

# Mayne Island Daycare

## FAMILY HANDBOOK



### Mayne Island Daycare

Operated by the Mayne Island Early Childhood Society (MIECS)  
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**Office Phone #: 250-539-0639**

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# WELCOME

The Mayne Island Early Childhood Society (MIECS), Mayne Island Daycare and After-School Care are pleased to welcome your family to our child care program.

We are dedicated to providing the best possible child care opportunities for families in our community.

The information in this booklet contains the policies and procedures for the Daycare, what you can expect of the Daycare Staff, our expectations of you as parents/guardians, and what your child will be doing while at Daycare.

There will be occasional revisions to this package and the accompanying forms, at which time you will be asked to sign a new contract or initial the revisions.

This handbook has been prepared for you and your child(ren). Please take the time to read this important information regarding our program and policies. We suggest you keep it handy for future reference.

If you have questions, please contact the Daycare Manager.

## ABOUT US

### Our Daycare

The Mayne Island Early Childhood Society (MIECS) operates the Mayne Island Daycare and After-School Care on a not-for-profit basis. The Childcare team is made up of passionate and dedicated staff and a volunteer Board of Directors. Our facility is located at 493A Felix Jack Road. Daycare hours of operation are Monday-Friday 8:30am-4:30pm. After-School Care hours: Monday - Thursday, 3:30-6pm and Fridays 8:30-4:30pm<sup>1</sup>.

The daycare is open year-round with the exception of 1) a two-week scheduled closure for holidays in December and 2) all statutory holidays: New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, BC Day, Labour Day, Truth and Reconciliation Day, Thanksgiving Day, Remembrance Day, Christmas Day.

Mayne Island Daycare's license is issued by the Community Care Facilities Licensing Board of the Vancouver Island Health Authority; and, as such, we are subject to their standards and regular inspections. Our most recent inspection report is available by request, and our license and details are posted in our entryway.

The Mayne Island Daycare provides a range of programs that correspond with licensing categories of care. These may include: a "Multi Age" Program (care for up to 8 children at a time, ages 12 months to 5 years), an Infant/Toddler Program (Under 36 months), Group care for 2.5-5 year olds and an After-School Care Program (School Age). Availability of these programs is subject to staffing availability and demand. Please contact the manager for information on currently available programming.

At Mayne Island Daycare we believe that safe, reliable childcare is a right that should be afforded to all families. We aim to provide high quality childcare and age-appropriate educational opportunities to local children. We have a vision of community childcare based on respect, inclusiveness, and self-regulation.

We will strive to:

- Foster an inclusive respect for all children, families, and cultural backgrounds
- Develop a connection with each child through interest, care, and warmth
- Guide behaviour through this channel of connection while listening and respecting children's boundaries
- Care for children's daily needs while developing their self-care skills towards their own physical needs and emotions as well as those of others
- Use positive reinforcement to encourage positive choices
- Use gentle and appropriate guidance to redirect disruptive behaviours
- Create a healthy, safe, and child-centered environment to allow children opportunities for choice and self-guidance
- Plan a program that connects with the interests, life experiences and innate intelligence of

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<sup>1</sup> The After School program schedule operates according to School District 64's annual instructional calendar. On instructional Fridays, the program operates from 3:30-6:00pm instead of for full days. Instructional Calendars are available from the Daycare office.

- children through fun and engaging learning opportunities
- Encourage learning through play, group research, exploration of hands-on materials, and observation in the outdoor environment
- Make use of Mayne Island's abundant natural resources through rich outdoor programming in science, physical activity, language, and math
- We will emphasize the interconnected nature of ecosystems and the ethics of care and compassion

We require your compliance with the following:

- Adherence to the most recent medical health office orders, including but not limited to wearing a mask and using provided hand sanitizer when requested
- No smoking on or near premises for protection of air quality for children and families
- Cursing or abuse of any persons at any time will not be tolerated
- Absolutely no alcohol or drugs allowed on premises during child care hours
- Furniture, equipment, and toys are not for standing, jumping, running on, or breaking (unless of course that is what they were built for...)
- Respect for others' safety, personal space & needs is important above all else.

### **Our Staff**

All our staff hold relevant training for their roles as Early Childhood Educator (ECE), Early Childhood Educator Assistant (ECEA), or Responsible Adult (RA) and certification issued by the Ministry of Children and Family Development. Staff are trained in CPR and first aid, and require current criminal records checks as part of the screening process. All relevant certifications are permanently posted in the Daycare and updated as required.

Occasionally, there may be volunteers from the community sharing their skills and knowledge with the daycare. Volunteers must also go through a regular screening process that includes both a Criminal Record Check and Reference Check.

### **Professional Development**

Professional development is highly valued at Mayne Island Daycare. Our staff are required and encouraged to complete courses within their areas of interest as part of their certification and employment. Each course and staff member adds their own knowledge and experience to our program making it unique and ever-changing alongside our children.

## **OUR PROGRAMS**

Our high quality licensed childcare programs operated by Mayne Island Daycare are led by a qualified and experienced team of educators. Children have the opportunity to interact with their environment through age appropriate and intentional programming.

### **Play-Based Education**

At the Mayne Island Daycare, we base our educational approach on current research that points to play as the best mode of learning for children. We will incorporate number concepts, literacy skills, physical education, art, music and drama into play opportunities and materials for children to explore.

We will harness the children’s natural curiosity about the world into ongoing research projects that model strategies for finding information. Through all activities, we will incorporate sensory elements and offer hands-on exploration with real materials. Together we will test children’s ideas and theories through scientific experiments.

