

# POLICY AND PROCEDURES MANUAL

Starfish Child Center Ltd

2026-2027



**STARFISH**  
CHILD CENTER

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Starfish child center  
1657 Philip Ave, North  
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## INTRODUCTION TO PROGRAM

The daycare program and its staff would like to welcome you to Starfish Child Center. Please take a moment and read through this policy and procedures manual as we find it very beneficial to parents and childcare providers. Starfish Child Center will comply with the Community Care Licensing Regulations (CCLR) for Multi-Age childcare center.

We provide an environment rich in opportunity for sensory stimulation, social interaction, language development, exploration, and much more.

We believe that a classroom filled with learning opportunities will enhance healthy development and maximize your child's endless opportunities.

To thrive as curious, confident people with a love of living and learning, children need nurturing relationships and stimulating, safe, and caring environments. Environments in which exploration and play are supported, language and literacy are developed, and respect for each child's uniqueness is encouraged.

### **We offer:**

- A Welcoming Home, not a Facility. Our location is in a safe home setting neighborhood of North Vancouver.
- A home environment with Fewer Kids, Less Traffic, Less Sickness, Up Close & personal, better Bonding, Great Attachment, and Family Relationship.
- A team of qualified and experienced Early Childhood Education staff with integrity and a passion for their chosen field of work
- A variety of scheduling options
  
- Solid knowledge about what it really means for your child to be "ready for kindergarten" and how to accomplish that.
- An approach to learning that respects your child's individual temperament, stage of development, likes and dislikes.
- Daily routines that are flexible, not rigid, and responsive to your child's needs
- Formal and informal opportunities for you to communicate with staff about how your child is doing.



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**We encourage you to think about what you want for your child and to do your research on available child center programs. Have a question about how we do things and why? Please just ask!**

## OUR PHILOSOPHY

- Our Philosophy is based on the internationally acclaimed Reggio Emilia approach, based on fostering children's interests, needs and strength. children are taught about the importance of preserving our natural environment through hands-on activities such as planting vegetable gardens. We are committed to providing children with a home-like environment filled with love, care, and nurturing. We respect the uniqueness of each individual family's customs and beliefs. Most importantly, we work with each family to promote our child's self-esteem. Our belief is that every child is unique. Our program works to promote the social, emotional, cognitive, and physical development of each child.
- Starfish Child Center will provide a warm and respectful atmosphere for children's interactions.
- Our center gives children the opportunity to play freely and choose to play with whatever and whomever they are willing to.
- Offer a positive and rewarding experience in a group setting.
- Provide opportunities for children to learn through play and art.
- Respect children's ethnicities, cultures, and religious backgrounds.
- Reinforce and acknowledge children's positive behavior.
- Assist everyone to develop their strength and talents.
- Parents are entitled to respect, support, and quality care for their children.
- Staff are entitled to work in an environment that recognizes and respects their training, skills, and commitment to childcare.
- Our center enhances the lives of the children and their parents by providing caring, nourishing, and supportive services.

## OUR GOALS

- Ensure the child's happiness and wellbeing.
- Provide quality childcare for all children enrolled.
- Foster the total development of the child by providing an environment consisting of:
  - A warm, friendly atmosphere with trained childcare providers
  - A safe and healthy facility
  - A variety of child-age-appropriate activities that support and enhance the physical, social, emotional, and intellectual needs of the children.
  - Safe and consistent care of children during care hours

## Learning

*We believe that learning should not be imposed on the child. Rather, it should be presented at all opportunities by providing an environment that offers a choice of activities created with the children's needs and abilities in mind.*

## Environment

*Our role as teachers is to create an environment that supports the ideas and experiences of children and invites them to observe, be active, make choices and experiment.*

## Uniqueness

*Each child has their own set of possibilities, and we will help those possibilities unfold.*

### Curriculum

Our curriculum is emergent and our programs are child-centered and play/learn based. Our educators plan according to the different interests and abilities of the children.

## Communication

*It is our objective to work in partnership with the families and children to create a warm, nurturing environment which recognizes and promotes development according to each child's individual needs.*

## Observation

*As we regularly observe and assess our classes, we are able to arrange the classroom environment, select activities and provide the appropriate props for.*

## Licensing

We are licensed by Vancouver Coastal Health and meet or exceed all regulations.

### Admissions

We admit any child, regardless of race, color, sex, creed, or national origin. To ensure quality care for each child and to meet licensing requirements, a maximum number may attend our facility. Waiting lists are kept by the Owner. We reserve the right to request the withdrawal of a child for the following reasons:

1. Delinquency of payments.



2. Non-cooperation on the part of the child or the parents.

3. Inability to adjust to the rules or regulations by a parent and/or a child. Parents are required to update admission forms with any changes. Allergies must be included in the health form.

