



# Policies

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## **PHILOSOPHY**

At Compass Educare Society (henceforth called 'Compass Educare') we follow the educational approach developed by Maria Montessori and include other elements of Early Childhood Education. The Montessori method has been successful for over 100 years amongst diverse cultures around the world. Dr. Montessori's approach was developed from scientific observations made from birth to adulthood. It includes the whole child, physical, social, emotional, and cognitive. The Montessori approach is as much about a child's emotional well-being as it is about their cognitive development.

We also include elements of Early Childhood Education, learning through play, which allows children to grow, learn, and thrive in an environment that meets their needs. Montessori materials as well as other Early Childhood Educational material will be present in our learning environment. Each child is seen as an individual and we respect their unique characteristics and traits and desire to foster growth in each child that reaches to their best possible potential.

## **CONTRACT AND POLICY CHANGES**

The policies presented in this document are an important tool of Compass Educare for the operation of our program. It is of the highest importance that both staff and parents know these policies and abide by them.

From time to time, Compass Educare will adjust parts of its policies. If deemed appropriate such changes may become in effect immediately without prior notification.

## **OUR STAFF**

Our facility will adhere to CCLR Div. 4, Sec. 34 in regard to staffing and ratios. Our Staff is trained and certified Early Childhood Educators. We will maintain the required staff-child ratio as required by CCLR, Schedule E. One member of our team at any given time will maintain valid 1<sup>st</sup> aid in combination with other relevant certifications and work experience.

Our staff continuously further their education through relevant training. Periodically, our centre will be closed for professional development days. Professional development and training enhance the quality of care and education given in our program. Our director and teaching staff work together as a team of caring, energetic, fully qualified educators. Their credentials include bachelor degrees in education, diplomas in Montessori education, diplomas in early childhood education, emergency first aid certificates, and food safety certificates. Substitute teachers have full or partial qualifications. All persons working with the children are required to have a criminal record check and emergency first aid. Staff continuously upgrade their education through workshops, training, independent study, and



researching topics of interest.

**Substitutes:** Qualified substitute staff will be called in when regular staff is away to maintain the requirements by provincial licensing.

**Students:** From time to time, Compass Educare will accept students seeking work experience and Early Childhood Education practicum students. We will introduce them to the parents and the children as they arrive at the centre. They will have cleared criminal record checks before attending.

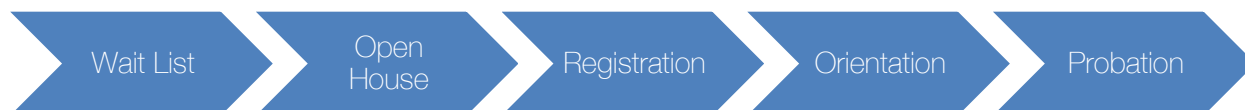
**Volunteers:** The Director carries out an interview. This includes a criminal record search of all possible volunteers. To ensure that security is maintained, the number of volunteers and students will be limited.

## **PRIVATE CHILD CARE**

Compass Educare strives to create and maintain professional relationships between staff and parents. Parents are therefore not allowed to hire our staff to provide childcare outside of Compass Educare. Non-compliance with this policy may result in significant consequences for the applicable staff. We strictly decline any responsibilities in case such an agreement is made despite this policy.

## **ADMISSION PROCESS**

The admission process consists of the following steps:



The registration is completed by submitting the following:

- Online registration form
- Signed contract
- Signed PAD form (authorization for automatic fee withdrawals)
- Signed policy manual with initials
- Completed forms
- Copy of ID
- Copy of immunization record or Missing Immunization Form
- Portrait picture of child
- Registration fee of \$500 (non-refundable)

Please note that care will not commence until the above process is complete.



## **BEFORE OR ON THE FIRST DAY**

Parents will drop off the following items on or before the first day:

- Hard sole slippers or indoor shoes – labeled
- Water bottle (stainless steel or BPA free plastic) – labeled
- 2 changes of clothes – labeled
- Blanket for nap time – labeled
- Small comfort item (e. g. stuffed animal) – labeled
- 1-2 family photos for the emergency kit
- 2 non-perishable snacks (e. g. granola bar) for the emergency kit
- 1 large zip-lock bag for the emergency kit

## **PROBATIONARY PERIOD**

Compass Educare has a 1-month probationary period. During the probationary period, the child is observed to ensure that he/she can adjust to the new environment and integrate well into our program. In the event a child is not adjusting well, we retain the right to terminate the enrollment immediately. We will pay special attention to the developmental readiness around the use of the toilet, aggressive behaviour, or if a child is unable or unwilling to follow directions that can result in a safety concern. No part of the registration fee or any tuition paid will be refunded if care is terminated during the probationary period.

