

LANGARA CHILD DEVELOPMENT CENTRE PARENT(S) / LEGAL GUARDIAN(S) AGREEMENT

ADMISSION AND GRADUAL ENTRY

Admission begins with a gradual entry as agreed upon between staff and parents and legal guardians. Gradual entry involves at least 3 visits to the daycare of increasing length by the child and a parent / legal guardian. It may be longer depending on the needs of the child. Gradual entry helps the child get used to the daycare with the security of a parent / legal guardian and helps them become familiar with our staff and program.

Each child will be accepted on a probationary basis for a one month period at which time the suitability of this centre for your child will be reviewed.

CONTRACT PROCEDURE AND DEPOSIT

Once a family has been offered and has accepted a space, they will be given a registration package which includes the Parent(s) / Legal Guardian(s) Agreement and other enrolment forms. A \$300 non-refundable deposit is required within 2 weeks of acceptance of the space as well as the completed contract and registration package. The deposit is non-interest bearing and will be applied to the last month's fees.

Upon enrolment, families will read and sign the Parent(s) / Legal Guardian(s) Agreement and fill in the forms in the registration package. These documents will go into the child's file. All information about children and families in this file is considered confidential and will be stored in a secure place.

HOURS OF OPERATION, APPRIVAL TIME AND CLOSING TIME

- Toddler program: 8:30 am to 4:30 pm (daily)
 - Please do not bring your child in before 8:30 am. Closing time in the Toddler program is 4:30 pm sharp.
- 3-5 program: 8:00 am to 5:15 pm
 - Please do not bring your child in before 8:00 am. Closing time in the 3-5 program is 5:15 pm sharp.

We encourage children to be at the daycare before 10:30 am to minimize the disruption of daily routines and programs. If your child will be late or absent, please kindly call the Centre before 10:30 am and let staff know.

DROP OFF AND PICK UP TIME

Please accompany your child into the Centre in the morning and let us know that you are here. In the afternoon (during pick-up time), please let us know that you are here before leaving with your child. This helps us know where your child is as this gives us both the opportunity to pass on messages, and it is a requirement of the Community Care Facilities License.

LATE PICK UP AND AUTHORIZED PERSON PICK UP POLICY

If parents or legal guardians are late more than 3 times, you may be asked to make other daycare arrangements for your child. If a personal emergency occurs, please notify the Centre as early as possible so that staff will be aware of the difficulty.

In the event that a parent / a legal guardian or an authorized person fails to pick up a child by 4:30 pm (for toddler program) / 5:15 pm (for 3-5 program), the following action will be taken unless suitable arrangements have previously been made:

1. The daycare teacher on duty will attempt to contact the parent / legal guardian at home, school, or place of employment.
2. If still unsuccessful, the daycare teacher will attempt to contact the person(s) named by the parent or a legal guardian as alternate care.
3. If the daycare teacher is unable to contact either parent / legal guardian or alternate, s/he may contact the District Supervisor, Ministry of Children and Families to take custody of the child until the parent / legal guardian can be located.
4. Children will not be sent home by cab or an unauthorized pickup person

The names of those authorized to pick up your child should be listed on your registration form and emergency information card. **In case of emergency, it is the parents' / legal guardians' responsibility to email and call the Centre to inform staff member that someone other than the parent or guardian will pick up the child.** When the alternative person arrives the Centre, staff will:

- Check the Government Issued Photo ID
- Ask this individual to identify the predetermined password which is listed on the password form. (This password must be provided by the individual who is picking up the child)

Daycare staff **WILL NOT** release the child to those whom are not authorized to pick up. In case of custody disputes between parents, daycare will require a copy of the court order.

If the person picking up the child is, in the judgement of daycare staff, impaired (under the influence of drugs and alcohol) and unable to adequately care for the child, the daycare staff will not release the child to that person. Daycare staff will offer to call a relative or friend to pick up the person and the child.

DAYCARE CLOSURES

The Centre will be closed on statutory holidays in addition to the Winter Holiday (Christmas) Break.

The Centre will also be closed on Pro-D days, which are scheduled four times a year.