For under 5, academic skills will not be taught through enforced rote practice as this approach has been proven to yield no tangible long-term benefits in academic performance when introduced to children under five and may, in fact, hinder other areas of development.

The after-school care program seeks to provide a stimulating environment for children’s behavioral, cognitive, and social needs for Kindergarten to 12 years old. Our program provides a variety of age-appropriate activities that are designed to support the growth and development of children socially, emotionally, intellectually, physically, and creatively.

Children’s learning unfolds best in a flexible environment that allows them to move freely in the room. Learning through play also maximizes social interaction and allows children more opportunity to develop social and language skills.

Social learning is the most effective and motivating, whether children are learning from an educator, community member or another child. Whole group activities that also require children to sit down, listen, and practice self-control will be limited to thirty minutes a day as fits young children’s attention spans and impulse control.

### **Responsive Curriculum**

The learning process is most engaging and successful when new learning connects to previous knowledge. Responsive Curriculum begins with observing themes in children’s play, noting their questions about the world, and inviting them to present questions, ideas, and theories to the group. A theme of inquiry will be chosen, sometimes based on the educator’s observations and other times by involving children in a democratic process.

Themes will be broad, such as “Creatures of the Ocean” or “Light and Shadow” and incorporate activities that address all major areas of development. These areas are:

- Social and Emotional
- Language
- Physical (Fine Motor and Gross Motor)
- Cognitive

To stimulate children in the above areas, we will create activities that also develop the following skills:

- Numeric and Mathematical
- Logic and Reasoning
- Pre-Literacy and Print Exposure
- Outdoor Education
- Visual Arts

- Music
- Drama and Role Play
- Science and Experimentation

### **Active Play Policy**

Active Play is defined as physical activity which includes moderate to vigorous bursts of high energy. It raises the child's heart rate. For an infant or toddler this may include, but is not limited to, reaching out, rolling over and balancing in a sitting position.

Children under five will experience a minimum of 60 minutes of outdoor active play throughout the day when weather and air quality conditions do not pose a significant health risk. These 60 minutes are designated in the daily schedule with an option of providing up to another 60 minutes of outdoor play depending on the plan for that day. School age children will experience a minimum of 30 minutes of outside active play following school pickup.

Our daycare will provide some facilitated active play with the childcare provider modeling or initiating a situation, as well as allowing time for un-facilitated, child-led active play opportunities. The facilitated activities will focus on the development of the fundamental motor skills of Balance, Coordination and Locomotion.

Parents/guardians will be required to send appropriate outdoor clothing so that children can safely play outside every day regardless of weather conditions. We make an exception to our scheduled outdoor playtime in the event of temperatures less than -5 degrees Celsius including the wind chill factor. We will also limit outdoor time when the temperature is higher than 30 degrees. In the instance that outside playtime is canceled due to weather an equivalent amount of indoor active play will be scheduled.

At no point will there be prolonged sitting activities (e.g., Story time, board games, art) throughout the day without the encouragement of frequent, short bursts of physical activity.

### **Screen Time Policy**

Mayne Island Daycare understands that TV and other electronic media can get in the way of exploring, playing, and interacting with others, which encourages learning and healthy physical and social development. We do not utilize screen time in our program.

### **Pet Policy**

- Mayne Island Daycare recognizes that children learn from animals, but it is important to ensure that they are safe while learning.
- Reptiles, amphibians, chickens, ducks, and ferrets are not allowed in the daycare space. Children will wash their hands under adult supervision after handling animal habitats.
- If water is not available, a hand sanitizer will be used until soap and water is available
- The area around where animals have been, will be sanitized if outside of their habitat
- Feed and water equipment will be washed in a separate area from the sinks or areas where food is prepared, served, or eaten



**\*If a child enrolled in Mayne Island Daycare should have an allergy to a certain animal, that animal will be removed from the class prior to the child's first day in daycare.**

### **Inclusion Policy**

Mayne Island Daycare is committed to creating and sustaining a welcoming community where families, educators and administrators from diverse backgrounds join us in creating a center with their different and distinct contributions.

We believe that diversity in children, educators and families create an enriching experience for all children. We are committed to including children and families of differing race, ancestry, national origin, culture, religion, ability, socio-economic status, sexual orientation, marital or family status, gender, or gender identity.

We recognize that personal circumstances, culture, experiences, and social backgrounds are unique to families, and that values and priorities may differ as well in what families require in the care of their children. Mayne Island Daycare welcomes all children regardless of care and learning needs.

### **Extra Support**

We appreciate that children are unique and therefore have individual strengths, skills, needs and learning preferences. We acknowledge that some children may need extra support. The following describes the procedure for accessing extra childcare support to meet children's needs.

1. If the family already has support in place, as indicated at the time of enrolment, then the daycare will collaborate with the family and support services to provide an inclusive space for the child.
2. If no support is in place but may be required, then staff will make observations and record information about the needs of the child and discuss with parents/guardians. With the parent/guardians' signed consent, those observations and notes of a child's development would be referred to island Queen Alexandra Centre for Children's Health should the care provider feel that an assessment should be made for Early Intervention.
3. Sensitivity and consideration will be taken as children from different cultures and socio-economic backgrounds may exhibit different developmental milestones. Where support services are required, the daycare staff work with a supported child development consultant to ensure that the child receives adequate funding and services.
4. The establishment or observance of a care plan is agreed upon by health professionals (occupational therapists, psychologists, neurologists, physical therapists, pediatricians) and parents/guardians, in discussion and implemented by our staff. If the child requires the support of a special need's assistant, the daycare works with a support guide, parents/guardians, and professionals to make this possible.
5. Care plans may include modifications to the daycare environment, or the addition of special toys or equipment (such as noise canceling earphones, calming music, weighted bags, quiet space). Staff and administration work together to implement modifications in a timely manner.
6. Wherever possible, reference material and professional development opportunities with specific focus on inclusion are made available to staff.