## **TUITION**

Our monthly tuition is as indicated in the contract. There are no deductions for sick days of a child, statutory holidays, professional development days, centre closure, inclement weather days, holidays, or times when the child might be absent from our centre. Fees are based on booked months, not attendance. Refunds and credits will not be given.

Increases in tuition fees can be expected annually. Starting in 2028, the tuition increase will take place in April, at the time of renewal of the Child Care Operating Funding agreement. Any changes in fees will be communicated at least 6 weeks before the changes are implemented.

## **TUITION PAYMENTS**

The monthly tuition payment is required before or on the first of each month. Unpaid tuition is cause for immediate suspension and will lead to termination of care. Tuition is paid by Pre-Authorized Debit (PAD). NSF will incur a fifty-dollar (\$50.00) administration fee due immediately. A tuition receipt for tax purposes will be sent out before the end of February for the previous year.



## **GOVERNMENT SUBSIDIES**

Government assistance is available to those who are eligible. Parents of government-assisted children need to show their authorization form to the Director before the child can attend our program. For more information about government assistance parents can contact the Ministry of Children and Family Development. Parents are responsible for the renewal of their government assistance. They are responsible for the full payment of the tuition fee should subsidies be canceled for any reason. If parents wish to start their child before subsidy acceptance a cheque for the full tuition of that month will be needed. The parent will be reimbursed for their fees when the subsidy is received.

## **PART-TIME ENROLLMENT**

At this point, Compass Educare is not accepting any part-time enrolment.

## **WITHDRAWALS**

Withdrawals from our program are only possible at the end of each month. We require a two-month written notice of withdrawal. The notice of withdrawal must be received by email at least one month before the end of care. A two-month notice is also required in case of withdrawal before the start date. In case the withdrawal notice is received less than 60 days the next month's tuition will be charged. All outstanding fees must be paid in full.

## **TERMINATION OF CARE**

Compass Educare reserve the right to terminate and withdraw childcare services for the following reasons:

1. Compass Educare reserves the right to request that a child is withdrawn if the child is unable to adapt or adjust within the probation period, or, in the caregiver's opinion has social, emotional, or physical needs that the caregiver feels he/she is unable to provide for. Tuition fee will be charged only for the days attended during the probationary period.
2. Compass Educare reserves the right to request that a family is withdrawn from our programs if any of the parents do not comply with our policies and procedures listed.
3. If fees for services are not paid in full and on time and suitable arrangements cannot be agreed upon.
4. If we are unable to satisfactorily resolve a problem with a family.
5. If a family member harasses, threatens, or commits a violent or unlawful act toward a staff member, child or other family involved in the program.



6. If, in the assessment of the staff, a child is unable to act safely in a group of children within the given adult-to-child ratio. In this case, termination of services will be a measure of last resort.

## **POLICY & SAFETY IMPLEMENTATION**

Compass Educare adopts a policy implementation process in the case where our policies are not followed to ensure the quality of learning and child care environment. If the rules and policies set forth are not followed, we will work closely with the parents and children to see if the issue can be resolved. In the best interest of the other children and or/staff, we reserve the right to permanently suspend a child from our program.

Compass Educare reserves the right to suspend or terminate care of any child without notice, should it be deemed necessary for the overall safety and well-being of our staff and/or other children in our care. If care is terminated due to such reasons, no fees will be reimbursed.

## **COMMUNICATION**

The educational and care program we provide best works in a cooperation with the parents. We share an “open door” policy. Both early childhood teachers and the families of the children enrolled at the center need to collaborate in a mutually respectful manner to have successful communications.

Parents are encouraged to inform us ahead of time if they would like to discuss an issue so that managers or teachers can give you their undivided attention. Parents concerned with the care of their child, or any incidents at the centre are urged to speak with a staff member, and if not satisfied talk to the director.

Parents can expect ongoing communication with staff concerning:

- Their child’s progress
- Program activities
- Centre operation

## **CONFIDENTIALITY**

It is the policy of Compass Educare that any information or records held regarding the family and child will be kept confidential. The only release of information or records would be for a legal matter that is requested or required by law.

In order to comply with our privacy policy, we will only use the first name and initial of the family name at the sign-in station. Parents who want us to use another way to identify their child at the sign-in station are asked to inform us of their preference before their child starts



attending our program.

## CARE AND SUPERVISION POLICY

The purpose of this policy is to outline the importance of providing a safe and secure environment for children in our care and to set forth the expectations towards staff in the responsibility and expectations when supervising children in the centre.