FEE PAYMENT

All fees are due in full on the first day of each month for that month. If the fees are not being paid in full amount in a timely manner, you will be asked to make other daycare arrangements. In the case where separated parents are both paying daycare fees, the enrolling parent will be responsible to make sure that fees are being paid in full as all fee payment notices will be given to the enrolling parents.

The B.C. Affordable Child Care Benefit (subsidy) is available to many of our families. If you receive subsidy please make sure that you re-apply at the correct time because if you are late in applying, they will not pay retroactively.

CUSTODY AND ACCESS

The daycare staff will not get involved in the marital or custody issues of our families. Our professional role demands that we stay completely impartial as we often work closely with both sets of separated parents. If you are divorced, separated or going through custody negotiations, please inform the staff of the relevant custody and parental access details. If there are any restrictions on parental access such as no visits or no pick-ups, we will require official documentation to that effect such as a court order or a restraining order. Without proper documentation, we cannot deny a parent access to their child. The daycare staff will only be accountable to the enrolling parent, who will provide the daycare with all relevant information and documentation.

The Daycare Centre has secured entrances that restrict people who do not have the security code. This helps us bar any unauthorized visitors. Nonetheless we do have the following policies related to unauthorized parents:

If an unauthorized parent comes to visit or pick up their child, we will request that he or she leave. In case of difficulty we will call Security Services and have that parent accompanied away from the daycare.

If an unauthorized parent forcibly takes a child, we will NOT attempt to physically restrain him or her. Rather, we will release the child, call 911 and the other parent immediately.

SUSPECTED CHILD ABUSE

The Child, Family and Community Service Act states that all children in the Province of British Columbia *“are entitled to be protected from abuse, neglect, harm or threat of harm”*. The Act also states that *“any person who has reason to believe that a child needs protection must promptly report the matter”* to the Ministry of Children and Families. The daycare staff are legally required to report any suspicion of abuse or neglect of the children in our program.

If parents or legal guardians need any help or information about parenting or community resources, we would be happy to assist.

HEALTH AND SAFETY

Every effort is made to ensure the health and safety of both children and adults in the Centre.

1. Please inform the staff of any allergies or health problems your child has.
2. Your child should have all inoculations up to date before starting the daycare Centre. This is for his or her protection.
3. Your child will not be admitted to the Centre if he or she is ill. Your child needs to be well enough to participate in all the daily activities, both indoors and outdoors. The Centre does not have the facilities for the care of sick children. For this reason, you will require alternate care, someone who can look after your child in case of illness, etc. We will require the names and telephone numbers of your alternate care upon admission.
4. If your child contracts a communicable disease, please notify the Centre so that other parents can be informed.
5. If your child becomes ill at the Centre or has an injury, the staff will contact the parent/ legal guardian to take the child home. If the child is ill or injured and the parent/ legal guardian is unavailable, the alternate care person will be contacted. If the child is seriously ill or injured and the parent/ legal guardian is unavailable, the child will be taken to the College Health Services, the Hospital Emergency Department or to the child's family doctor. An ambulance will be called if necessary.
6. We will only give your child medication that has been prescribed by a physician. Please note your child's name, medication, dosage and the times for administering the medication on the Medication Chart, and give the medication to the teacher. Do not leave any medicines in your child's cubby. The bottle must have a medication label and you must provide an outline of adverse reactions to the medication as provided by the pharmacist. You must also complete the Request for Administration of Medication Form to authorize daycare staff to give your child medication.
7. Because we are outdoors every day, rain or shine, appropriate clothing for all weather conditions must be provided.

FOOD

We provide nutritious morning and afternoon snacks. They include: fresh fruits and vegetables, crackers, whole grain breads, muffins, cheese, tuna, etc.

Parents/ legal guardians must provide a lunch for their child. We provide milk at lunch. Some lunch ideas are: finger foods, sandwiches, soup, fruit and vegetables, whole grain breads, muffins, cheese, meat (by choice), yogurt. Please do not send sweets, "junk food" or food that might cause your child to choke. (i.e. popcorn) Please note that all foods must be nut/ peanut free.

