



LBPC Kids Inc.

Drop-In Daycare Policies & Procedures

Personal Philosophy:

The creation of LBPC Kids Inc. childcare services stems from my unconditional love and admiration for working with children. I believe the first years of a child's life are some of the most important – they build strong relationships, they learn to play and interact with the world around them, and their brains develop connections quickly.

Being a mom with a modern-day schedule myself, I see a need for flexible childcare options. I created this space so parents and caregivers could take a moment of time for themselves, go for the run they have been missing, or get some uninterrupted work hours in while we care for their little ones.

I believe children grow and learn best through hands-on interaction in their environment and with others. I utilize a diverse range of educational tools in my childcare space and incorporate many elements of play into our program. Both structured (learning) and unstructured (playing) activities lead to a well-rounded program that facilitates connections with children with a variety of learning styles. One of our top priorities is to provide a safe and nurturing environment where children feels safe and comfortable in their surroundings in order to meet their full developmental potential.

LBPC Kids is a licensed childcare space that is equipped to stimulate children's development in all areas to enhance the physical, intellectual, language, emotional, and social growth of each child. Some examples of the types of activities we include: interactive circle time, table activities, arts and crafts, creative movement, yoga, and open and imaginative free play.

At LBPC Kids, we take our part in your child's life seriously, and we value the relationships we form with parents, caregivers, and each child. Nurturing connections help guide a child's development, and we are committed to maintaining respectful relationships with all caregivers in each child's life. LBPC Kids promises to value each child as a unique person, with individual personalities, style and timing of growth, and family backgrounds.

Kiran Khatkar

Owner and Director of LBPC Kids Inc.



PROGRAM

Hours: 9:00am – 5:00pm Monday to Friday

Ages: 18 months – 6 years old

Fees:

36 months - 6 years old \$10.95 per hour

18 months - 36 months \$13.95 per hour

Daycare Program Schedule:

9:00am – 10:30am – table activities, arts and crafts, circle time, morning yoga, creative movement, open play (potentially in the play café’s play space).

10:30am - snack time.

11:00am – 12:00pm – creative movement, open play.

12:00pm - lunch time.

12:30pm – 2:30pm – quiet reading time, creative movement, open play (potentially in the play café’s play space).

2:30pm - snack time.

3:00pm – 5:00pm – circle time, arts and crafts, table activities, open play, creative movement (potentially in the play café’s play space).

Our Early Childhood Educators are carefully chosen to meet the requirements of the Childcare Licensing Regulation, while understanding and demonstrating the LBPC Kids Philosophy. I choose staff that share my passion and devotion for childhood growth and development. As a team, we are committed to providing the children with a warm, loving environment under top supervision and care. Staff participate in the program by contributing new, fresh ideas to ensure your child’s experience is fun-filled and educational. Staff Bios can be viewed on our website.

FAQs

Question: Do I provide a snack and lunch for my child?

Answer: Yes, all food is to be provided by parents/guardians.

Question: What do I need to bring with my child at drop-off?

Answer: Please send the following: spare change of clothes, inside shoes, snack/lunch if your child is staying during these times, water bottle, nap items (blanket, stuffy, sleep sack – if needed), diapers and wipes (if needed).

Question: How should I dress my child?

Answer: Your child should arrive in comfortable clothing to allow them to be actively involved in all program activities. Outdoor clothing is not needed, as our program is indoors only.

POLICIES

Behavioral Guidance Policy

The goal in guiding children's behavior is to assist children in developing respect, self-regulation, self-confidence, and sensitivity in their interaction with others. Guiding children's behavior is a continuous process that includes two strategies: prevention and intervention. At LBPC Kids, Early Childhood Educators and care givers use positive strategies to help children develop self-guidance and self-regulation, allowing them to learn appropriate and successful behavior patterns.

Prevention Guidance Strategies used by LBPC Kids Educators and Care Givers:

- Limits are clear, consistent, and straight-forward.
- Limits are communicated in a positive, rather than negative manner.
- Focus is on the behaviour, not the child.
- Provide choices for the child(ren).
- Redirection of behaviour is provided.
- Provide positive examples and demonstrate appropriate behaviour.
- Give children time to respond.

- Staff are alert, resourceful, and readily available.
- Minor incidences are ignored.

Intervention Guidance Strategies used by LBPC Kids Care Givers:

- A child's attention is gained in a respectful manner.
- Proximity and touch is helpful to calm a child.
- Simple reminders are used to clarify and reinforce limits.
- Acknowledge and recognize feelings before stating limits.
- Redirect or offer appropriate choices and limits.
- Demonstrate appropriate behaviour and problem-solving skills.
- Consequences are natural, logical, and age appropriate.
- Allow genuine opportunities for children to make amends.