- We will ensure that the staff-to-child ratio is in accordance with Child Care Licensing regulations, and is maintained at all times.
- We will maintain attendance logs and keep records of attendance.
- We will be attentive and aware of the individual needs of children in our care.
- We will be conscientious of any unsafe play and redirect children towards safe positive play.
- We will do a head count before a transition and afterward.
- We will continuously scan, monitor, and count all children in our care.
- We will be aware of our positioning to maintain visual contact of the children at all times.
- We will require families to sign children in and out of the program.
- Remind children with clear simple and repetitive rules that are easy to understand.
- We will be readily available to step in at any time for children requiring assistance and support.
- The room will be arranged in a way to have a safe vision of children while in our care.
- No child will ever be left alone or unattended even in an emergency situation.
- We will maintain a scanning position when engaging other children, teachers, or parents.
- We will maintain first aid certificates, educator certificates, and criminal record checks on file and up to date.
- We will eliminate any potential hazards and ensure places of play are kept safe (equipment in good condition and materials.).

## HOURS OF OPERATION AND HOLIDAYS

The hours of operation are Monday to Friday, 8:00 a.m. 4:45 p.m. Compass Educare will be closed as follows:

|             |                            |
|-------------|----------------------------|
| January     | New Year's Day             |
| February    | BC Family Day              |
| March/April | 1-week Spring Break        |
|             | Good Friday/Easter Monday* |



|             |                                          |
|-------------|------------------------------------------|
| May         | Victoria Day                             |
| July        | Canada Day                               |
| July/August | 2-weeks Summer Holiday                   |
|             | BC Day (closure in lieu of)              |
| September   | Labour Day                               |
|             | National Day of Truth and Reconciliation |
| October     | Thanksgiving Day                         |
| November    | Remembrance Day                          |
| December    | Christmas Eve*/Christmas Day/Boxing Day  |
|             | 1-week Christmas Holiday                 |
|             |                                          |

## PRO-D DAYS

Compass Educare values and supports the professional development of its staff. While much of the continuous training and education of our team members takes place during personal time, we feel it is important to have some regular program days set aside for training and development. Practically, this means that Compass Educare will run 3-4 half-days each year during which children don't attend the program. These days are held in coordination with regional and provincial Pro-d days of the Vancouver School Board. The dates for the Pro-d days will be communicated at least 1 month before.

## STATUTORY HOLIDAYS

Compass Educare is licensed through the BC of Ministry of Health. As such, we follow statutory holidays for B.C. government.

## DROP-OFF AND PICK-UP

Parents are to ensure that a member of the staff is aware of the arrival and departure of their child. All children must be brought into the building. It is crucial that parents sign in and sign out each child at every drop-off and pick-up time. It is the responsibility of the parents to not leave their child unattended during this process.

Process:

A smart phone with data is required for our current sign-in and sign-out procedure. However, parents without a smart phone are encouraged to contact us for alternative ways to sign in



and sign out their child.

#### Release of Children:

Parents are required to indicate the name and phone number in writing of all authorized individuals who are clear to pick up the child in the registration form. All parents and/or authorized individuals are to sign in and sign out each day the child is dropped off and picked up. Only persons designated to pick up a child will be allowed to do so.

#### Unauthorized Pick Up:

The parent/guardian is required to notify the caregiver in writing if someone else, other than the authorized persons, will pick up the child. Parents have to provide the name, phone number, and description of the person. The person will be asked to show photo identification. If necessary, police will be called for assistance. Children will not be released to anyone under the influence of drugs or alcohol, or any person under the age of 16.

### ATTENDANCE NOTIFICATION

Parents are required to notify us **before 9 am** by **texting** to **604-312-0866** if their child is not attending on that day and let us know why the child is not attending.

### ARRIVAL AND LATE PICK-UP

Parents have to advise Compass Educare if their child will be arriving later than 9 a.m.

The centre closes promptly at 4:45 p.m. every day. Parents/Guardians need to arrive no later than 4:35

p.m. to ensure sufficient time to pick up their child so that staff can lock up and leave on time. Parents will have to inform the staff if they will be arriving late for pickup due to some unforeseen circumstances. It is the parents' responsibility to ensure that children are picked up before 4:45 p.m. If parents are not able to pick up their child before 4:45 p.m. alternate arrangements must be made.

In the event a parent cannot be contacted, it is the policy of Compass Educare to call an emergency contact should a child remain in care after 4:45 p.m. If the parents or an authorized alternate cannot be contacted within 30 minutes, we call Ministry of Children and Family Development (MCFD). The MCFD will take the child into their custody until a parent or authorized pick-up person is located. A note will be left on the front door at the centre stating where the child may be picked up and/or providing a number to call.



## **LATE PICK-UP FEE**

If parents know they will be late for pick-up, they are required to call (604) 312-0365 as soon as possible. In order to cover extra staffing costs, a late pickup fee of \$5.00 for every 5 minutes of delay in pick-up of a child will be charged if a child remains in care after 4:45 p.m. This late fee is due and payable upon pickup or before the next day's drop off. The child will not be able to attend the program until the fee has been paid. In case of the regular occurrence of late pickups our policy implementation system will apply.

## **CURRICULUM**

Our curriculum is based on the educational philosophy of Maria Montessori. To implement this educational approach our centre is set up with Montessori materials and our teachers are trained or being trained in the Montessori philosophy.