### **Guiding Children's Behaviour Policy:**

The goal for guiding children's behaviour is to assist children in developing respect, self-control, self-confidence, and sensitivity in their interactions with others. Through our daily activities, we will

model an ethic of care: care for each other, care for our space and materials, care for our outdoor environment and care for one's self.

Guiding children's behaviour is an ongoing process and all children require guidance. We believe that clear and consistent guidelines and rules will help to establish limits in a positive manner (example: "please use your walking feet" instead of "don't run"). All limits will be explained in language that the children can understand. Children will also be given opportunities to voice their ideas towards caring for the space and solving conflicts.

Guiding children's behaviour is done while appropriate behaviour is occurring, as well as before, during, and after socially unacceptable or dangerous behaviour is displayed. Our team will continuously work with your child to promote healthy behaviour and will communicate with you regularly. Any serious concerns will be discussed with the family so that we might work together to encourage appropriate behaviour.

Positive guidance techniques will be used to encourage appropriate behaviour.

They include:

- Establishing clear, consistent, and simple limits
- Stating limits in a positive way, rather than a negative way
- Focusing on the behaviour, rather than on the child
- Consistently modeling and explaining what is expected and why, rather than threatening or bargaining
- Providing real choices
- Allowing time for children to respond to expectations
- Modeling and enforcing appropriate behaviour, with both words and gesture
- Encouraging children to use their educator as a resource when they cannot resolve conflicts on their own.

Inevitably there will be occurrences of inappropriate behaviour; it is at these times that there may be a need to intervene. The following intervention strategies, or combination of the strategies, will be used to help ensure that guidance is supportive, rather than punitive.

- Gaining attention in a respectful way
- Reminding children of the appropriate behaviour
- Acknowledging feelings before setting limits
- Using proximity and body posturing to create safety for all children involved
- Redirecting or diverting when appropriate
- Modeling problem-solving skills
- Offering appropriate choices
- Using natural and logical consequences, which may include temporary loss of access to a toy, area, or privilege if the behaviour was directly related
- Providing opportunities for children to make amends, rather than demand a superficial apology. Encourage genuine opportunities for children to reflect and restore relationships after an incident of hurt or harm

## SCHEDULING

### Daily Schedule

Please note that this is a flexible routine and is a snapshot into what may be happening in your child's day and the approximate time. Routines may change based on the enrollment and the needs of our participants. If you have any questions or concerns regarding the schedule, please do not hesitate to talk openly with us, as we are always open to suggestions.

#### DAYCARE:

- 8:30-9:00am: Arrival/Breakfast/Free Play
- 9:30am: Clean Up
- 9:45am: Morning Circle
- 10:15am: Snack
- 10:30am: Toileting and Transition Outside
- 10:45am: Outdoor Activities
- 12:00pm: Lunch
- 12:30pm: Toileting and Transition to Nap/Quiet Time
- 1:00pm: Nap/Quiet Time (may end as late as 3pm for some children)
- 2:00pm: Indoor Activities/Crafts
- 3:00pm: Outdoor Activities
- 4:30pm: Pick Up

#### OUT-OF-SCHOOL CARE:

- 3:30pm: Pick Up From School
- 3:30pm: Outdoor Free Play at School
- 4:00pm: Walk to Family Place
- 4:15pm: Snack
- 4:30pm: Indoor Activities/Craft
- 5:30/6pm: Pick Up

### Drop Off and Pick Up

Sign-in at arrival and sign-out at pick up each day is required for provincial licensing regulations, and for the safety of all children. The attendance sheet will be used during emergency procedures such as fire drills or earthquake drills. Please ensure you are signing your child in/out.

Parent/guardian will assist their child put their belongings away in their assigned cubby. Lunches can be placed separately and Staff will place them in the fridge. For children under 5, we strongly encourage children to arrive before 9:30am to give them an opportunity to connect and interact with peers during morning free play.

To keep drop-off times as efficient as possible, please let Staff know via text or email prior to the start of daycare if there is any pertinent information we need to know about your child's previous night or morning that might be helpful. If you forget to send something, you can text/call and leave the item outside the daycare door for a Staff member to collect.

**Please give prior notice to daycare Staff before entering the daycare,** and only enter when necessary. Ensure you give an appropriate amount of notice for a Staff member to receive and respond to your text/call. **Unscheduled drop-ins can be very disruptive for the children.**

We understand that emergencies happen and are out of anyone's control. In the event of an **emergency**, please use your best judgment navigating our policies and remember that during the hours of 10am-1pm, children may be out on their walk to Mt. Parke and/or enjoying a picnic lunch. Staff will always have a cellphone on them during their outings.

**For Children under 5, the typical quiet time is from 1 - 3pm.** We ask that you avoid picking up your child within our naptime/quiet time, when possible, even if your child is not one of our nappers. Please inform Staff **if/when** you will be arriving during quiet time to pick-up your child. This will allow Staff to wake them a few minutes early and get them ready for you. This is usually the least disruptive way.