## PROGRAM OF ACTIVITIES

### Operational policy (Teaching philosophies):

Our childcare program is based on the B.C Licensing regulation Part 4 — Operations, Division 1 — General Care Requirements, Opportunities for growth. We provide children with opportunities for social, emotional, physical, and intellectual growth at all ages. A developmental approach to learning, taking into consideration the social, emotional, and cognitive growth of children, based on the development of verbal, motor, and critical-thinking skills through a developmentally appropriate, arts-integrated, and play-based curriculum. We have structured schedules that include plenty of time for physical activity, quiet time (including daily reading sessions for groups and individuals), group programs, individual activities, snacks, and free time.

### Opportunities for growth

## Literacy

Our program combines language-based, phonetic, sequential, cumulative, and cognitive components into a flexible and success-oriented approach to enhance children's skills in reading, spelling, and writing. The teacher will invite children to the literacy area where early stages of reading and writing are explored and mastered.

## Music

During Circle time you will find our little ones playing music with shakers, moving or dancing. Little do they know that they are also learning to discriminate sounds and rhythm. They are developing language skills and becoming aware of their bodies. Safe Musical instruments offered to all children.

## PHYSICAL ACTIVITIES

Play is the motivator and promotes continued and repeated practice. Children not only learn specific activities but also many important concepts like team play, warmups, and cool downs, stretching, etc.



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## TYPICAL DAILY SCHEDULE

8:00	Children arrive
8:30	Morning snack time
9:00	Freely explore materials & work on individual play/ Atelier (open art) and Craft/Circle Time, Music/dance activities
9:30	Science Exploration/ Puzzles / Life Skills
9:45	Prepare for outdoor play/Bathroom or Diaper change)
10:00	Outdoor play/explore
11:30	Washing hands and prepare for lunch/Bathroom or Diaper change)
11:45	Lunch
12:15	Clean-up/ Bathroom or Diaper change
12:30	Nap time/quiet time.
2:00	Wake up time/ Bathroom or Diaper change
2:30	Activity (Art/Science/Language)
3:00	Snack time
3:30	Circle time/Music and movement.
3:45	Outdoor play & explore/ Free playtime.
5:30	Children depart



physical activity spread throughout the day except in the following circumstances:

- (i) The wind chill is below -20 °C.
- (ii) The temperature is below -20 °C.
- (iii) The temperature is 33 °C with humidity or above.

Please be sure to send your child appropriate outdoor weather clothing.

### Ratio and certificate policies in our Center and staff certificate

Column 1 Care program	Column 2 Maximum group size	Column 3 Children per group	Column 4 Ratio of employees to children in each group
Multi-Age Childcare if any child younger than 12 months old is present	8, having no more than 3 children younger than 36 months old and, of those 3, no more than one child younger than 12 months old	≤ 8	One educator

#### POLICY

Our policy has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities and needs of all children. Our goal is to promote good health, safety, and nutrition.

#### PROCEDURE

Centre staff will provide:

- A clean, well-maintained, and safe environment
- Nutritious food for snacks
- Activities that help children develop and advance fine and motor skills.
- Activities that will teach self-help skills as well as body-mind exercises.
- Outdoor and indoor activities

#### WAITLIST

#### POLICY

A waitlist will be formed when full enrolment has been reached in the childcare to its intended capacity.



## PROCEDURE

- The number of children in our center is governed by the Community Care Licensing Regulations
- Children are accepted into the center on a first-come basis.
- When an opening for the center becomes available the center staff will contact the parents or guardians of the first child on the waiting list by telephone.
- Children will be removed from the waitlist for the following reasons:
  - Parents' or guardians' request
  - The child is over 5 years old.
  - The Family has moved away.

## ATTENDANCE POLICY

Regular attendance at the center is extremely important for your child to settle in well. Routine becomes part of your child's day. You are welcome to visit your child at the center at any time.

## PROCEDURE

- **Parents will notify the center staff by 8:30 am in case their child is not attending that day.**
- Upon arrival, parents must:
  - Sign the intake forms before leaving the center.
  - Label soothers and pass on all bottles that need to be kept cold in the refrigerator to the center staff.
  - Take time to settle the child and say goodbye.
- Upon departure, parents must:
  - Sign the intake form with the sign-out time of the child leaving.
- Center staff will:
  - Contact parents or guardians if the child has been away for more than three days. If after one week the center staff has been unable to reach the parents, the child will be dismissed from the program.

## TOILET TRAINING POLICY

A lot of things affect potty training success, including physical milestones, developmental milestones, and behavioral milestones. Most kids are ready for potty training between 18 and 24 months. Others might not be ready until they're 3. You don't have to rush. Your child might take longer to train if you start too early. When you feel your child is ready for toilet training, we ask you to begin teaching at home. We will follow through and encourage your child while they are in our care. Daily communication between the parent and daycare provider is very important.