### **Progress**

We will direct but never pressure children in their intellectual growth. Parents are welcome to ask the staff about the progress of their child and show interest in our curriculum but have to refrain from demanding more progress in their child's academic development.

### **Parent Participation**

Parents are encouraged to attend our events from time to time. While visiting the centre we ask the parents not to interfere with our program. Parent participation is mandatory for our parent-teacher conferences.

### **Religious Education**

Maria Montessori's beliefs are evident in her writings and her approach to education. Following Maria Montessori, we approach child care and early learning from a perspective where every child and family is treasured, respected, and valued. We include prayer, the Christmas and Easter story, and other elements of the Christian faith throughout our program.

We have the deepest respect for cultural diversity and we invite curiosity and questions by parents for further explanation. Children from all religious (and non-religious) backgrounds are welcome in our program.

## **FIELD TRIPS**

Field trips and outings will be planned for the children. Parents who do not wish their children to participate in certain field trips will need to make other arrangements on those days.

Parents are welcome to attend field trips. The parents will receive information about the field trip and to consent to the field trip. There will be no alternative program for children who do



not join us on our field trip.

### **QUIET TIME**

Quiet time is planned daily between 1:30 p.m. - 3:00 p.m. If a child needs an afternoon nap, he/she will fall asleep naturally. Staff will not urge a child to stay awake. Children who do not fall asleep will be encouraged to read books and engage in quiet activities. The children are never left unattended during rest time. Gentle wake-up occurs at 3 p.m., blinds are lifted, and afternoon activities commence. Children will not be urged to get up from their nap before 3 p.m. if they have fallen asleep.

### **ACTIVE PLAY**

Compass Educare values active play and physical movement. We aim to incorporating physical activities in our program throughout daily routines and activities for a total of 120 minutes. This includes engaging children in daily active play, consisting of un-facilitated play and facilitated games and activities.

Following the guidelines by CCLR for licensed child care programs we ensure a minimum of 60 minutes per day of outdoor active play (indoor active play is acceptable when weather is poor).

### **SCREEN TIME**

From time to time, we will include videos in our program to enhance the learning process or use a phone to research learning topics. When we choose to do so, we limit the screen time to 30 minutes or less a day.

### **WASHROOM USE**

Children are free to go to the washroom at any time. We encourage children to take responsibility for themselves, at the same time we will offer reminders to use the toilet. For example, before snack time, lunchtime, or after waking up from a nap.

In the case of “accidents”, soiled clothing will be bagged and sent home for laundering. Accidents happen and staff will be sensitive to how a child feels when this occurs. We will not shame or humiliate a child but gently offer assistance. Parents must ensure that each child has at least two changes of clothing (i.e., pants, shirts, underwear, socks).

### **EMERGENCY PREPAREDNESS**

In the event of an emergency where evacuation is needed our emergency kit will be taken



and we will gather all the children to our emergency meeting place. We will seek help from the community and neighbouring volunteers if the transport is mandatory. Our goal will be to get the children to safety as quickly as possible. Each child will have an emergency contact card including the child's name, medical number, emergency numbers, and contact people. Notes to where we are located will be left on our door at the facility and we will contact families to pick up children as soon as possible. We will require all families to provide an emergency comfort pack consisting of a family photo, small stuffy, and some non-perishable snacks. We will test our emergency plan once a year.

## **FIRE DRILLS**

Fire drills are mandatory for daycares and preschools as dictated by the health authorities. This is a requirement for us to retain our license. They must be done once a month no matter the weather conditions or season and recorded in the fire drill logbook. Every employee must be aware of these procedures and will implement them if necessary.

1. When the fire alarm is given, the Compass Educare staff is to give the warning fire drill. All instructions and activity must stop, gas-and-oil-burning apparatus and appliances other than those used for heating the building should be shut off, and the children should remain still and quiet to await further orders.
2. The staff will go to the nearest exit and open the door. The staff will lead the children outside to the meeting place. (parking lot)
3. The ECE Educator on duty will bring with them the emergency backpack, sign-in sheet, and emergency medications to the outside meeting place.
4. The Director/acting Director will look through each room before leaving the building.
5. In the parking lot, staff will hold roll call; the roll call is taken from both sign-in sheets. Children will verbally respond (here) as their name is called. If a child does not respond when their name is called, the staff member doing roll call must make eye contact with that child before moving on to the next child. If no eye contact is made, that child will be presumed missing.
6. If a child is discovered missing, staff may enter the building, if it is safe to do so, to look for the child. If it is unsafe to enter the building, the fire department will be informed. A description and photo of the missing child will be given to the fire department when they arrive.

## **EARTHQUAKE DRILLS & EVACUATION PREPAREDNESS**

Compass Educare conducts earthquake drills at least once a year. We want to assure you that our centre is well-equipped and prepared to care for your children in the event of this



critical situation.