If you plan to **arrive/pick up outside of your typical daycare hours** (yet still within hours of operation) please advise Staff of the time as soon as possible so that Staff can schedule their day appropriately. You may also be asked to meet our staff on their outing in Mt. Parke.

**Safe Release and Authorized Pick Up:** Children will **not be released** to any person that, in the judgment of Daycare Staff, appears to be under the influence of drugs or alcohol or otherwise appears incapable of providing safe care of the child for safety/security reasons. Instead, another authorized person from the child's registration form, or someone suggested by the parent/guardian, will be contacted to come pick up the child.

Mayne Island Daycare will only release a child to authorized persons listed on the registration information; or when the parent/guardian has provided notice that another individual will be picking up the child. All new alternate pick-up persons will be asked for photo identification. We request that parents/guardians notify the supervisor the day before or the morning of, if someone else will pick up their child. We also ask that parents advise the person picking up their child of our sign out policy. In the event an unauthorized person arrives to pick your child, the child will not be released and the parent/guardian will be notified immediately.

### **Absences**

If your child will not be attending Daycare due to illness or any other reason, **please notify the Daycare no later than 10:00 am** on the day of absence by calling the Office phone, 250-539-0639 or emailing maynedaycare@gmail.com Please leave a voicemail if no one answers, as messages are routinely checked. This will prevent activities being delayed and it helps us know how many children we need to prepare for. If you have advanced notice that your child will be absent, please inform the Daycare Manager via email. Both staff and the Manager need to be informed of absences for daily scheduling and Affordable Child Care Benefits.

To ensure the sustainability of the daycare and to serve the most families, we are not able to hold a spot for an absent child without payment and are unable to offer a refund for that time.

### **Childcare Benefits and Absences**

If your family will be absent **due to vacation** for more than 2 weeks in a month, or more than 4 weeks in a calendar year you are unable to receive Childcare Benefits for that period, and therefore your payment for that period will not be subsidized.

Where a child is **absent because of the child's vacation**, the benefit may be paid for up to 2 weeks in one month, but not for more than 4 weeks total in one calendar year. Benefits are NOT offered in a month if a child is absent completely. Where the child is **absent because the child or parent is ill**, the benefit may be paid for a period of up to 2 weeks in one month.

For more information click [here](#) or call the Child Care Service Centre at 1-888-338-6622

### **Unscheduled Closure**

In the rare event the daycare is closed due to power outages, inclement weather, or strike, families will be contacted as soon as possible. If we should have a daycare closure, parents/guardians will not be reimbursed for that day. Depending on their allotment of benefits, parents/guardians may not be affected. We are, however, cognizant that some parents may find this a financial hardship. If this should be the case, please speak to the manager and the Board will discuss on an individual basis. In the rare event of closures due to staffing shortages, parents/guardians will be notified and reimbursed.

## **FEES, PAYMENT & REGISTRATION**

The Mayne Island Daycare is part of a non-profit society and runs on a cost-recovery basis supplemented by grants and fundraising. To offer reasonably priced care, our facility needs to operate at maximum capacity. Because of this we have developed the following payment policies to help our society run smoothly and fairly for all families and staff involved. **Prepayment** of fees guarantees your child a space and allows us to plan a consistent schedule and age-appropriate activities.

### **Membership Fee**

All users of Mayne Island Daycare are required to pay a family membership fee of **\$5.00 per year** as part of Mayne Island Early Childhood Society (MIECS). This will be added to your invoice once per year and will not be covered by your benefits. Please fill out the attached form and return if you have not already.

### **Due Date and Payment**

Daycare fees are paid in advance of attendance. Full monthly payment is due on the **first scheduled daycare day of the month**.

If you are applying for Affordable Child Care Benefits, you will be required to prepay the full amount prior to attendance. Once your benefits are approved you will receive a credit for future months. If you receive full coverage, you will be refunded.

If there is a **lapse** in your benefits or they **expire**, you will not receive your discount. However, if it is approved and/or backdated you will be credited as per above. Please ensure you monitor your family service portal and reminders that come directly from benefits.

### **Late Payment Fee**

If you will be unable to pay your full invoice amount on time, please contact the Manager with **2 weeks advance notice** to make alternative arrangements. Payments received late without prior approval from the Manager will be subject to a **\$5 per day late fee.**

- **2 weeks in arrears** you will be notified that your child cannot attend the program until full payment has been received
- Following **another 2 weeks in arrears**, your child will be **withdrawn** from the program with no further notice.

### **Cancellation**

A minimum of **one calendar months' notice** is required for any cancellation of childcare. Failure to provide sufficient notice will result in the full fee for the period being due. This policy applies to full withdrawal from daycare as well as permanently reducing the number of days of enrollment.

Example: To reduce from 2 days to 1 day per week, notice would need to be given March 1<sup>st</sup> for April 1<sup>st</sup>. Your fees would include 2 days per week for March and be adjusted for April. If you give notice after March 1st, you must pay for March and April at 2 days per week and May would be adjusted to 1 day per week.

