

# McGregor Child Care Centre Guiding and Caring Policy

The guiding and caring policy has been developed to create a trusting and secure environment in which the children:

- Develop self-confidence, self-control, and a respect for others
- Express feelings
- Learn to listen to others
- Share, take turns and cooperate
- Learn appropriate behaviors

**Families can expect the staff to:**

- Model appropriate, respectful behavior
- Promote the development of positive social skills including self-esteem and self-control
- Encourage the children to understand and follow simple rules
- Demonstrate respectful affection and caring to each child

**Staff will strive to:**

- Establish clear, consistent and simple expectations and limits
- Provide opportunities for appropriate and positive behavior through the program and activities
- Reinforce wanted behavior
- Focus on the behavior, not the child
- Acknowledge children's feelings
- Offer choices that are developmentally appropriate

## **Discipline**

The staff will use guidance strategies that focus on prevention and positive interventions as means of discipline. It must be recognized that from time to time a child may display a behavior that does not respond to the strategies used. In such cases the staff will speak with the parent in order to develop a specific guidance plan to meet the needs of the individual child.

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## **Tantrums**

It is quite typical for a child to have powerful feelings, which, at times might result in a loss of control. The loss of control can lead to outbursts of inappropriate behavior that may include aggression or loud crying. When this occurs the staff will take steps to ensure the safety of the individual child and the group. It may be necessary to provide a quiet place for the child to regain composure. Whenever a child is requiring time to regain control there will be a staff member with, or close beside the child to give assistance and support as necessary. Ongoing outbursts from a child may lead to the staff requesting an individual guidance plan to meet the needs of the child.

## **Safety and well-being:**

**The guiding and caring policies should create an environment that is nurturing for the children and a positive experience for the staff and families. If the child's behavior is severely disruptive or physically threatening to the safety and well being of the children and staff the following steps will be taken.**

- A meeting will be arranged with the parent or guardian to discuss the specific issue
- An observation report regarding the incidents will be reviewed
- An individual guidance plan will be prepared
- Additional supports and resources may be requested
- A follow up meeting will take place within a reasonable time period to assess the situation
- The individual guidance plan will be discussed and adjusted
- If the child's behavior is still a concern after a reasonable period of monitoring we will recommend alternate care be found and reasonable notice will be given for the care at McGregor to terminate

## **Unacceptable Practices**

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Any practice that is based upon negative interactions is not accepted within the McGregor Child Care Centre.

Unacceptable practices include:

## **Harsh discipline of any kind:**

- Shoving, pulling, shaking or any form of corporal punishment
- Belittling or degrading treatment whether verbal, emotional or physical, that would humiliate the child or undermine the child's self respect
- As a form of punishment – confinement, physical restraint, or being kept apart from other children without adult supervision
- As a form of punishment – deprived meals, snacks or the necessary use of a toilet

## **Verbal abuse, including:**

- Humiliation
- Threatening
- Swearing
- Harassment
- Yelling
- Sarcastic comments
- Discussion of a child within any child's hearing

## **Any type of behavior that is sexually abusive.**

## **Lack of supervision including:**

- Diverted attention for frequent or extended periods
- Leaving children unsupervised

## **Cause for concern**

If at any time the staff are thought to be using any method of guidance that is thought to be inappropriate or contrary to the stated policy it is important to

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bring the specific incident to the attention of the McGregor Child Care Administrator or designate as soon as possible.

Whenever a concern is raised the incident will be kept confidential and investigated immediately. This may be under the direction of a Child Care Consultant from CCFLB.

If a staff member is under investigation, the staff member will not be solely responsible to supervise children until the investigation is complete. Whenever an investigation interview takes place the staff member has the right to have a Union Representative present.

If the investigation is unfounded the staff member will resume normal responsibilities and no further action will be taken.

If the investigation is inconclusive the staff member will have their work performance monitored for an agreed period of time.

If the investigation shows the report was factual, action will be taken in accordance to the severity of the situation.