During a simulation, children and staff practice “duck and cover” defensive positions and remain “under cover” facing away from windows for a full 60 seconds, unless immediate evacuation is necessary (fire, gas odor, building collapse).

At the command of “earthquake,” the children and staff:

1. Drop under a desk or table if possible. Hold on to the desk or table leg. If there aren't enough sturdy pieces of furniture to get under, practice taking cover next to inside walls, away from windows, overhead light fixtures, and tall pieces of furniture which might topple over when the ground shakes. Assume the “duck and cover” position on knees, head down, hands clasped on back of neck or head covered with book or jacket.
2. Face away from windows.
3. Stay “under cover” after earth stops shaking for 60 seconds (staff will count aloud; it is calming and earthquakes or aftershocks rarely last longer than 60 seconds).
4. Practice duck and cover drills outside in your play area, too.

When the time is up and the Director or Acting Director deems evacuation is safe, children muster in the parking lot following the fire drill procedure outlined above.

In the event of an earthquake occurring, the following procedures will be followed:

1. No child will be released from our care unless a parent comes for him/her.
2. The children and staff will remain at the centre if the building is safe.
3. In case we must evacuate our centre, we will go to an emergency alternative shelter.

## **LOST ITEMS**

Compass Educare requires parents to label all items sent along to the program in order for the teachers to be able to return any items to the right child or place it in their cubby.

Unlabeled items that are found by the staff will be put in the lost and found bin in the cubby area for at least one month before being donated. Compass Educare cannot be held responsible for lost or misplaced items.

Compass Educare requests that parents do not ask staff to search for items at the end of the day as the priority is supervision and care of the children and searching for items may require a lot of time and attention. Instead, parents are asked to make a note about any misplaced items in the child's communication journal and staff will do their best to locate items the following day.



## **INSURANCE FOR ASSISTIVE DEVICES**

Compass Educare cannot be held responsible for any lost, damaged, or broken assistive devices, such as hearing aids, contact lenses, or glasses. We ask parents to have adequate replacement insurance for such items should they become misplaced, damaged, or broken.

## **TOYS**

Compass Educare allows children to bring a simple comfort item to the program but cannot be held responsible if it gets lost or damaged. Other personal toys are not permitted in our centre.

## **CLOTHING**

Children will be participating in various activities such as outdoor gardening play, painting, and other craft activities that could cause clothing to become dirty or stained. We will not be held responsible for stained or soiled clothing and ask children to be dressed in clothing that is appropriate for play and exploratory engagement.

Scheduled dress-up days will be permitted at our center. On those days, children will be welcomed to come in any costume/dress-up clothing they wish. On regular days children are not permitted to arrive or attend in costume.

Children must be able to put on their own clothes and shoes. Children need to be able to put on and take off their own jackets and rain clothes. One-piece muddy buddies are not permitted. Laces are not permitted unless children can tie their own shoes.

## **SUNSCREEN & PROTECTION**

To ensure that all children are protected from skin damage caused by harmful UVB and UVA rays of the sun, Compass Educare has adopted the following policy on sunscreen application.

Parents are responsible for supplying labeled, non-expired sunscreen and placing it in the child's cubby. All sunscreens must meet the following requirements:

- PABA (Para-Amino Benzoic Acid) free
- Free of any nut oils (macadamia nut, almond oil, coconut, etc.)
- Product must be new and unopened when supplying.



During the summer months, parents must apply the first application of sunscreen to the child prior to coming to the program. If a family has multiple children enrolled, each child **MUST** have their own sunscreen, no sharing is allowed.

Unless otherwise directed sunscreen will be applied to any area of the body not covered by clothing. Our teachers will re-apply sunscreen to children no later than 2 hours after being outside in direct sunlight

During the summer months Parents are encouraged to use strategies to limit sun exposure in children:

- Wide Brim Hats: Parents are asked to provide their child with a hat with a wide brim that protects their face, neck, and ears when they are outside.
- Clothing: Wearing of sun protective clothing such as loose-fitting lightweight, light-colored clothing when temperatures are reasonable.

## **FOOD & DRINK**

Compass Educare provides food and drink for children at the centre to maintain their energy, health, and state of wellbeing. We follow Canada's Food Guide guidelines when planning our menus. We offer an afternoon nutritious snack to all children in attendance. We will ensure that the snacks and drink given to a child are sufficient in quantity and quality to meet the developmental needs of the child, having regard to

- the child's age,
- the number of hours the child is under our care, and
- the child's nutritional requirements and cultural background.

In order to ensure the health and physical development of each child we request that parents do not pack unhealthy food items such as sweets, fast food, fruit juice, and pop. We ask parents to provide healthy, nutritious lunches according to the Canada Food Guide.