## Daycare Fees

The 2023-2024 Daycare Fees are as follows:

Age	Days Per Week Attending	Fees per month before Fee Reduction	Fees per month after Fee Reduction
0-36 months	5	\$1,436.20	\$536.20
	4	\$1,148.96	\$428.96
	3	\$861.72	\$321.72
	2	\$574.48	\$214.48
	1	\$287.24	\$107.24
37 months-School Age	5	\$1,285.00	\$740.00
	4	\$1028.00	\$592.00
	3	\$771.00	\$444.00
	2	\$514.00	\$296.00
	1	\$257.00	\$148.00
After School Program-Kindergarten	4	\$460.00	\$332.00
	3	\$345.00	\$249.00
	2	\$230.00	\$166.00
	1	\$115.00	\$83.00
	Full Day Friday - add	\$230.00	\$166.00
After School Program - Grade 1-12 years old	4	\$378.00	\$332.00
	3	\$283.50	\$249.00
	2	\$189.00	\$166.00
	1	\$94.50	\$83.00
	Full Day Friday - add	\$189.00	\$166.00

The Daycare reserves the right to change the fee in compliance with provincial regulations, with one month's notice to parents/guardians. These fees implement the provincial government's Fee Reduction Initiative, which regulates fee increases. You will receive a breakdown of fees on each invoice.

Depending on staffing availability - additional care may be available for school children during winter break, spring break, summer holidays, and during school closure and professional days. This care will be provided at an extra charge to the monthly fees. If requiring care on these days, children must be signed up and fees paid by the applicable deadline. Please contact the Manager to determine availability.

## Payment Methods

**E-Transfer:** Preferred method

Email: [miacsbooks@gmail.com](mailto:miacsbooks@gmail.com)

Password: Account # on your invoice

**Cheque:**

Payable to **Mayne Island Early Childhood Society (MIECS)**

Memo: Daycare Fee & Payment Month

NSF Cheques: All “Not Sufficient Funds” cheques will be charged an administrative fee of \$30. Immediate payment of Daycare fees in cash will be required within 48 hours or childcare may be suspended.

**Affordable Child Care Benefit**

The provincial government implemented the Affordable Child Care benefit program in September 2018, which Mayne Island Daycare has opted into. This funding supports families by offering subsidy towards the cost of childcare, depending on factors such as family size, type of care, and household income.

Affordable Child Care Benefits are the **sole responsibility of the parent/guardian applicant**. Daycare staff are not responsible for contacting benefits regarding status, completing yearly renewals, submitting application forms, and/or changes reflected in the amount of subsidy.

Upon registration, the Daycare Manager will ask if you would like to apply for subsidy and provide the signed Child Care Arrangement form. Parent/guardians will be required to complete the form and submit along with any other application requirements. A new Child Care Arrangement form is required for submitting new benefit requests and/or changes in a child’s enrolment.

Yearly renewal reminders are sent directly from Affordable Child Care Benefits to applicants prior to the renewal date. As a courtesy, the Manager may connect with a parent if there is a notable difference in subsidy, and/or if benefits have not been received for your child, however, it is the responsibility of the parent/guardian to follow up with Affordable Childcare Benefits directly to resolve any issues.

The Affordable Childcare Benefit Program recommends parent/guardians sign up for **My Family Services** [here \(https://myfamilyservices.gov.bc.ca\)](https://myfamilyservices.gov.bc.ca) and upload all necessary ID and documentation. You can use this portal to submit your application, view your status, approved benefit amount and any potential errors that may cause delays. **Online** is the most reliable and efficient way to receive your benefits and connect with Affordable Child Care Benefits. New changes – You must submit ALL required information together in one submission when applying.

Parent/guardians must apply for funding **before the end of the month** in which you need childcare. For example, if you would like to receive funding for childcare starting September 1, you need to apply by September 30.

**Late pick up**

Children must be picked up by closing time. If a parent/guardian is late picking up their child, they will be charged **\$5 for every 5 minutes** that they are late. Example: If you are five minutes late you will be charged \$5, if you are ten minutes late you will be charged \$10.

By signing-out your child(ren), you acknowledge the length of tardiness and accept that the corresponding amount will be added to your following invoice. Please note that three late pickups in any



three-month period will require your child's eligibility for a spot at the daycare to be reviewed and could result in dismissal.

### **Income Tax Receipts**

Mayne Island Daycare does not issue child care receipts for the purpose of income tax preparation.

Please keep your monthly invoices as your record of child care costs. Digital copies of your monthly invoices will be emailed on the billing date each month.

### **Registration**

#### **Enrolment**

Mayne Island Daycare seeks to offer childcare to the most families in the fairest way possible, therefore all children are considered for placement in order of application. We welcome and recommend that parents/guardians and their child(ren) make an appointment to visit the daycare for a tour prior to enrollment.

Parents/guardians must provide, as per licensing regulations, all the information requested in the registration package. Parents/guardians are responsible for updating the information including medical and immunization updates as needed to keep all Staff and our records up to date throughout the child's time at the Daycare.

**To be offered a childcare space or be added to our waitlist, we must have received a completed Application Form.** Spaces will not be held by verbal contract. If your child/ren are currently enrolled and you wish to add or change days, you will be added to the waitlist in order on the date you make the request via email.

**Application** documents include:

- Completed application form

**Registration** documents include:

- Completed and signed Registration Package, consent form and Parent Handbook
- Immunization status documentation

**\*Your child will not be able to be left in our care until all of the registration forms are completely filled out, and returned to a staff person. This is for licensing and safety reasons.**

### **Trial Period**

Your child's wellbeing is paramount, as it is for all the children in our care. To ensure that everyone is happy with the childcare arrangements provided for your child, **an 8-day trial period** exists prior to the finalization of the care agreement. If at any time during this evaluation period you feel that the Daycare is not meeting your needs, then you may withdraw your child.