At LBPC Kids, children are expected to behave in a respectful manner towards themselves, others and the environment, within reasonable guidelines. When behaviors become challenging, staff may follow the 'Quiet Time' procedure.

Guidelines for the Quiet Time Procedure:

- Quiet Time is used to redirect children and give them an opportunity to have some time to decompress with an Educator in a quiet space. Our LBPC Kids facility provides a calm area for the children to use. By stepping away from a situation with an Educator, the child can feel supported and safe to work through whatever emotional struggle they may be dealing with at that time. This in turn gives the child an opportunity to become aware of their behavior in a private, calming place before inappropriate behaviors occur or escalate.
- Before resorting to the Quiet Time method, children are reminded of the rules and limits, and offered consistent boundaries before they are redirected to take a break with an Educator.

Behavioural concerns and minor incidents will be recorded in the log book and when applicable, the reportable incident forms. When necessary, family meetings can take place if the child needs help adjusting to the facility's behavioural strategies.

Actions that will not be permitted at LBPC Kids Inc. under any circumstances:

- Hitting
- Restraining – unless a child is harming themselves or others
- Spanking
- Food or sleep as a form of punishment

Health and Illness Policy

To protect everyone and prevent the spread of illness in childcare settings, your child may not be in attendance at the facility, as per compliance with BC Health Regulations, if they have one or more of the following symptoms:

- Pain, any complaints of unexplained or undiagnosed pain.
- A common cold with listlessness, runny nose and eyes, coughing and sore throat. Once the child's temperature, well-being and energy return to normal, the child may no longer be contagious, and may be able to return to the child care facility even though coughing and runny nose may persist. If the symptoms are caused by a known allergic reaction, the child is not contagious.
- Difficulty in breathing, wheezing or a persistent cough.
- Fever (100 degrees F/38.3 degrees C or more) accompanied by general symptoms such as listlessness or sluggishness may be an early sign of an illness that requires a doctor's attention. Your child must be fever free for 24 hours without the aid of medication.
- Sore throat or trouble swallowing.
- Infected skin or eyes, or an undiagnosed rash.
- Headache or stiff neck (should see a doctor).
- Unexplained diarrhea or loose stool (may or may not be combined with nausea, vomiting or stomach cramps). These symptoms may indicate a bacterial or gastrointestinal infection which is very easily passed from one child to another. The child must be kept home until all symptoms have stopped and they are symptom free for 24 hours without the aid of medication.
- Nausea and vomiting may be early signs of illness.
- Severe itching, dry skin of either body or scalp if caused by head or body lice or scabies.
- Children with known or suspected communicable illnesses. Including but not limited to: Roseola Infantum, Hand Foot Mouth Disease, Pink Eye (Conjunctivitis), Fifth Disease.
Illnesses such as these will require a Doctor's note stating that the child is no longer contagious and able to return to daycare.

If a child is suffering from one or more of the symptoms above, or is not well enough to participate in the regular program, a child must be kept at home. In the event that a child arrives with, or develops one or more of these symptoms while they are at LBPC Kids, the parents will be contacted immediately and asked to make arrangements to pick their child up within a recommended timeframe. If the parent or primary caregiver cannot be reached, emergency contacts or the child's physician will be contacted. Staff members are knowledgeable in CPR in the event of an emergency. The child will be closely monitored until they are picked up from the facility.

If your child (or a member of your family) is diagnosed with a common reportable disease, the facility must be informed within 24 hours of diagnosis. Parents of other children will be notified when a communicable disease is diagnosed among the children. Your child may not be in attendance at the facility if they have a common reportable disease including:

- Food born illness (all causes, ex. Salmonella)
- Diphtheria
- Giardiasis
- Hepatitis A, B, and C
- Measels
- German Measels (Rubella)
- Bacterial or Viral Meningitis
- Hemolytic Uremic Syndrome (the E. coli toxin of Hemorrhagic Colitis or hamburger disease)
- Meningococcal Disease (bacteraemia or meningitis)
- Mumps
- Pertussis (whooping cough)
- Tuberculosis
- Sexually Transmitted Diseases (need to be reported due to abuse issues)
- Waterborne Illness (all causes)
- COVID-19 – LBPC Kids follows the guidelines set forth by the BCCDC. Please visit COVID-19 Public Health Guidance for Child Care Settings http://www.bccdc.ca/Health-Info-Site/Documents/COVID_public_guidance/Guidance_Child_Care.pdf

If a child at the facility has a reportable communicable disease, the facility will notify the local Medical Health Officer within 24 hours. The child may return to the facility once the incubation

and contagious period has passed and the child is well enough to participate in the regular program.