The following foods are considered choking hazards and are not allowed to be sent to the centre:

- Popcorn
- Whole grapes (grapes may be sent if they have already been cut in half)

### **Allergies**

Parents must let us know if a child suffers from food sensitivities/allergies. In cases of severe



allergies, all parents may be notified, and foods that cause life-threatening allergic reactions will be prohibited at the center. Tree nuts, peanuts, cashews, pistachios, almonds, or any food that might contain traces of peanuts are not allowed. We appreciate cooperation with this.

#### Drinking Bottles

All parents are asked daily to pack a water bottle so that each child has easy access to water during the day. We recommend that water bottles are free of the chemical BPA. Each water bottle must be marked with the child's name and be brought home daily for cleaning.

### **BIRTHDAYS**

At Compass Educare we celebrate birthdays! Birthdays are a special occasion to celebrate each one of our students.

#### Food items:

We value a healthy diet and regular physical exercise and ask parents to pack nutritious snacks and lunches throughout the year, but we do allow for small exceptions on birthdays and special occasions. We request that shared birthday snacks are low in sugar and individually prepared. Parents are required to provide an ingredient list and make sure the snack is nut-free. Please refrain from bringing a birthday snack that is loaded with sugar, icing, and coloured dyes.

If parents bring in a shared birthday snack, they are encouraged to consider low-sugar ideas such as:

- Fruit kebab
- Rainbow fruit cups
- Homemade banana bread
- Strawberries, watermelon, ...
- Blueberry muffins

#### Non-food items:

We also encourage parents to bring non-food, birthday items such as pencils, erasers, birthday hats, seed packets, bubbles, etc.

### **BEHAVIOURAL GUIDANCE**

Our centre will abide by the CCLR Division 2 Section 51 and 52.

Safety and respect for all children is an important aspect of our philosophy. We believe that



guidance provides children the skills needed to learn to control their own behaviour. Teachers will guide children in dealing with frustrations, anger, and other strong emotions. They will encourage children to talk about their feelings (using words) and to work together to solve problems (conflict resolution skills). We will use positive reinforcement to promote accomplishments. Teachers will model respectful interaction and promote kindness.

The following guidance techniques will help to promote positive behaviour:

- Using reminders to reinforce limits
- Setting clear simple limits and expectations
- Redirecting or diverting when appropriate
- Modeling problem-solving skills and acting or demonstrating a resolution
- Establishing eye contact, using a child's name to gain a child's attention in a calm respectful manner
- Offering choices
- Using natural and logical consequences
- Promoting cooperation
- Allowing children time to respond to expectations

If a child's behaviour is causing harm to others, to himself/herself, the teacher will be a calm presence for all the children and reassure other children involved. The teacher will gently intervene if the child is causing harm to another child by separating the children and redirecting the child. In this case, the teacher will offer the children alternative activities and promote engaging in a more positive experience by guiding and directing the children towards other options. The teacher will invite the children verbally, "let's choose another activity," "this game looks fun instead." The teacher will offer alternative choices by also pointing or guiding to other options. The teacher strives to promote positive conflict resolution skills by modeling options and choices for the children. Children will have support from a teacher during this time and will not be left alone. The intent of this strategy is to calm and reassure the child and is not seen as punitive.

Concerns will be discussed with the family and we will work together to promote appropriate behaviour. Violence towards staff or other children cannot be tolerated. Continued physical or verbal aggression will result in termination. We will be flexible with each child's needs viewing each child as unique. We consider physical punishment, restraints, deprivation, or degrading treatment as unacceptable methods of dealing with children's behaviour. In case there is a special care plan in place for a child we will ensure that the behavioural guidance is consistent with these instructions. If the behavioural guidance includes the use of restraints, we ensure that the restraints are administered only by a person who is trained in the use of and alternatives to the use of restraints. (In reference to the Child Care Licensing Regulations Part 4, Div. 2, 51/52)



## **ILLNESS**

Parents will need to keep their child at home or make alternate arrangements for the following conditions in reference to CCLR Part 4 Division 3 Section 53-55

- Fever over 38.3 °C.
- Infected eyes or skin.
- Any type of contagious or communicable disease such as flu, measles, mumps, rubella, or chicken pox.
- Immediately report to staff any contagious or communicable disease.
- Unexplained diarrhea or loose stool combined with nausea, vomiting, or abdominal cramps.
- An acute cold with fever, runny nose, and eyes, a “croupy” cough or congested to the point that he/she has heavy breathing.

If a child becomes sick at daycare, the parent or if the parent is unable to be reached the person authorized to pick up in the case of an emergency will be called and asked to pick up the child. The staff will isolate the child from the other children and make him/her as comfortable as possible but will not administer medication. Any medicine required to treat the above symptoms will mean the child is too ill to attend daycare. Example of medicine: Gravol, Tempera, Tylenol.

**IMPORTANT:** To protect the health of the other children and our staff, children must be symptom-free for at least 24 hours before being admitted back into our program.