Please send lunch in a lunch bag or box. If you send something that should be warm, please put it in an unbreakable thermos container. If you send something perishable that should be kept cold, please use a small ice pack in your child's lunch bag as it is a requirement of the Community Care Facilities License. Please label all lunch bags and your child belongings clearly with your child's name.

NAP TIME POLICY

Nap time is scheduled from 1:30 pm to 3:00 pm. Children gradually wake up between 2:30 pm to 3:00 pm. Each child will be provided with an individual mat, a blanket, and a sheet for rest time. Your child is welcome to bring his/her own blanket or a comforting stuffed plush toy to daycare as well.

During nap time, all children will be expected to lay down and rest on their own designated mat. Children are not necessarily required to sleep during this time. However, they will need to remain resting on their mat quietly.

During nap time, children are not to be picked up or dropped off as this causes a disruption for all the other children. Please also minimize calling or visiting the Centre during this time as it may cause a disruption to the daycare program.

- Why Napping is Essential:
 - At the Centre, children will be participating in various activities that will exercise both their mind and body. Children often become tired at lunchtime and napping helps children regain their energy and allows them to fully participate in the rest of the daycare programs. Napping consistently will also benefit and support healthy brain development in young children as well as creating a positive learning experience at the Centre.
 - Some parents/ legal guardians believe their child may sleep better at night without a nap during the day. However, if your child skips their nap, we have found they are more likely to become overly tired, easily frustrated, and may often present challenging behavior in the classroom.

PARENT/ LEGAL GUARDIAN RESPONSIBILITIES

1. Please drop off and pick up your child between 8:30 am to 4:30 pm for Toddler program; and between 8:00 am to 5:15 pm for 3-5 programs.
2. We must be able to reach you at all times. Please let us know immediately of any changes in address, phone number, class schedule or place of work. Also inform us immediately if there is a change in the people who are authorized to pick up your child.
3. We will arrange for parent / legal guardian conferences at either parent / legal guardian's or teacher's request. If you have any concerns about your child, please ask for a meeting with a teacher.
4. Please label all your child's belongings and items so that your child's items can be returned.
5. Clothing and diapers:
 - If your child is in diapers, make sure that s/he has an adequate supply of diapers and wipes every day. Also send the diaper cream that you use, clearly labelled with your child's name.
 - Please send 2 complete changes of clothing clearly labelled with your child's name.
 - Please ensure that your child wears appropriate clothing for the weather conditions each day.
 - Please provide us with a reusable soiled bag as your child's wet or soiled clothing will be bagged for you to take home and launder.

- Please send your child to daycare in clothing that can get dirty. Children should be dressed in clothing that will allow them to participate in messy activities (i.e. painting, play in sand, water play, clay etc.)

IMAGE-TAKING & VISITOR ACCESS PROTOCOL

Protocols, information and forms regarding image-taking and visitor access can be found at:

<http://www.langara.bc.ca/campus-facilities/child-development-centre/about/rpotocols.html>

FIELD TRIPS

By signing this Parent / Legal Guardian Agreement on page 8., you are giving daycare staff permission to take your child out for outings or any excursions that are part of the daily activity.

CENTRE INVOLVEMENT WITH OTHER LANGARA COLLEGE PROGRAMS

As well as providing child care, the Langara Child Development Centre provides training opportunities for many other college programs. Early Childhood Education students do practicum placements with us. Students in Human Performance and Recreation do activities with the children from time to time. Students in the Photography Department sometimes do portraits of the children with parents / legal guardian's permission. Students in the Nursing Department sometimes do a circle time with the children about health and safety issues. The Centre's involvement with these college programs and others enhances the program and enriches the individual care and attention that each child receives.

SOME REALITIES IN THE GROUP DAYCARE SETTING

Starting daycare is often the first time parents / legal guardians take their children out of the sheltered home environment. Daycare is a large group experience and as such carries some risks as well as benefits. While we like to focus on the positive aspects, such as the countless opportunities for learning, the stimulation and the friendship made, families need to be aware of some of daycare's more harsh realities.