## PROCEDURE



- ▶ The child must show signs of readiness and be able to control their bladder and bowel movements.
- ▶ The child must be kept in a diaper, pull-ups, vinyl training pants, or underwear.
- ▶ Please keep in mind that the high activity level here at the Center may distract your child from responding to the urge to use the potty more so than at home.
- ▶ We cannot wash out soiled clothing per regulations set by the Center for Disease Control. They are required to put soiled clothing in a plastic bag for you to take home and wash.
  
- ▶ Please send children to daycare with loose-fitting clothing that your child can manage independently. Try to avoid tight clothing, pants with snaps or buttons, overalls, and tight leggings.
- ▶ The child will be encouraged to use the potty every 30 minutes.
- ▶ Parents are required to supply the diaper/pull-up or vinyl training pants and extra clothing (including socks) daily.
- ▶ A pull-up or diaper will be put on the child during naptime.
- ▶ We encourage parents to communicate with the owner throughout the potty-training process.
- ▶ Please know that we don't clean out poopy underwear. We will bag pee-soaked underwear and return it to you at the end of the day, but we will not do this with soiled underwear. We must dispose of it immediately into the garbage. Please remember to bring an extra set of clothes, socks, and shoes the next day.
- ▶ We do not have the ability to have "potties" at the center: Please do not send "potties" as we do not have a janitor or laundry sink to properly clean and sanitize them after each use.
  - ▶ The child will be encouraged to use the potty every 30 minutes.
- ▶ We don't put children in underwear until they have been COMPLETELY accident free at Starfish center for two full weeks.

### **What to wear during training:**

Children should wear easy on and off pants during training such as sweat-pant-like bottoms until they are physically capable of doing snaps, zippers, and buttons. Please don't send them in anything that requires the teacher to remove the top to get to the bottom: overalls, kid costumes, union suits, one-

piece jammies, or shirts with snaps at the crotch.

Diapers and pull-ups are okay for training. We will not use pull-ups until the child is at the one-week mark without accidents. If you have had great success at home, we can do the training with the underwear and a pull-up over the underwear during the training. If the child has regular accidents in the underwear, we will switch them back to regular diapers and try again at another time. We will use regular diapers at nap time.

### **The best time to start toilet training:**

Several children are successful at toilet training during long vacations and holiday breaks. There are many advantages such as:

Parents have the time to do intense work and supervision.



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Parents can allow the child to be in underwear for many consecutive days at home.

If they are successful at home, they still must remain in diapers and be accident free for two weeks at Starfish Center. They can come in underwear with pull-ups when they return. This way, they will have a protective layer over the underwear to protect the carpets, mats and sofas should they have an accident.

## STAFFING PROCEDURE

Employee Qualifications and Certifications:

- Our childcare staff are trained and certified as early childhood educators, E.C.E Assistants, or Responsible Adults and they maintain valid First Aid Certificates. Childcare Licensees need to update their licenses every 5 years and renew their First Aid Certification every 3 years. They will have **cleared criminal record checks** before attending.
- Qualified substitute childcare staff will be called in when regular staff are away to maintain the child-to-care provider ratio required by provincial licensing.

Students and volunteers:

- From time to time, the center will accept students seeking work experience, Early Childhood Education practicum students, or volunteers. We will introduce them to you and your child as they arrive at the center. They will have **cleared criminal record checks** before attending and an interview will be carried out by the supervisor. To ensure that security is maintained, the number of volunteers and students will be limited.
- Any person working or volunteering in a classroom must meet the criteria of caregivers as stated in VCH Childcare Licensing Regulations. Caregivers must be 19 years of age. They must have a completed application form, criminal record check, current physical and a TB test on file, among other required documentation. Volunteers working in the classroom on a volunteer basis must also participate in an orientation session with the supervisor of the program in which they will be working that includes a review of the Personnel Manual for Volunteers and their job description. **The staffing ratio will be as follows:**



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Multi-Age Childcare if no child younger than 12 months old is present	8, having no more than 3 children younger than 36 months old	≤ 8	One educator

## HEALTH, SAFETY, AND NUTRITION POLICY

Our center has been carefully designed to ensure we promote good, healthy nutrition. Eating nutritious food is an important part of each child's day. Food provided by the center will be selected by Canada's Food Guide requirements and prepared fresh at the center. Please let us know if you have any concerns about your child's eating.