### **Waitlist**

When all available spaces are filled in our Daycare, we maintain a waitlist. Children will be added to the waitlist on the date that the Application Form has been completed and received by the Manager via email. Waitlist additions will not be confirmed by the Manager until complete information is received. There is no fee charged for being added to the waitlist.

Available spaces will be offered to families on the waitlist as a first come, first served basis. Consideration will be given to a child who becomes eligible for care (by age) within 1 month of a space becoming available. If needed, a space will be held for up to 1 month for a waitlisted child to age in. Families can join the waitlist once the child is born, not before.

Parents/guardians will be contacted with the offer of upcoming availability approximately a month in advance and be given **10 calendar days** to confirm their desire to register **via email**. If you choose to decline the offered space, but would like to remain on the waitlist, you remain in your place for the next available spot. Waitlist spaces are non-transferrable.

If you do not respond, you will forfeit your priority position to the next person on the waitlist and will remain on the waitlist for the next available opening. If you will be out of town for an extended period, it is suggested to inform the daycare so that your position is not forfeited.

It is the responsibility of the parent/guardian to update Mayne Island Daycare if your requested enrolment date for childcare or the amount of childcare needed changes from what was indicated on the original application form. We recommend adding your child(ren) to all days at the time of application as you can always pass on a day if you do not require it when the time comes.

If your child(ren) is already registered and you would like to change or add additional days, you must complete a "[Request to Add/Change Registered Days](#)" form and send to the manager via email. Your child(ren) will be added to the waitlist for the specified changes in order of all existing waitlist applicants. Please contact the Manager if you do not have this form on hand.

## GENERAL DAYCARE INFORMATION

### What to Bring

#### DAYCARE:

- At least 3 full changes of clothes
  - Socks, underwear, pants, shirts, sweater, hats, etc.
  - Please refresh with replacement clothes if dirty clothes are sent home. This will also help us move through seasonal clothing changes
- Enough diapers for a full week, We will take care of wipes as we can source biodegradable ones
  - If using cloth diapers: provide two wet bags, and please note that staff will not rinse diapers
- We refrigerate lunches; however, an ice pack would be helpful
- Lunches and Snacks
  - Spill proof water bottle with child's name
  - To reduce both food waste and single use plastics, we ask parents to send yogurt, apple sauce, juice etc. in reusable containers. Frequent use of pre-packaged food and drink created unnecessary waste when the item is not fully consumed and cannot be resealed.
  - All recycling will be sent home in your child's lunch kit
  - Please provide healthy options with a reasonable amount of fruit and vegetables, enough for lunch, morning and afternoon snacks
  - We ask that you please do not send sweet treats and/or "junk food"
- In summer:

- o We will apply sunscreen if you do not have a preference. We will use one that is mineral based and infant/child friendly.
- o Please do not send spray sunscreen
- o Ensure your child has a hat and appropriate layers for any changes in weather
- Winter/Rainy days:
  - o We are outdoors rain, snow, or shine! Please ensure your child is sent with appropriate layers and extra clothing.
  - o Winter toque or hat, wool is preferred as it naturally repels water
  - o Several pairs of socks, wool preferred
  - o Rain boots
  - o Muddy Buddies or rain pants
  - o Waterproof mitts if possible
- Winter/Snowy days:
  - o Winter toque or hat, wool preferred
  - o Several pairs of socks, wool preferred, in rain boots or felt packs in snow boots
  - o Snow pants
  - o Insulated jackets
  - o Waterproof mitts

Please ensure that children come dressed in “play” clothes. Although we will try to take care while doing art and playing outside, there are instances where clothes could become stained. We appreciate your understanding, and so do the children.

**AFTER-SCHOOL CARE:**

- Nutritious Snack
- Change of clothes
- Weather appropriate clothing for outside (see ‘daycare’ above for guidance)

Please be sure to LABEL all items coming to the Daycare. If things are not labeled it is not the responsibility of the Daycare to ensure it is returned or to keep track of it. The Daycare does have a Lost and Found Box where unlabeled items may be placed.

**Food and Drink Policy**

**AFTER-SCHOOL CARE:** Please provide a nutritious snack for your child. There is an opportunity for the children to eat their snacks during the afternoon program.

**DAYCARE:** Breakfast is an especially important meal that no child should miss. Eating a meal together creates a sense of community giving each child the same good start to the day in an atmosphere that engenders a sense of equality. A simple breakfast of organic steel cut oats with oat milk, seasonal fruit, when available, and maple syrup will be provided at the start of the day to ease the transition from home to daycare and provide the social benefit of meal sharing. Staff will prepare and portion out the meal in the kitchen to avoid cross contamination and will serve children when seated. Please see the Safety Plan for additional policies and procedures. Children may decline their offering or choose a snack from their lunch; however, all children will be seated at the table to participate in conversation and connection with their peers.

Lunch, snack food and drink are to be provided by the parents/guardians and we ask that it be a nutritious meal. For the morning and afternoon snack the children will eat any snack or leftover items in their lunch kit. Water will also be provided at snack times. Please do not send candy, sweet treats and “junk food” with your child’s lunch. Please ensure that your child can handle all foods you are sending safely. In addition, we ask that all children be sent with a spill-proof water bottle with their name written on it visibly. All water bottles will be kept in an accessible bin and children will be encouraged to drink water throughout the day, as well as at snack and mealtime.