## **EMERGENCY TRANSPORT AND INTERVENTION**

If our staff determine that a child needs immediate medical intervention emergency services will be called. Parents will be informed of any medical transportation.

## **IMMUNIZATION**

Compass Educare is required by the Child Care Regulations to keep an up-to-date record of each child’s immunization status in case an outbreak should occur. Upon enrollment, the daycare staff will ask for a current immunization record for every child.

If a parent has decided not to have their child inoculated, the following procedures then apply:

- The parent will provide a signed and dated letter stating that they have chosen not to immunize their child and that they understand the importance of immunizations, side-



effects, and dangers of not being immunized.

- If an outbreak occurs, the parent will be asked to remove the non-immunized child from the centre until it has been determined by the health authorities that the child's health is no longer at risk.

## **GRADUAL ENTRY**

During the first few days at Compass Educare, children newly enrolled in our program will attend mornings only. This gradual entry period usually includes the days before and/or after Labour Day. The exact days and times will be communicated during the orientation process and are available upon request.

## **TOILETING**

We understand that every child develops at their own pace, and toilet learning is a gradual process. While we encourage independence and support children as they work toward using the toilet regularly, we recognize that accidents can happen along the way. Our team will respond with patience, offer gentle guidance, and work closely with families to support each child's progress. We believe in creating a positive, pressure-free environment that helps children feel confident and secure as they develop this important skill.

We certainly will ask your child many times throughout the day and always before nap time if they need to use the bathroom. A teacher will assist children as needed, but children should be able to complete toileting activities independently. This is an issue that protects all concerned.

It is not uncommon for a child who is fully toilet trained to have a setback when he/she is in a new environment. Our staff are aware of this and will assist the children when necessary. Please dress your child in clothing that can be undone and changed easily. Please send a complete change of clothes appropriate for the season. These will be left at school in case of accidents and returned at the end of the school year. Parents will be notified if a child has a toileting accident.

## **PRESCRIPTION MEDICATION**

Administration of medications in daycares is regulated by the Child Care Regulations. This policy protects children, parents, and staff. Early Childhood Educators are not formally qualified to make "judgment calls" as to when medications are appropriate. Only medication prescribed by a doctor will be administered.



#### Procedure:

All medications are kept in a locked container in the wall cabinets in the sink area out of children's reach. Parents must inform staff of any side effects or reactions that medication may cause in a child. (i.e.: hives, drowsiness, diarrhea) Authorization for the Administration of Prescription Medication form must be completed by a parent. Doctor authorization must be provided before staff can administer non-prescription and over the counter medications such as Tylenol, Gravol, teething gel, etc.

The "Authorization for the Administration of Non-Prescription Medication" form must be completed by parent and physician. A "medical consent" form will be filled out by a parent for each prescription required. Medication must be brought to the centre in its original container with instructions from your doctor on how to administer it.

The label must clearly show the following information:

- Child's name
- Name of medication
- Dosage and route (oral, nasal, rectal, eye, ear, or injection)
- Physician's name
- Care of medication (shake well, refrigerate)
- Date to end administration of medication

## **INJURY PREVENTION**

First Aid equipment will be kept in the main activity area out of reach of the children. The center's director will check the equipment periodically. All staff members will be trained in CPR and First Aid. All staff will have current First Aid certificates. When hiring staff, we will record the expiry date of First Aid certificates for future monitoring. All personal information required for handling children's emergencies will be recorded and easily available at all times. Completed and updated emergency information consent cards will be kept with the first aid kit.

## **NOTIFICATION OF PARENTS**

When a child becomes ill, we will make the child comfortable in a quiet place where he/she can rest and will be closely supervised. Parents will be notified immediately and agree to begin making alternate work arrangements or arrangements for alternate care. If a child is seriously ill, the parents or an alternate contact must come for the child IMMEDIATELY. If we cannot reach a parent, we will call an emergency contact listed on the registration form or the child's doctor may be contacted depending on the seriousness of the illness.



## **LIABILITY**

Compass Educare takes seriously the safety of the children under our supervision. Although we will be concerned for the wellbeing of all children there is a chance that by participating in our program children can potentially get injured. We, therefore, ask all parents to sign the Parental Waiver, Release of Liability Consent Form.

## **REPORTING**

We will adhere to the CCLR Sec. 29, 30, 31 (A) and 31 (B)

Compass Educare will maintain a log of minor accidents, illnesses, and unexpected events involving children that did not require medical attention and were not reportable incidents.

Compass Educare must report incidents when a reportable incident has occurred as listed in Schedule H of the CCLR. Child care licensees must by law report when a child is involved in a reportable incident while in care. Compass Educare will notify a child's parent or emergency contact and the medical health officer when a child is or may have been involved in a reportable incident. Child care licensees have 24 hours to notify the medical health officer.