### PROCEDURE

Center staff will provide:

#### ■ **NO NUTS OF ANY KIND.**

- Staff encourage the children to eat their food, however we cannot force them to eat or finish everything on their plate.
- Please let us know if you have any concerns about your child's eating.
- A clean, well-maintained, safe environment with nutritious food for morning and afternoon snacks.
- Morning and afternoon snacks with a focus on fresh fruits and vegetables. These snacks are prepared daily.
- Organic dairy (egg, milk, cheese), fresh food, and plenty of fresh fruit.
- Children will bring their own lunch in a lunch box. Please make a note if their lunch needs to warm up.
- Encourage children to eat a variety of food but be sensitive to individual food preferences and cultural preferences.
- In all the center's rooms, water is the primary beverage offered to the children.
- Post children's allergies information in the kitchen (Parents must make staff aware of any food allergies)
- We will inform parents of any significant changes in the eating habits of their child in their daily report card.
- Teach healthy attitudes towards food and mealtimes.
- Discourage candy, gum, pop, or other "junk food."
- Ensure all babies will be held during bottle feeding.
- It is not permitted to use bottles or sippy cups during nap time.
- Allow children time to eat and drink at their own pace.
- Ensure that food and drinks are not used as a form of reward or punishment for children.

The formula required by infants/toddlers must be provided by the parents.

### **Preparing and Serving food and Snack**

- Clean food preparation surfaces with the MILD bleach solution before and after use, as well as between preparation of raw and cooked foods.
- Keep all liquids hotter than 40°C out of children's reach.
- Check utensils and dishes prior to use to ensure that they are not chipped or cracked.
- Use plastic cups and filtered water for drinks between snacks and meals.
  
- Do not re-use disposable products. DO NOT use Styrofoam products in the kitchen.

- Be aware of child allergies and procedures for handling allergic reactions according to parent instructions. Be sure that all alternate foods kept on hand for such children are labeled with the child's name and date.

- Do not serve children younger than four, following foods: hot dogs, whole grapes, nuts, popcorn, raw peas, hard pretzels, spoonful of peanut butter, or chunks of raw carrots or meat larger than can be swallowed whole.
- Store all non-perishable food in labeled, insect-resistant plastic containers with tight lids.

## ALLERGIES POLICY

- Parents/guardians need to inform the childcare staff in writing if the child has any allergies.

## PROCEDURE

- The required forms will be provided by staff as soon as an allergy is reported. Allergies will be posted in the kitchen for all staff to see.
- A Care Plan card will be written up on the steps to take if the child has an allergy attack. Extra training will be provided by Interior Health or parents if deemed necessary. Parents will be informed immediately of any allergy attack and the steps taken.
- provided with the Food Allergy Action Plan to be filled out by the child's parent/guardian. This action plan must be filled out and returned to daycare before the child begins program.
- In accordance with the child's Food Allergy Action Plan, **caregivers must implement the following:**
- Avoiding specific foods that trigger allergies.
- Knowing the symptoms of an allergic reaction.
- Allergy treatment.
- **Employees will:**
- Ensure the childcare setting has the appropriate medication on hand.
- Medication should be stored properly.
- Emergency medical personnel should be notified if epinephrine has been administered.
- If a child gets an allergic reaction or eats something that might cause an allergy, tell their parents right away.
- **Emergency Response**
- Emergency plan on file for each anaphylactic kid
- Rapid communication strategy in place (call 911 and notify parents immediately)
- Auto-injectors stored in safe and accessible locations.
- Annual review process in place includes replacing expired epinephrine pens.



## GUIDANCE AND TREATMENT OF CHILDREN POLICY

Daycare personnel will comply with CCLR Division 2 - Sections 51 and 52.

Behavioral guidance:

51 (1)A licensee must

(a) ensure that behavioral guidance is appropriate to the age and development of the child who is receiving the guidance, and

(b) provide employees and parents with a written statement of the licensee's policy on behavioral guidance.

(2) If the child has a care plan that includes instructions respecting behavioral guidance, the licensee must ensure that

(a) any behavioral guidance given to the child is consistent with those instructions, and

(b) if the behavioral guidance includes the use of restraints, the restraints are administered only by a person who is trained in the use of, and alternatives to the use of, restraints.

Harmful actions are not permitted.

52 (1)A licensee must ensure that a child, while under the care or supervision of the licensee, is not subject to any of the following:

(a) shoving, hitting, or shaking by an employee or another child, or confinement or physical restraint by another child.

(b) confinement or physical restraint by an employee, except as authorized in a childcare plan if the care plan includes instructions respecting behavioral guidance.

(c) harsh, belittling, or degrading treatment by an employee or another child, whether verbal, emotional, or physical, that could humiliate the child or undermine the child's self-respect.

(d) spanking or any other form of corporal punishment.

(e) separation, without supervision by a responsible adult, from other children.