Please **do not** include the following (and any similar items) in lunches due to choking hazards:

- Hard Candies
- Popcorn

Please ensure the following (and any similar items) are cut lengthwise into 4 pieces, also to prevent choking:

- Hot dogs
- Cherry tomatoes
- Grapes

We understand that your child may be able to eat the above items safely at home, however, we have children ranging in ages and capacities that may not. We thank you for your understanding and cooperation. In the event of any severe allergies, parents may be restricted from certain foods entering the premises.

Throughout the day water drinks are available for the children as needed. At all times during drinking and eating, children are required to be seated (at table or on couch) and not engaged in any play activity. This is to ensure safety and to promote appropriate eating/drinking habits. Under no circumstances will young children be allowed to walk around or play with bottles in their mouths. Pacifiers may be used at naptime only. If your child requires a bottle at nap it will be given to him or her before they get in bed. Under no circumstances will children be allowed to go to sleep with bottles in bed, to ensure safety (choking etc.) and to prevent dental problems.

### **Toilet Learning**

Children who are in the process of toilet learning need time, attention, and care. This is not a time that should feel rushed or pressured for the child. Any changes in the diapering routine must be agreed upon between parent/guardian and staff prior to implementing them at Daycare. We ask that the child have had three successful diaper-free days before attempting a diaper-free day at Daycare.

When a child is ready for potty training, the Daycare encourages the following:

- Start toilet learning at home; continuity between home and Daycare is critical
- Decide how the child will use the toilet, IE. potty seat on toilet or potty chair
- Begin practice sitting on and using toilet while children are still in diapers
- Dress child in loose clothing that they can manage easily and independently.
- Diapers or pull-ups can be used for naps.

The Daycare requires at least 2 complete sets of clothes, including socks and an extra pair of shoes, every day. Wet garments will be put in a plastic bag for you to take home and launder.

### **Napping**

Staff will encourage children under 5 to nap until they have been advised by a parent/guardian that naps are no longer required. Staff will record the length of each nap and make this information available to parents/guardians at the end of the day. Naps are typically between 1:00pm and 3:00pm.

### **Toys from Home**

Please keep your child's personal items at home as sharing these items can be stressful for the child. If necessary, one item may be brought from home, and must be laundered prior to daycare and placed into your child's backpack upon arrival as per our current Safety Plan.

## **COMMUNICATIONS**

### **Open Door**

You can always give us a call to see how your child is doing and Staff will check messages periodically throughout the day. We understand there may be times you need to arrange to come visit your child and nursing parents/guardians may arrange for feeding times. In return we ask that you please try not to interfere with the daily running of the Daycare routine. Please be aware that sometimes it can be difficult for your child when you leave again. We ask that you make prior arrangements with daycare Staff before entering the daycare.

Along with our open-door policy, we want to keep an open line of communication between parents/guardians and the Daycare. We will always inform you of the events that happened with your child during the day. We ask that you do the same when you drop your child off at the Daycare in the morning. If you have any concerns regarding the care of your children, or our daycare in general, please speak to the Manager directly.

### **Communications**

The Daycare values professionalism and positive communication; the Daycare's employees are expected to communicate with parents/guardians accordingly. In return, the Daycare expects that parents/guardians will communicate with our employees in a manner that is professional and positive. We will not tolerate yelling, swearing, or any behaviour that is discriminatory or profane. If for any reason employees or parent/guardians feel they are not being treated with respect and fairness, please contact the Manager first, then, if necessary, a member of the Board of Directors in writing.

### **Concerns**

Concerns regarding the day-to-day care of your child, Staff, facility, program, policies, procedures, and/or the governance of the Daycare:

- Please contact the Manager via email at [maynedaycare@gmail.com](mailto:maynedaycare@gmail.com) or Manager Phone
- If you still feel your concern is not being addressed effectively, please contact the Board of

Directors of the Mayne Island Early Childhood Society in writing by letter for a response.

### **Confidentiality Policy**

As there are many parents/guardians in and out of the Daycare on any given day, it is important that everyone understands the importance of confidentiality. This applies to parents/guardians, Staff, board members and guests of the facility. Please consider all information you hear regarding children and families as confidential. If you have concerns regarding confidentiality, please follow the concerns procedure above. It is the Daycare's policy that any information or records regarding your family and child will be kept confidential, with the following exceptions

- During routine inspections by the Community Care Facility Licensing Officer, files may be reviewed to ensure all required documentation has been completed
- In the event of an outbreak of a communicable disease, a Public Health Nurse may assess files to determine if any children are at risk
- Information or records may be released without your permission if required by law. Records kept by childcare facilities may be subject to the Freedom of Information and Protection of Privacy Act.

## **HEALTH AND SAFETY**

### **Fire and Earthquake**

Fire and Earthquake drills will be regularly conducted. Emergency procedures are posted in all of the licensed facilities.

### **Photos**

Photographs may be taken of the children. These photos may be used for display within the licensed childcare program, documentation by ECE students, MID newsletters, MID emails, and/or promotional materials of the program. The photo consent form allows parents/guardian to give permission for these purposes.

### **Medications**

Medication will only be administered by Daycare Staff if:

- It has been prescribed by a qualified medical practitioner
- It is in the original pharmacy container
- Staff has a signed completed consent form and care plan from the parent/guardian
- It is oral medication, with the exceptions of EpiPen for emergency purposes, insulin, or asthma inhalers and Staff have received specific training around their use and administration.