Some proven actions such as physical or sexual abuse of a child, will be deemed as cause for dismissal and documentation regarding the incident will be placed in the employees file.

In less severe situations there will be a review of the findings and actions taken to ensure relevant professional development take place and a reassessment take place within an agreed time frame. A record of the incident will be placed on the employee's file. If there is a second incident this will be deemed as cause for dismissal and the reason will be noted on the employee's record.

# McGregor Child Care Centre Health Policy

Our health policies and guidelines have been created for the comfort and safety of the child. Our aim is to maximize the health and well being of the children, their families and the child care staff.

## When is a child too sick to attend the child care centre?

- If your child is too sick to participate in all activities in the child care program, your child is not to be at the child care centre.
- The Centre is required to follow recommendations given by the Vancouver Richmond Health Board. The health policies follow the guidelines given to the Centre in the manual “Sneezes and Diseases”.
- The child is asked to stay at home for at least 24 hours if there is diarrhea, vomiting or a fever. (A fever is a temperature of 38°C or 100.4 F)
- Staff encourages you to call and discuss any concerns you have about your child’s health and whether they are able to come to child care.
- Please inform the staff upon the child’s arrival, of any changes, including health concerns, which may affect the child’s day.
- All infections and communicable diseases must be reported to the Child Care Centre staff as soon as possible in order to protect the rest of the children at the Centre.

## What if a child becomes sick at the Child Care Centre?

- If this is your child’s first experience in a group setting your child may have frequent minor illnesses until their immune system matures. Parent should have plans for alternate care when their child is sick. Discuss your concerns about alternate care with **child care staff**.
- If a child becomes sick during the day, a staff member will contact the parent.
- If the parent cannot be located the staff will then contact one of the people named as an alternative person to pick up the child and arrange for the child to leave.
- The staff will provide written information as to why there was a concern regarding the health of the child.
- The staff may request that your child see your family doctor before returning to child care.

# McGregor Child Care Centre Health Policy

- A child being sick at child care often causes stress for the parent. The staff supports the parents as much as possible and at the same time has to make decisions that maintain a safe and healthy environment for all.

## Emergency Medical Attention

- It is essential that parents provide emergency contact names.
- Please inform staff if there are any changes to the Emergency Contact/ Consent Card that you filled out when you enrolled at the Child Care Centre.
- The emergency contact names should have at least one name that is other than the parent.
- In the event of an emergency the staff will contact the parent or emergency contact person.
- Parents must inform of any information that is important when medically treating this child.
- The staff may take the child immediately to Children's Hospital Emergency Department, and then call the parent.
- If it is necessary to call an ambulance, the ambulance attendant will inform us which hospital will be used. The staff will attempt to communicate this to the parent.
- One of the centre staff will remain with the child until the parent guardian or person named in an emergency is able to arrive at the hospital.

## Health History and Immunization Records

- The parent is required to complete a health history for their child at enrollment.
- Please let us know of any allergies, asthma, or chronic health conditions. The staff will work with you and your family doctor to make sure the child care staff understands how to best care for your child.
- We recommend that all children have their immunizations up to date while at the centre.
- If you have chosen not to vaccinate your child, your child will be excluded from the Child Care Centre during an outbreak of a vaccine preventable disease. The Medical Health Officer of Vancouver Coastal Health will direct when the child can return to the Centre. Full fees are to be paid during any such exclusion.

# McGregor Child Care Centre Health Policy

## Vancouver Coastal Health

- The centre works within guidelines from Vancouver Coastal Health .
- A Community Health Nurse is assigned to our centre as a resource and consultant for the staff.
- The Community Health Nurse can also be available to parents upon request. Parents often consult the nurse regarding child growth and development, child behavior or neighborhood resources available to families.