(f) as a form of punishment, deprivation of meals, snacks, rest, or necessary use of a toilet.

(2)A licensee must ensure that a child is not, while under the care or supervision of the licensee,

subjected to any of the following types of abuse or neglect, as described in section 1 of Schedule H:

(a)emotional abuse. (b)financial

abuse. (c)neglect. (d)physical

abuse. (e)sexual abuse.

## PROCEDURE

Positive guidance techniques will be used to encourage appropriate behavior. They include:

- Establishing clear, consistent, and simple limits
- Starting limits in a positive way
- Focusing on the behavior rather than on the child
- Stating what is expected rather than posing questions.
- Providing real choices
- Allowing time for children to respond to expectations.
- Reinforce appropriate behavior, with both words and gestures.
- Encourage children to use teachers as a resource when they cannot resolve issues on their own.
- Inevitably there will be occurrences of inappropriate behavior. It is at these times that there may be a need for intervention by the caregiver. The following intervention strategies, or a combination of the strategies, will be used to help ensure that guidance is supportive, rather than punitive:
  - Gain attention in a respectful way.
  - Encourage children to have more appropriate behavior.
  - Acknowledge feelings before setting limits.
  - Redirect or divert when appropriate.
  - Model problem-solving skills.
  - Offer appropriate choices.
  - Use natural and logical consequences.
- Any serious concerns will be discussed with the family so that staff and parents work together to encourage appropriate behavior.

## CONFLICT RESOLUTION

Families are encouraged to discuss any questions or concerns about your child's program or our procedures with staff.

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 continues to be a problem, a meeting can be arranged between families, staff, and the provider too:

- define the issues.
- state points of view
- and identify solutions when possible.

If the issue is not resolved and in the case of persistent conflicts, when all reasonable attempts to solve problems have failed, for the sake of the child, family and staff, the family will be asked to make other care arrangements.

We must at times be able to accept that our center is not the right fit for some



children and families. It is important that the center's philosophies and activities are the right fit for your family's lifestyle and expectations. While every attempt is made to provide specific care requirements for each child, our ability to provide one-on-one care requests is limited.

We will NOT use any of the following as a means of punishment:

1. Spanking, hitting, shaking, biting, pinching, or inflicting any form of corporal punishment.
2. Restricting a child's movement by binding or tying him or her.
3. Inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child.
4. Depriving a child of a snack, juice or necessary toilet use.
5. Confining a child in an enclosed area, such as a closet, locked room, box or similar cubicle.

## COMMUNICATION POLICY

Starfish Childcare Center supports an open-door communication policy.

### PROCEDURE

- Parents are welcome to drop in and observe the program at any time. If consultation with a childcare provider is desired, please let us know ahead of time so that the childcare provider can give you their undivided attention.
- Telephone communications are encouraged.
- Parents can expect ongoing communication with staff concerning:
  - Their child's progress.
  - Program activities.
  - Center Operation
- Parents can expect information regarding community resources to be available to them at the center.
- Parents can be asked to make themselves familiar with a handbook outlining the policies and procedures which apply to:
  - The care of the children
  - The program
  - The general operation of the center
- Parents concerned with the care of their child, or any incidents at the center are urged to speak with a childcare provider.

### PROCEDURE

- If consultation with a childcare provider is desired, please let us know ahead of time so that the childcare provider can give you their undivided attention.
- Telephone communications are encouraged.
- Parents can expect ongoing communication with staff concerning:



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- Their child's progress.
- Program activities.
- Center Operation
- Parents can expect information regarding community resources to be available to them at the center.
- Parents are asked to make themselves familiar with a handbook outlining the policies and procedures which apply to:
  - The care of the children
  - The program
  - The general operation of the center
- We invite you to talk to staff anytime, contact us by e-mail ([starfishchildcenter@gmail.com](mailto:starfishchildcenter@gmail.com)), or make an appointment to meet with us to share information on any aspect of your child's progress at child center. Our door is always open. It's best to make an appointment if you want to meet the Director. The reason for this is to make sure that all our kids get appropriate attention during operating hours. Please try not to visit during rest time (1:00pm-3:00pm), it is hard for children to rest when a visitor is here. Childcare staff are happy to discuss your child, but pick-up & drop-off times are the busiest times. Communicate with staff about any big changes in your child's life; changes in family circumstances, moving to a new house, death of grandparent etc.
- Daily Reports card- Daily reports are sent physically at the end of the day to the parents in pickup time. These reports include information about your child's food intake, bathroom/diapering routines, sleeping, and general behavior. Also pictures of your child's day will send you in your "WhatsApp". Please know that our main priority is your child's safety and wellbeing. Taking pictures and completing reports on the App is NOT a priority and while all efforts are made to ensure reports are completed, sometimes fulfilling our children's needs does not allow it.
- The bulletin/white board located in our center provides up to date information of our program, class activities, useful resources, and other related topics.
- During special events and activities, our information will be sent by e-mail.