While we nurture and care for the children in our program, we cannot provide a home environment. It can be difficult for parents / legal guardians when their children are not cared for as they would be at home. For instance, after a hard play at daycare, children are often covered in paint, mud and grime. Water play, sand play and other messy activities are daily occurrences and while they add to the richness of the daycare experiences, parents / legal guardians can find it difficult to accept a grimy child and ruined clothing at the end of the day.

Young children are in the process of developing their social and language skills. It can be very difficult at this age to do the sharing, turn-taking and negotiation that is required to prevent conflicts. It is very normal for children to become frustrated and angry and engage in aggressive behaviors such as hitting, scratching, pushing and biting. Daycare staff work with the children to help them find more appropriate ways of solving their problems, but some aggressive behaviors are bound to happen. If a child has persistent behavioral problems, staff and families will meet to discuss them and develop strategies to help the child. In the end, the process of working through these conflicts results in the development of better social skills in all children.

Young children are also in the process of developing their motor skills. Their motor planning can be poor and combined with their impulsivity and desire to challenge themselves physically, the risk for falls, bumps, scrapes and bruises and more serious accidents is increased. The large group often triggers rambunctious behaviors in some children. While some children are very cautious physically, others tend to take more risks. While the children are always supervised, the ratio, unlike in a home, is one adult to eight children and some incidents are bound to happen.

Another challenging issue for families relates to the high incidence of contagious illnesses children in daycare are exposed to. Especially in the first year of daycare, children often suffer from numerous upper respiratory infections including ear infections. They also can contract such bothersome ailments as pin worms, head lice and chicken pox. It takes time and exposure to groups for children to build up their immunity to infection.

To summarize, group daycare exposes children to such hazards as contagious disease, aggressive encounters with their peers, exposure to other children's inappropriate behaviors, physical challenges and more. Before choosing group daycare, parents need to consider whether they are ready to work with these daycare realities and the fact that, unlike in a home, the supervision provided is one adult to eight children in the 3-5 program; and one adult to four children in the Toddler program.

CONFLICT RESOLUTION

The enrolling parent(s) / legal guardian(s) is/are encouraged to discuss any questions or concerns about the children's program or our procedures with staff or the Head Teacher. If a conflict arises, the goal is to resolve differences of opinion and find solutions that everyone can accept. We are committed to providing a caring and supportive environment for our children and families. If there is a problem, a meeting can be arranged between parents / legal guardians and staff to define the issues, state points of view and identify solutions when possible.

In the case of persistent conflicts, when all reasonable attempts to solve problems have failed, for the sake of the child, family and staff, parents / legal guardians will be asked to make other daycare arrangements. We must at times be able to accept that our daycare is not the right fit for some children and families.

WITHDRAWAL

We need at least 1 month's notice of withdrawal. More notice is preferable if you can give it. In lieu of notice we require 1 month's payment.

TERMINATION OF SERVICE

The daycare Centre can terminate its services to a family under the following circumstances:

- If fees for services are not paid in full and on time and suitable arrangements cannot be agreed upon.
- If the Centre is unable to satisfactorily resolve a problem with a parent.
- If a family member harasses, threatens or commits a violent or unlawful act towards a staff person, child, or other family involved in the program.

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- If parents pick up their child late three times or more without having made previous suitable arrangement.
- If, in the assessment of the daycare staff, a child is unable to manage safely in a group of children in a supervision ratio of one adult to eight children in the 3-5 program; and supervision ratio of one adult to four children in the toddler program.

The signature(s) below indicate(s) that the parent(s) or Legal guardian(s) of _____

Child's Name

has/have read and understood the policies, expectations and obligations of the Langara Child Development Centre, and agree to abide by them. In addition, the signator(s) to this document is/are considered to be the enrolling parent(s) or legal guardian(s) who is/are authorized to pick up their child at any time and to receive information from the daycare staff regarding their child.

_____ Parent/ Legal Guardian's Name	_____ Signature	_____ Date
_____ Parent/ Legal Guardian's Name	_____ Signature	_____ Date
_____ Daycare Staff Name	_____ Signature	_____ Date