Immunization Policy:

Parents must provide the facility with information about their child's immunizations, including if your child is not immunized, as provided in the parent registration package.

Head Lice Policy:

In the event that lice is found in a child's hair, the following actions will be taken:

- If lice is found in the child's hair outside of the facility, the parents are asked to inform LBPC Kids immediately.
- Once lice has been found in a child's hair, LBPC Kids will inform all parents so they can check their child as this is very easily spread.
- If lice is found in a child's hair while they are at the facility, the parents of the child will be contacted and asked to pick up their child to be treated. After being treated for lice, the child may come back to the facility.

To treat lice, please do the following:

- Use the Manual Removal: wet combing method (use Lice Clinic for instructions) or chemical treatments (purchased at a pharmacy). You can safely remove head lice without harsh chemicals. It is extremely important that the method of removal is followed closely until the head lice is no longer found!
- We recommend contacting the Greater Vancouver Lice Clinic: 778-984-5423, liceadvice@liceclinic.ca. More helpful information is available on their web site: www.greatervancouverliceclinic.ca.

To reduce the chance of spreading lice:

- If there is a case of head lice at the facility, ALL parents are asked to follow these guidelines to help prevent the spread: check your child's hair every day, have long hair tied back, wash bedding/clothing or store in garbage bags.

Administration of Medication Policy:

If a child requires administration of medication, and does not have a medical condition that excludes the child from attending LBPC Kids (refer to Health and Illness Policy), the following policy applies:

Role of Parents:

- Complete and sign a 'Medication Administration Consent Form' to be kept on record with: clear, written instructions outlining the schedule and dosage of medication required with proof by medication label or note from a physician.
- Provide all medications in original container, with child's name and label intact.
- Inform staff of any possible side effects or reactions of the medication.
- Note that staff cannot administer any form of non-prescription or over-the-counter medications (i.e. Tylenol, Benadryl, cough syrups without written permission from your child's doctor).

Role of LBPC Kids Caregivers:

- Ensure that the medication is administered to the child in the amount and at the times specified by the child's parent in the child's Medication Administration Consent Form.
- Store medication according to package instructions in a place that is readily accessible to employees.
- Ensure that the medication is not accessible to any child, except that a child may have access to his or her own medication if: the child's parent has instructed this in the Medication Administration Consent Form and the nature of the child's medication is such that, without immediate access to the medication by the child, the child's health will be significantly at risk.
- The administration of medication (by a staff member or self-administered) is always supervised by competent staff on duty and documented in the child's records on the Medication Administration Consent Form.

LBPC Kids childcare providers are not allowed to administer medication unless the child's parent has filled out and signed for permission on the Medication Administration Consent Form and provided the medication in the original, clearly labeled container.

Transportation Policy:

- Staff may take children from the licensed facility downstairs to the below play area at Little Beans Play Café.
- Children will wear pinnies when they are in the play café playspace, to differentiate the children in care by the facility and other children playing with parent supervision.
- On occasion, staff may take children outside of the facility for a walk. Only the children with a parent/guardian signed Walking Field Trip form on file will participate in local walks.

Nutrition Policy:

LBPC Kids promotes healthy and nutritional eating habits. This is ensured by:

- Families provide food for their children while they are in our care.
- Children are supervised when consuming food or drink.
- Children are not forced to consume food or drink and it is not used as a form of reward or punishment.
- Safe drinking water is readily available to the children at all times.

LBPC Kids asks that parents provide nutritious snacks and a lunch that must include foods from two or more food groups outlined by Canada's Food Guide. Children are required to have a water bottle each day to have at snack times, and throughout the day. Parents are asked when preparing their child's lunch, to respect the following guidelines:

- LBPC Kids is a **nut-free facility**. Please do not send nuts or nut products in snacks or lunches.
- Provide a water bottle for your child.
- Save treats for home (i.e. cupcakes, candy).
- Include an additional snack in case your child is still hungry during their time at LBPC Kids.

Safe Release of Children Policy:

Staff at LBPC Kids use the following policy in the release of children from the facility:

- Parents are required to document all persons authorized to pick up their child in their child's registration package. Government-issued photo ID will be verified to pick up each child.