## Please tell us if . . .

Your child had a bad night's sleep, he/she was ill recently, something upsetting happened, something fun or exciting happened, your child has been exposed to a contagious disease, your child verbalizes feelings about the center or staff, or if your child's behavior or mood is different from usual. It is also helpful if we know when a significant event occurs in your child's life. Such conversations are strictly confidential.

Examples may include:

- Moving
- A death in the family
- Separation of parents
- Sleeping/eating/bedwetting problems
- A new baby
- A new caregiver



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- Parental absences (trips, illness, etc.)
- The death of a pet

## We will tell you if...

About your child's play, if your child didn't eat normally, didn't sleep well, or was out of sorts, if your child has an unusual bowel movement or any other unusual behavior, if your child got upset about something, anything else we feel you should know about your child's day.

## ACTIVE PLAY POLICY

According to the Canadian Physical Activity Guidelines, Preschoolers should accumulate at least 180 minutes of physical activity spread throughout the day.

### PROCEDURE

- At Starfish Child Center, the Active Play Policy will engage children in daily active play, consisting of un-facilitated play and facilitated games and activities, and physical movement will be incorporated into the childcare environment throughout daily routines and activities for a total of 180 minutes.
- When the weather is poor Active play will be accumulated through 15-minute portions of time throughout the day or continuously, WE will limit prolonged sitting activities (board games, crafts) and schedule frequent short bursts of activity for one to two minutes.
- Staff will demonstrate appropriate modeling of active play activities.
- The employees are aware of and incorporate fundamental movement skills and injury prevention into all active play activities. Children will have opportunities to practice fundamental movement skills as part of their indoor and outdoor daily routines.
  - **At Starfish Child Center, we do not have screen time (TV, computer, electronic games).**

## Health and safety

- **Emergency Kits** As part of our Emergency Preparedness Program, upon registering at our center, your child will be provided with an Emergency Comfort Kit, designed to provide short-term supplies for your child in the event of an emergency. Parents need to provide a small cuddly or toy, a small favorite book, photos of your family with names of the people written on the back, a letter of reassurance from you to your child and a small package of baby wipes.



## ILLNESS/WELLNESS POLICY POLICY

Starfish child center  
1657 Philip Ave, North  
Vancouver, BC, V7P2V9  
Tel: (604) 500 3049

The health and well-being of children is our primary concern. To promote a healthy environment, we will ensure that:

■ Proper hygiene is maintained.

- Proper handwashing is used.
- Families are informed of any outbreak of contagious diseases.

### PROCEDURE

- Families need to have alternate care for their children in the following cases:
  - When the child is in pain
  - A common cold accompanied by a fever of more than 100°F, cough, sore throat, red eyes, difficulty breathing, and wheezing.
  - Infections

- Communicable diseases (a doctor's note may be needed before a child can return to the center)
- Diarrhea and Vomiting

■ Please note that ultimately the child who is ill is the parents' responsibility and good judgment must be exercised when trying to decide whether to keep the child at home or not.

■ In case the child becomes ill at childcare, we will contact the parent to pick them up. In case of an emergency, we will call an ambulance and will contact the parents urgently.

**We ask you please keep your child at home if she/he cannot cope as normal due to illness. It is not our intent to exclude children who are only mildly ill (common coughs and colds) from attending our program, but it is important that children who have ill remain home. We rely on parents to make good decisions regarding their child's health, so please do not send them to the center if they are sick. Every situation is different, but we tend to use three criteria to determine if a child needs to stay home:**

1. **The illness prevents the child from participating comfortably in our daily routine and activities.**
2. **The illness results in a greater need for care than the childcare staff can provide without compromising the health and safety of the other children.**
3. **A fever above 37.2°C (99°F) is present.**
4. **Mucus is thick and cloudy.**

In the best interest of your child and others, Starfish Center requires that children with the following symptoms remain at home:

- Temperatures
- Rashes that you cannot identify, or that have not been diagnosed by a doctor.
- Diarrhea
- Green or cloudy runny nose
- Discharge from the ears.
- Discharge or redness in the eyes.
- Swollen neck glands
- Vomiting in the past 24 hours.

- Severe cold symptoms - sneezing, runny nose, fever, cough, lack
- A contagious condition as diagnosed by a doctor.
- Unusual paleness, irritability, tiredness, or listlessness

**Children need to be symptoms free 24 hours before returning to the center.**

If your child has been seen by a doctor and is cleared up to attend daycare, please make sure you provide us with a **note stating they are not contagious.**

## If your child becomes ill at Starfish Center

If a child becomes ill while at Starfish center, the parent(s) will be notified immediately. Please be sure your timetables and alternative contact people and numbers are up to date.