## **CHILD ABUSE**

The BC Handbook for Action on Child Abuse and Neglect states that if a child is thought to being abused or being neglected, we have the legal duty to report our concerns. The staff does not determine if abuse has occurred. Failure to report abuse can result in prosecution under the Family and Child Service Act.

Staff is not permitted to contact the parent unless told to do so by the Ministry of Child and Family Development. This policy and our commitment to it aims at the well-being of the children in our care.

## **MISSING CHILD**

If our staff are unable to find a child, our teachers will follow the procedures below.

1. Teachers will continue to care for the other children, while canvassing the building, outdoor play space and immediate surroundings.
2. Teachers will contact Supervisor or Manager, while another staff keep searching for the child.
3. If the child has not been found after a complete sweep of the site, then 911 will be called.



4. Supervisor will contact the parents.
5. If 911 is called a licensing report will to be filled out and sent off to the licensing officer
6. If the child is found without a 911 call, an incident report will be filed for our records. A missing child is a reportable incident to CCFL regardless of whether 911 was called or not. A missing child is always a reportable incident.
7. Our manager will inform CCFL by phone or email and submit an incident report as soon as possible or at least within 24 hours.

## **SMOKING**

Smoking of any kind is prohibited in our building and the area around the centre. Anyone wishing to smoke must leave the property before doing so.

## **RECORDS**

Compass Educare will keep records for each child as required including the following information:

- Name, sex, date of birth, medical insurance plan number and immunization status
- Date of enrolment in the community care facility
- Daily attendance record, indicating for each day whether the child is absent or, if the child is present, the time of arrival and departure
- Name and telephone number of a parent, medical practitioner and emergency contact
- Any illness, allergy or medical disability disclosed to the licensee by the child or his or her parent or medical practitioner
- Any medication administered to the child, including the amount and the time at which the medication was administered, any notification of a parent, emergency contact or medical health officer
- Any special instruction respecting the child's diet, medication, participation in a program of activities, or other matter relevant to the child's care, given by the child's parent to the licensee in writing, and agreed to by the licensee
- A photograph or digital image of the child, and other information that can be used to readily identify the child in an emergency
- A record of any person who is not permitted access to the child
- The date on which the child stops attending the community care facility.

## **PHOTOGRAPHS & VIDEOS**

Photographs and videos will be taken to document our discoveries and experiences of the



children as well as for program promotion purposes as needed. The parent prior to the child being photographed or videotaped must sign a consent form to indicate if and how pictures of their children can be used.

## **INCLEMENT WEATHER & SNOWDAYS**

When inclement or severe weather occurs prior to the day's program start, our manager/supervisor will make a closure decision based on the specific criteria outlined below.

- Local elementary schools are not opening due to inclement weather
- Local conditions don't allow for safe travel or access to the building.
- The building has no water, electricity, or heat.

Any decisions not to open the program will be communicated by text message or phone call. When inclement or severe weather occurs during the day, our manager will make a closure decision based on the specific criteria outlined below.

Local weather conditions are deemed to make it unsafe to wait for drop-off or pick-up at the end of the day.

Once a decision has been made to close the centre early, the manager/supervisor will proceed to inform parents/caregivers by text message or phone call. In the event of an early closure parents/caregivers are required to pick up their child within 2 hours or less. Parents are responsible to find and authorize someone else for pick-up if they are unable to do so in time. In case parents/caregivers cannot be contacted our late pickup policy applies.

## **COLLABORATION**

At Compass Educare, we are proud to collaborate with Montessori & More, a licensed child care provider that shares our commitment to providing high-quality early childhood education. This partnership allows us to:

- Share Staff: Qualified educators may work across both programs to ensure continuity and expertise in supporting children's development.
- Plan Shared Events: Families benefit from community events and activities co-hosted by Compass Educare and Montessori & More, fostering connection and enriching experiences.
- Run Shared Programs: Jointly organized programs provide enhanced learning opportunities for children across both organizations.



Both Compass Educare and Montessori & More operate under the same policies and standards to ensure a consistent and high-quality experience for children and families. We are committed to transparency and open communication as we work together to support your child's growth and development.

If you have any questions about our collaboration, please feel free to contact us.

### **ACKNOWLEDGEMENT**

By signing below, we/I acknowledge to have received Compass Educare's policies and have read and understood the policies.

We/I have had the opportunity to ask questions about the policies, and I understand that any future questions that I may have about these policies or their contents will be answered by the owner upon request. We/I agree to and will comply with the policies, procedures, and other guidelines set forth in these policies.

We/I understand that Compass Educare reserves the right to change, modify, or abolish any or all of the policies and procedures contained or described in the policies as it deems appropriate at any time, with or without notice.

Name of Child \_\_\_\_\_

Name of Parent \_\_\_\_\_

Date \_\_\_\_\_

Signature of Parent \_\_\_\_\_