## Medication

- The staff recommends that the child stay home for the first 24 hours after a new prescription or non-prescription medication is given. This allows for the parent to closely observe for any side effects or allergic reactions.
- Inform the staff when the child receives any prescription or non-prescription medication at home. The staff can then watch for possible side-effects that may be observed while the child is at the centre. (Example: drowsiness or upset stomach)
- Center staff may administer medication when the parent completes a Medication Permission Form. This form is for both Prescription and non-prescription medication. The medication must be a current Prescription and in the original container.
- The staff can only give prescription medication as the physician has prescribed it.
- Non-prescription medications may help a child feel more comfortable at child care but they can also “cover up” a more serious condition that needs to be treated by the doctor. If symptoms persist, the parent will be asked for a physician’s note to continue the non-prescription medication.

## How do we maximize the health and well being of the children, their families and the child care staff?

- All parents enrolling a child in McGregor Child Care will be given a copy of the health policy.
- Staff will discuss the health policies with parents and will provide support and further information when necessary.
- Staff will implement the health policies of the centre in a supportive and equitable way.

# McGregor Child Care Centre Health Policy

- All staff will follow good health practices including frequent hand-washing and following universal precautions.
- Our program will teach the children about staying healthy and preventing the spread of disease by promoting the concepts of:
  - adequate rest
  - good nutrition
  - dental health
  - personal hygiene and hand-washing.
- Information will be posted for parents whenever a communicable disease has been reported within the Child Care Centre.

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# McGregor Child Care Centre Attendance

## Orientation

- The orientation is an important part of our enrolment process. Gradual visits are arranged for your child to ensure that he/she is gradually introduced to all aspects of the day at the Centre. This includes introductions to the staff, children, the transitions of the day and the separation process between parent and child.
- It is important to follow the agreed upon orientation schedule. The orientation is set over a 5-day period. We can be flexible to schedule the orientation to fit with the individual families schedule. In some situations a longer orientation may be requested to meet the needs of the individual child.
- When you are present in the room with your child we ask that you respect and use the guiding, caring and language models of McGregor Child Care Society.
- Please refrain from guiding children other than your own child when you are in the Centre. If necessary, ask the staff for assistance.
- If orientation visits are scheduled prior to the official start date you will be charged the daily rate for any visit that is longer than 4 hours.
- Any change to the orientation period must be mutually agreed to.
- Please sign in.
- Check the sign in sheet or bulletin board for any messages.
- Allow your child to explore at his/her own pace.
- Encourage your child to play with toys, especially familiar toys.
- If your child is comfortable, he/she is welcome to join in current teacher directed activities.
- Please speak with the regular staff if you have any questions.
- Staff will inform you when the time is appropriate for you to leave.
- Give your child a 2-minute warning before you leave.
- After 2 minutes please say goodbye to your child and give the assurance that you will return.

## Hours of Care

The hours of care indicated in the Parent Contract must be adhered to. The limits are set to enable the Centre to stay within the staff/child ratio as required within the Community Care Licensing Regulations.

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Any change required in the hours of care must be discussed with the Program Supervisor before any change is made. A change of hours cannot be guaranteed.

The priority in enrolment at the Centre is to provide care for the children of students, staff and faculty of Vancouver Community College, and then working parents from in or out of the community.

A child, who is enrolled in the Centre for socialization or other reasons, will be offered hours of care between 10am and 4pm to allow for the staff/child ratio to be maintained.

## **General Attendance**

- Regular attendance will ensure that your child will gain the maximum benefit from our program.
- McGregor Child Care Centre is unable to provide care for a child who appears to be sick.
- If your child is unwell, please refer to the McGregor Child Care Health policy, or call the staff to discuss your concerns.
- Please call the Centre, and give a reason if your child is unable to attend.
- It is permissible, and sometimes recommended for a child to either have a day at home or take a vacation. Children, like adults often benefit from an occasional change in the daily routine and some rest.
- It is our policy that each child will be accepted on a probationary basis for a two-month period. If we have any concerns during that time we will discuss the situation with the parent.
- In our experience we have found that some children are not happy participating in the group child care. If we have any concerns regarding the child's participation in our program we will request a meeting to discuss and resolve our concerns.