## Absences

Please let us know if your child is absent due to illness or if you are going on vacation, etc. If the absence is due to illness, please be specific about the nature of the illness as this allows the staff to track these incidents throughout the center.

## Communicable Diseases:

Provincial regulations specify that any child who comes to the center with a communicable disease should be sent home immediately. A child should be kept at home from the center if there is any question of communicable illness. For the safety of the other children, and to comply with public health regulations, parents must report contagious diseases or serious illness to the center within **24 hours of a diagnosis so a note can be posted to inform other parents.** Children with suspected or **known measles, mumps, rubella, or chickenpox must not attend the center until it is non-infectious.**

**When your child has a fever, it is expected that they will remain at home until they are free of it.**

**Head Lice:** Parents are required to notify the center as soon as head lice has been detected. Children with headaches will NOT be asked to go home. Parents are asked to check their child's head, especially after traveling or participating in activities that involve helmet rentals.

## NON-PRESCRIPTION AND PRESCRIPTION MEDICATION

### POLICY

The administration of medication at childcare is regulated by the childcare regulation. This policy protects children, parents, and staff. **Only medication prescribed by a doctor will be administered.**

### PROCEDURE

**Staff must receive medication directly from the parents. Medication delivered by the children, through diaper bags or backpacks, will not be accepted.**

**Staff will check the directions on the label of the bottle as well as on the medication form filled out by the parents. If the amounts are different, she will only administer as per the instructions on the bottle. The expiry date will also be checked. Staff will record the time medication was administered.**



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**Non-prescribed medication will not be administered at starfish Center (Tylenol, cough syrup, etc.):**

If your child needs this to cope with the program, they are most likely too ill to attend.

- All medications are kept in a locked container in the kitchen out of reach of children's reach.
- Parents must inform staff of any side effects or reactions that medication may cause in a child (i.e., hives, drowsiness, and diarrhea)
- Authorization for the Administration of Prescription Medication form must be completed by parents.
- Doctor Authorization must be provided before staff can administer non-prescription and any over-the-counter medication  
Authorization for the Administration of Non-prescription Medication form must be completed by parents and physicians.
- A Medical consent form will be filled out by a parent for each prescription required.
- Medication must be brought to the center in its original container with instructions from your doctor on how to administer it.
- The label must clearly show the following information:
  - Child's name
  - Name of medication
  - Dosage
  - Route (oral, nasal, rectal, eye, ear, or injection)
  - Physician's name
  - Care of medication (shake well, refrigerate)
  - Date to end administration of medication.
- No baby bottles containing medicine will not be given to the child at the daycare.
- If the child comes in with a baby bottle containing medicine, it will be locked up and returned to the parent at the end of the day.



### Permission to Administer Prescription Medication

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

I hereby give permission to the employees of Starfish Child Centre Ltd. to administer:

Name of Medication: \_\_\_\_\_ Prescription Number: \_\_\_\_\_ To  
my child: \_\_\_\_\_ according to the doctors' orders and instructions.  
(These will be on the vial or bottle of the prescription medication)

Signature of Parent or Guardian. \_\_\_\_\_

### Medication Record

Name of Child: \_\_\_\_\_ Physician: \_\_\_\_\_

Name of Medication: \_\_\_\_\_

Date Commenced: - - . - / - - - - . / - - Date Stopped: - - + - - / - -

Date	Time	Dosage	Comments	Staff Signature

Note: One form per prescription or refill. Completed forms to be filed in the child's file.

## COVID-19 POLICY POLICY

According to BC Centre for Disease Control:

- Childcare administrators should ensure:
  - Staff and other adults entering the setting are aware they should not come if they are sick or are required to be self- isolated.
  - Parents and caregivers are aware that their child should not go to childcare if they are sick or are required to self-isolate as per public health directions.
  - Childcare administrators can support this practice by communicating the requirement for everyone to do a daily health check for symptoms of COVID-19.
  - An active daily health check should be completed for staff and other adults in the childcare setting.
  - For children, this means ensuring their parent or caregiver is aware of common symptoms of COVID-19 and is checking their child daily to see if the child is experiencing any of these symptoms, as well as ensuring their child is not required self-isolate.
  - If the staff or children (or their parents) indicates that the symptoms are consistent with a previously diagnosed health condition and are not unusual for that individual, they can continue to attend childcare settings. No assessment or note should be required from a healthcare provider.

