child's party. The birthday invitation should include: your child's name and age, the date and time of the party, the theme or dresscode of the party, and any planned activities (e.g., face painting, balloon animals, jumping game, etc.).

- The invitation should be sent to the Director one week before your planned party.
- The invitation will be sent out to families twice (one week before and one day before the party).

What to Bring: You will be responsible for supplying the disposable items for the party, ensuring there is enough for all children, teachers, and parents of your classroom:

- Paper plates and spoons or forks
- Plastic cups
- Plastic tablecloth and napkins
- Balloons (optional)
- Party hats (optional)
- Birthday and themed decorations (optional)

Performers: If you plan to hire a performer (magician, juggler, themed character, etc.), please let the Director know so we can plan ahead of time.

- Performance duration should be 45 minutes to 1 hour.
- Start time – 3:45 p.m.
- End time – by 4:45 p.m.

Special Requests and Games: We also host some games and special events for birthdays, at the request of families.

- **Balloon animals:** We can create balloon animals, but may need assistance. The cost of balloon animals is \$20.
- **Face paintings:** We also offer face paintings with toxic-free face paint for children. Face paintings will be available from 2:30 p.m. to 3:30 p.m., with the cost being \$20.
- **Jumping Game:** Children will jump for a goody bag! Goody bags should be prepared by families with a plastic bag (no paper bag, as it will rip) with a 6-inch ribbon for hanging. Goody bags should be given to the Centre and/or your teacher(s) in the morning of the party.

Please coordinate all requests and plans with Ms. Morris in advance to ensure a smooth process and party.

Enrollment Process

Interested in enrolling your child to care?

We're excited that you're considering Harbourside Children's Centre for your child's early learning journey!

Choosing the right childcare setting is an important decision, and we want to ensure that every child thrives in an environment that best suits their needs. While we would love to welcome your family, we **encourage families to visit multiple child care centres and daycares, ask questions, and explore different options** to find the best fit for their child. Our goal is to support you in making the most informed and comfortable choice for your little one's growth and development.

Below is a step-by-step guide to our enrollment process to help you get started.

Enrollment Procedure

Step 1 – Application Form:

If you are interested in learning more about our Centre, complete our digital application form on our website, located here:

<https://www.harboursidechildren.ca/enrollment/>

You will receive a **confirmation email after submitting your application form**. Our Administration team will then **follow up within 5 business days** to invite you to book a tour and take the next steps in the enrollment process. If you do not receive a response or if your inquiry is urgent, we encourage you to call the Centre!

Step 2A – Tour of the Centre:

Once invited, you can schedule a **45-minute tour** to visit our Centre! Our available tour times are between:

- Morning: 10:00 a.m. – 12:00 p.m.
- Afternoon: 3:30 p.m. – 4:30 p.m.

If these times don't work for you, please contact the Centre to discuss alternative options at (604) 986-2389.

Step 2B – Meeting the Director:

After your tour, you will have the opportunity to meet with the Director to discuss the Centre's philosophy and programs, helping you gain a deeper understanding of our approach.

This meeting is also a valuable time for you to share your child's unique needs and ask any questions to ensure our Centre is the right fit for your family.

Step 3A – Indicate Your Interest:

If you feel like Harbourside Children's Centre is the care your child needs, we invite you to email the Director directly to indicate your interest at:

ms.morris@harboursidechildren.ca

Step 3B – Offering Space:

Space is offered on a first-come-first-served basis. Once space becomes available, you will be contacted via email and/or phone for an offer. We **require a response or acceptance within 3 business days**, otherwise the space will be offered to the next family on the waiting list.

Family Referrals

We value your referrals! If a family you refer enrolls their child at our Centre, you will receive a \$100.00 gift card within a week of their start date. Thank you for helping our community grow!



Enrollment Process

Orientation Meeting

As part of our enrollment process, we schedule an Orientation Meeting to ensure a smooth transition for your child into our Centre. This meeting provides an **opportunity for parents to connect with educators, ask questions, and gain insight into their child's classroom environment.**

Before the Orientation Meeting

You will be **given Orientation Forms about your child prior to the Orientation Meeting.** The forms will contain information about your child, including their current routine and dietary habits.

Parents must complete and submit all required forms at least two weeks before the child's start date. The Orientation Meeting is arranged one to two weeks prior to the child's start date.

During the Orientation Meeting

As stated, the meeting is arranged one to two weeks prior to the child's start date. **Meetings can be held in person or over the phone.** The meeting will be a discussion about your child's habits and information that you filled out in the Orientation Forms. Parents will have the opportunity to ask questions and receive information tailored to their child's classroom.

Families will be guided through classroom orientation and provided with a **gradual entry schedule** (discussed in the Gradual Entry section to help their child ease into the new environment comfortably).

Gradual Entry

To help your child transition to care outside of the home smoothly, we follow a gradual entry process that gently eases them into their new environment. **The gradual entry week will be scheduled one week before your child's start date.**

Gradual Entry Schedule

Day 1: Parent stays with child in the classroom (1.5 hours)

Day 2: Child stays in the classroom for 1.5 hours without the parent, while parent waits in the Family Room. This is a chance for parent(s) to fill out any forms or ask questions.

Day 3: Child stays in the classroom until 12:30 p.m., without the parent. Parent may leave the Centre if all forms are completed and return later.

Day 4: Child stays until 3:30 p.m. Parent can return later.

Day 5: Child stays until 4:00 p.m. Parent can return later.

Upon enrollment, parents will be given a Registration Package which contains agreements, emergency information, your child's medical history, approval forms, consent forms, emergency comfort kit forms, and more. Parents must read and sign the package in full. **Submit the registration package and emergency comfort items before your child fully starts at the Centre.**

Enrollment Capacity

Capacity: Harbourside Children's Centre is licensed for up to 89 children. Room Capacities:

- Starfish Rooms (One and Two): 24 children
- Seal Rooms (One and Two): 24 children
- Dolphin Room: 25 children
- Orca Room: 16 children

Age Range: We accept children from 6 months to 6 years old.

Attendance Options: Minimum of 2 full days, 3 full days, or 5 full days per week.