## **Drop off time**

There is a drop off parking located in the parking lot adjacent to the Health Sciences Building. If you have any siblings or other children in the car you are

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welcome to bring the children into the centre when you drop off or pick up your child.

- Please remain within the hours of care agreed upon in the Parent Contract.
- Please allow time to help your child to start his/her day at the Centre.
- Assist your child to take off coat, wash hands and apply sunscreen when necessary.
- Encourage your child to start a play activity
- Share information with staff. [E.g. if sleep-time was restless; no breakfast]
- Please sign in before you say goodbye.
- If your child has a difficult separation time, the regular staff will assist you and your child in saying a quick goodbye.
- You are welcome to call the direct line to the playroom at any time if you have any questions or concerns regarding how your child is participating in the programme.
- Please notify the staff if there is any change in the information you have provided for our files.
- For the under 3 age group, please call 604-871-7408
- For the over 3-age group, please call 604-871-7409.

## **Pick up time**

- Please remain within the hours of care agreed upon in the Parent Contract.
- If you are delayed, please call the Centre so that staff can arrange coverage to maintain the staff/child ratio.
- We must have written authorization on file for any adult who is to pick up a child. If an unauthorized person arrives to pick up a child, the child will remain under the supervision of the Centre staff until the situation is clarified and resolved.
- Please ensure that any alternate pick-up person is able to present photo identification to the staff.
- Give your child a 2-minute warning that it will be time to leave.
- We encourage you to assist your child to put away toys before leaving.
- Please sign out.
- Please check the sign in sheet or bulletin board for any messages.
- It may be necessary for you to speak with a staff member before you leave. Staff will leave a message for you on the sign in sheet.
- If the person picking up the child is, in the judgement of the regular staff, impaired [under the influence of drugs or alcohol] and unable to adequately

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care for the child, the staff will not release the child to that person. The staff will offer to call a relative or friend to pick up the person and child.

- McGregor Child Care closes at 5.30 pm. You need to arrive at the Centre with enough time to sign out and leave before 5.30pm
- There is a fine of \$20.00 for each 15 minutes or part thereof for a pick up after the Centre has closed at 5.30pm.
- If a child has not been picked up by 6.30pm, and there has been no contact with either the parent or emergency contact we are required to contact the After Hours Emergency Line for the Ministry of Children and Family Development.

## **Custody**

If parents live separately, McGregor Child Care Centre assumes that the information from the enrolling parent will be followed.

If a family has a custody agreement or court order, a copy must be provided and placed in the child's file.

Without a custody agreement or court order on file at the Centre, staff cannot deny access to the non-enrolling parent but will follow policies regarding unauthorized persons.

## **Withdrawal from program**

- Families are required to give minimum of a one-month notice when they withdraw their child from the program.
- In lieu of notice we require one month's payment.
- Notice is required for the first day of the month.

## **Termination of Services**

McGregor Child Care Society reserves the right to withhold or terminate services for the following reasons

- Non-payment of fees or subsidies.
- If there is concern regarding the safety and well being of the individual child or the group as a whole. [Please refer to the Guiding and Caring Policy]

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- If a staff member is threatened or harassed by member or acquaintance of the family.
  - If the Centre is unable to satisfactorily resolve a problem with a family.
- Termination would be given as a last resort.

## **Conflict Resolution**

When there is an issue or concern regarding the care provided, the child's participation in the program or any other aspect of our services, the following steps are recommended:

- Discuss the situation with a regular staff member. Please remember that it is not always appropriate to speak with a staff member when the child is present or if the staff member is involved with a group of children. We suggest that it may be necessary to leave a message on the sign in sheet for a staff member to call you.
- Request a meeting with the Program Supervisor.
- Request a meeting with the Administrator.
- Finally, if the issue is not resolved with the staff within the Centre, arrangements can be made for the parent to meet with the Parent Liaison Members of the McGregor Child Care Society Board of Directors.