- A child will not be released to a person other than those listed, unless an email or written note of approval is received from the parent or guardian.
- Staff are instructed to check the identification documents of all unknown persons requesting the release of a child.
- LBPC Kids will not release a child to any person who does not appear capable of providing safe care – LBPC Kids reserves the right to make this judgement at the sole discretion of the supervisor on duty at the facility.
- If no authorized person arrives to pick up a child at closing time, staff will attempt to contact parents or primary caregivers, followed by any other contacts authorized to pick up the child – in this event the staff on site is required to stay with the child until an authorized person arrives for pick up.
- If there is a custody or court order on file, the staff will not release a child to a restricted parent without contacting and receiving authorization from the custodial parent first.
- LBPC Kids will not hesitate to contact the police in response to an attempted abduction.
- Any incidences that occur relating to the release of a child at the facility will be documented and reported, as applicable.

Reportable Incident Policy:

LBPC Kids ensures that a child under our supervision and care will not be subjected to any of the following:

- Shoving, hitting or shaking by an employee or another child.
- Confinement or physical restraint by another child and by an employee (except if authorized in a child's care plan as instructed for behavioural guidance).
- Harsh, degrading or belittling treatment (verbal, emotional or physical) by an employee or another child.
- Spanking or any form of corporal punishment.
- Separation from other children, without supervision from a responsible adult.
- Depriving a child of meals, snacks, rest, or use of toilet as a form of reward or punishment.

LBPC Kids will immediately notify a parent/guardian or emergency contact if a child under our care and supervision is subject to any of the following:

- Becomes ill.
- Is injured.
- Is involved in a Reportable Incident.

LBPC Kids will immediately notify the medical health officer within 24 hours if:

- A child is involved in a Reportable Incident while under care at the facility.
- It comes to the attention of LBPC Kids that a child has a Reportable Communicable Disease.

As documented in the Child Care Licensing Regulation, any of the following is a Reportable Incident (under Schedule H):

- Aggressive or Unusual Behavior (by a child towards other persons, if not assessed in the child's care plan).
- Attempted Suicide (by a child to take his/her own life).
- Choking (by a person in care involving emergency care by a medical practitioner or transfer to hospital).
- Death (any death of a child).
- Disease outbreak or occurrence (outbreak or occurrence of a disease above incident level that is normally expected).
- Emergency Restraint (any use of restraint not approved/documentated in a child's care plan).
- Emotional Abuse (any act or lack of action, which may diminish the well-being a child including: verbal harassment, yelling or confinement).
- Fall (by a child of serious nature requiring emergency care by a medical practitioner or transfer to hospital).
- Financial Abuse (misuse of funds and assets, or obtaining property and funds of a child by a person not in care without consent of child or parent).
- Food Poisoning (food borne illness involving a person in care requiring emergency care by a medical practitioner or transfer to hospital).
- Medication Error (in the administration of medication with adverse effects of a person in care requiring emergency care by a medical practitioner or transfer to hospital).
- Missing or Wandering Person (child who is missing).
- Neglect (failure of a care provider to meet the needs of a child, including: food, shelter, care or supervision).
- Other Injury (injury of a child requiring emergency care by a medical practitioner or transfer to hospital).
- Physical Abuse (physical force that is excessive or inappropriate towards a child by a person not in care).

- Poisoning (ingestion of a poison or toxin by a child).
- Service Delivery Problem (a condition or event that could reasonably impair the ability of licensee/employees to provide care or affects the health, safety and well-being of the children).
- Sexual Abuse (any sexual behavior directed towards a child by an employee, volunteer or other person in a position of trust, including: sexual exploitation – whether consensual or not, sexual activity between children with significant difference in age/power).
- Unexpected Illness (of serious nature requiring emergency care by a medical practitioner or transfer to hospital).

Emergency/Disaster Plan Policy:

The Emergency Plan Policy ensures that LBPC Kids is fully equipped and employees are properly trained in the event of an emergency (ie: smoke, fire, earthquake or other).

In the event of an emergency, LBPC Kids is equipped with the following:

- Emergency exits and a fire drill system approved by the Fire Services Act.
- An emergency plan outlining procedures to: prepare for, mitigate, respond to and recovery from an emergency.
- A displayed copy of the fire drill system in a prominent place in the facility.

In the event of an emergency, LBPC Kids employees are properly trained by:

- Understanding and implementing the fire drill system and emergency plan, including the use of any necessary equipment.
- Practicing and implementing the fire drill system at least once a month.
- Practicing and implementing the emergency plan at least once a year.
- Having accessibility to reliable communications equipment, in the event of an emergency.
- Holding a valid First Aid certificate and CPR (children require immediate access to an employee with a valid certificate at all times), with easy access to a First Aid Kit.