Staff will complete a medication administration tracking form that will report the date, time, medication and dosage and the person administering. Care Plans will be developed as needed. Please note: Staff will not administer any over-the-counter medication. All medication will be stored in a locked box while at Daycare. Parents/guardians are responsible for asking Staff to return the medication at pick up time.

## Immunizations

It is not a requirement of the Daycare that your child be immunized, however we do need a copy of any immunizations that have been administered. If you have chosen to not immunize your child, then you need to answer “why?” on your child's registration, e.g., “personal choice.” In the event of a disease outbreak, if your child is not immunized or we do not have a record that they have been immunized, you will be asked to temporarily leave the Daycare. Children that are not immunized, will be the first families contacted in the event of an outbreak. The child's return will be based on recommendations from Victoria Island Health Authority.

## Wellness/Illness

If it is obvious to Staff that your child is not well enough to take part in our daily routine, then the child is considered too sick to attend. According to the health department, your child is considered too sick to attend when he or she is displaying any one or more of these symptoms:

- Pain: complaints of unexplained or undiagnosed pain
- Acute cold with fever, runny nose, and eyes, coughing or sore throat
- Difficulty in breathing (wheezing) or persistent cough
- Fever one degree C above normal (normal is 37.4C or 96.5-97.9F)
- Acute unexplained fever
- Sore throat or trouble swallowing
- Green or yellowish discharge from child's nose or eyes
- Nausea or Vomiting
- Diarrhea or loose stool combined with nausea, vomiting, abdominal pain, cramps, or blood. These symptoms may indicate a bacterial or viral infection, which is easily passed on to other children
- Headache or stiff neck
- Earaches that require rest
- Fainting or dizziness including reactions to poison, food, illness, pain or holding their breath
- Severe Itching of body, scalp, infected skin, eyes, and or un-diagnosed rash. (Spots must be examined by a doctor)

Please inform staff as soon as possible if your child has come down with any of the above symptoms and/or will not be attending daycare because of these symptoms. Staff will also be sure to inform parents/guardians immediately if any of the above symptoms arise while the child is at Daycare.

The child needs to be **free of any and all symptoms for 48 hours** before returning to daycare. Please do not return with your child too soon. This is unfair to the other families and our staff as it may cause them to also become ill and may affect their daily routines and livelihoods.

Parents/guardians are required to inform us of any serious illness or contagious conditions (with their child or within their family) within 24 hours to allow other families within the childcare center and the Health Unit to be alerted. Examples of this: COVID-19, Chicken pox, Norovirus, Whooping cough, Croup, pinworms, lice and more. If in doubt, please talk to the Manager. We are also required to report specific types of “reportable communicable diseases” to the Medical Health Officer/Licensing Program, so if your child is ill and diagnosed by a doctor, please keep us informed.

**Antibiotics**

Children taking Antibiotics for an acute infection must stay home for a full 48 hours after receiving the first dose and must be free of all symptoms or no longer contagious before returning to the Daycare. If Staff are required to administer antibiotic medications the standard protocol for medication administration will apply.

**Minor and Critical Incidents**

The Daycare Staff are committed to providing a safe and healthy environment for all children, Staff and any other persons participating in the program. Parents/guardians will be informed of any injury requiring first aid as soon as possible.

In the event of a medical emergency involving your child we will call 9-1-1 and then call you. If you are unavailable, we will call the emergency contacts on file. A Staff member will stay with your child until an authorized person arrives to care for your child.

**Reporting Suspicions of Child Abuse**

We are required by law, under the Child, Family and Community Service Act, to report any suspected cases/disclosures of child abuse or neglect to the appropriate authorities for investigation. Our responsibility is to report suspicions/disclosures, not determine if abuse has occurred. Investigations are the responsibility of the Ministry for Children and Family Development (MCFD) and /or the Police. They are responsible for contacting the parent/guardian.



## Acknowledge and Agree

**Please initial the left-hand columns, sign, and return** in acknowledging that you have read and understand the Family Handbook updated May 2023. Keep your Family Handbook at home for future reference. Recent changes and friendly reminders are highlighted by a blue box in the left-hand margin.

I acknowledge the following:

I hereby have read the Mayne Island Daycare Family Handbook dated **September 2023** and agree with all requirements set forth as a user of the Mayne Island Daycare. I understand that this Family Handbook is to be used in conjunction with current policies and procedures, which are available for parents at the Family Place, and that these policies and procedures may change without notice based on guidance from Public Health. If they do, I will be required to sign a new copy. I understand and accept all the policies this document contains and have initialed all boxes on the left-hand margin.

Please keep your Family Handbook at home and reference as needed. If you require another copy, please let the Manager know and they will email a PDF.

One parent/guardian signature acknowledges that all parties agree and understand.

Parent/Guardian Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

2023 Membership Form



Mayne Island Early Childhood Society ~ M I E C S

Please PRINT

Date: \_\_\_\_\_ First and Last Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Mailing Address (if different):

\_\_\_\_\_

Children's Names & Ages:

\_\_\_\_\_

Home/Cell Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Please check one:

- Active member: interested in event news, program participation, meetings, volunteer opportunities \_\_\_\_\_
- OR
- Non-participant [supporting] member \_\_\_\_\_

Member's Signature: \_\_\_\_\_

\*Registered Daycare Families: Fee will be added to April Invoice each year upon renewal or start of first month.

2023 Membership Receipt – Office Use



Mayne Island Early Childhood Society ~ M I E C S

594 Fernhill Road, Mayne Island BC V0N 2J2