Power Outage Policy:

In the event of a power outage at LBKC Kids, the following actions will be taken:

- Depending on the time the power is estimated to come back on (based on BC Hydro web site), the facility may have to close as this becomes a health and safety concern in the environment. We do not have the resources to care for a group of children in the event of a power outage.
- The parents will be informed that the power is out either via email or by staff cell phone, and that they may need to pick up their child if it is not on by an estimated time (ranging 1-3 hours depending on time of day). The maximum number of hours we will keep children in our care with no power is 3 hours, after this time families must make alternate arrangements to pick up their children.
- If the power goes out early morning, parents will be informed to keep their children at home until the power comes back on. We will not be able to take any more children once the power has gone out as we may have to close the facility. If the power is still out by 12:00pm the staff on duty will notify parents either by phone or email that the facility will stay closed for the remainder of the day.
- Parents are asked to have an emergency plan for childcare in the event of a power outage.

Refunds will not be issued for power outages as this is an unforeseen circumstance that we have no control over.

Snow Policy:

In the event of heavy snowfall or dangerous road conditions, LBPC Kids will be closed. The decision to close is out of concern for safety for those transporting in the area. In the event of heavy snowfall or dangerous road conditions, our facility will close for the duration of the day (9:00am-5:00pm). Please check for an email from LBPC Kids regarding a possible closure at the facility.

Active Play Plan Policy:

Active play is any activity that gets the body moving and increases heart rate. This is accomplished through a variety of age-appropriate activities including the following:

- Free play time in the classroom, through music & movement, dramatic play, re-enacting stories, yoga, dancing, obstacle set ups and equipment use.

The facility does not have an outdoor play space. Bookings of 4-6 hours maximum are recommended, as the children will remain indoors with no outside play time.

Screen Time Policy:

Children attending the program at LBPC Kids do not partake in screen time during our program hours of operation.

Toilet Training Policy:

The staff at LBPC Kids will work in conjunction with the parents throughout the toilet training process. Please let the staff know of the process that you have found successful for your child at home and the staff will try their best to accommodate this in our daily schedule. It is important that the children have consistency throughout the process.

- If still in the training process, please dress your child in proper clothing for our class: omit tight clothing, pants with zippers, snaps, overalls/one piece clothing, or bib type clothing, belts.
- Please have you child in pull-ups (with open/close sides) or underwear with plastic pants/underwear over.
- Please send 2 changes of clothing, including socks and extra pull-ups (labelled with your child's name). Soiled clothes will be returned in a plastic bag for parent to take home and wash.

Diapering Policy:

Parents are to provide LBPC Kids staff with a supply of diapers and wipes for the day. If a child requires diaper cream, etc. parents are asked to provide this with clearly labeled instructions.

When diapering, staff will:

- Document all diapering occurrences throughout the day for parents to review.
- Use clean wipes for each change.
- Dispose of diapers in a covered bin in the washroom away from child play/food.

Bottle Feeding Policy:

LBPC Kids staff will give young children bottles as per the parents' guidelines with the following information:

- Time of feeding.
- Amount.
- Measurement / preparation procedure.

All bottles must be clearly labeled by parents. All formula/milk and bottles will be sent home with the child for cleaning.

Registration Policy:

To secure your child's booking, please provide LBPC Kids with:

- A completed and signed registration/consent form.
- Payment.

Cancellation and Refund Policy:

- No cancellations will be processed for Daycare services.
- No refunds will be issued for Daycare service.
- Bookings may be rescheduled with a minimum of 24 hours notice.
- No-shows are charged the full amount of services with no refunds given.

Drop-in Daycare Fees:

Fees are subject to change, with consideration of sufficient notice.

Current rates:

- 36 months – 6 years old: \$10.95 per hour
- 18 months – 36 months: \$13.95 per hour



Payment Options:

Payment will only be taken online at time of booking by credit card only.

Late Pickup Fees:

A late pickup fee of **\$1/minute** is required if a child is picked up after their scheduled pickup time. This is intended to discourage late pickups as other children will be waiting to enter the facility. Late fees will be automatically charged to the account.

Operational Hours:

LBPC Kids is open Monday to Friday, 9:00am to 5:00pm.

LBPC Kids is closed on the following statutory holidays:

- New Year's Eve, New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, B.C. Day, Labour Day, Thanksgiving, Remembrance Day, Christmas Eve, Christmas Day, Boxing Day.