## PROCEDURE

- Frequently touched surfaces should be cleaned and disinfected at least twice a day or more as needed.
- These include doorknobs, light switches, faucet handles, table counters, chairs, electronic devices, and toys.
- Clean each toy after it is used and then replace it. We will do this by placing the toy in a bin or the art sink after it is used and then bleach spraying it and then returning it to general use after it is dry.
  - symptoms that should exclude a child from attending childcare, and thus a child is considered sick (should stay home or be sent home) when any of the following are present, specifically regarding **reducing COVID spread**:
    - An acute cold with fever, runny nose, and eyes, cough or congestion, labored breathing
    - They have a fever over 37.5 C.
    - Infected-looking eyes or skin.

- Any type of contagious or communicable disease (such as flu, measles, mumps, rubella, chicken pox, etc.)
- Unexplained diarrhea or loose stool
  
- Nausea, vomiting, or abdominal cramps.
  
- If a child becomes ill at daycare staff will:
  - **Remove the child from the group to a sleeping room, ensuring continuous supervision by a teacher.**
  - Contact the parent/guardian to request pick up **within 1 hour.**
  - If the parent/guardian is unreachable, an alternative emergency contact will be called.
  - The educator plays a role in illness prevention in their day-to-day practices. These practices, such as proper hand washing, diapering, toileting, wearing masks in common spaces, physical distancing from other educators, and food preparation, will limit the spread of bacteria and viruses.
  
- Families are asked to report:
  - An acute cold with fever, runny nose, and eyes, cough or congestion, labored breathing
  - Any contagious or communicable disease
  - Unexplained diarrhea or loose stool
  - Nausea, vomiting, or abdominal cramps.

## HEALTH HISTORY AND IMMUNIZATION POLICY

Starfish Childcare is required by the Childcare Regulation to keep an up-to-date copy of each child's immunization record.

### PROCEDURE

Upon enrollment, the childcare staff will ask for a current immunization record for every child. Any known health issues should be stated in the health record for the registered child by the parent.

## SUPERVISION INDOOR AND OUTDOOR POLICY

As the *Childcare Licensing Regulation* requires, all children will always be monitored closely. Staff will check the playground for any unsafe objects before going outside and then letting the children play.

The Childcare Licensing Regulation states:

39 (1)A licensee must ensure that children are always supervised by a person who is an educator, an assistant, or a responsible adult.

(2)A licensee must ensure that a second adult is immediately available to supervise children in case the person responsible for supervising children needs a replacement because of urgent and unforeseen circumstances.

### PROCEDURE

- Staff will make sure to see all the children all the time.
  - Always be aware of who is in the room and what they are doing and Counting children.
  - The staff's first responsibility is to interact with the children, supervise activities with the children.
  - Children must always be supervised when using the bathroom.
  - All areas of the playground and all equipment must be actively supervised.
  - All inside and outside gates and doors will be locked.
    - Counting children 3 times when we are going to the playground.
- 1) counting kids in the room before going out, 2) Counting kids After going to the playground when the door is getting closed, 3) During playtime,**

Counting kids like that when we are coming back to the inside:

**1) counting kids when they are behind the door.2) Counting kids After going inside when the door is getting closed.3) During playtime inside.**

## SAFTY INDOOR AND OUTDOOR

### POLICY

The first teacher on duty in the morning will make a visual inspection of the rooms and correct any potential hazards. We will use prevention techniques to avoid injuries, burns, poisoning, choking accidents.

### PROCEDURE

- Check the indoors and outdoors each day and report any broken or missing equipment.
- Adult music is not allowed and should NOT be played at any time the center is in operation.
- Toys should be cleaned and put away properly.
- Clean and sanitize tabletops, chairs, toys, counters, and shelves and to keep the floor free of debris.
- Blocks and other stacked toys should be kept on the carpet.
- Play doughs (homemade and non-toxic), shaving cream, painting, art activities should be done on table over tile.
- hand washing.



- Children must always be supervised when using the bathroom.
- Safety covers are on all electrical outlets.
- Electrical cords are appropriately placed and secure.
- Adults' handbags, backpacks, etc. are stored out of reach.
- All poisonous substances are stored in high, locked cabinets and the lock is engaged (kitchen, art closet, classroom cupboards, etc.).
- All exits and hallways are free from obstruction.
- We are responsible for responding to: Tripping, slipping, choking, pinching hazards, Elevated water temperature,
- Physical plant problems (breaks, leaks, pests, etc.).
- When the weather is sunny, use sunscreen and wear a hat.
- playing on age-appropriate equipment.
- When the weather is hot, children may enjoy water play, but this must be closely supervised.
- All non-stationary equipment such as balls, shovels, buckets, trucks, etc. must be put away in a storage box after outdoor play.
- The sand box should be covered at the end of the day.

## Outdoor Rules

- picnic tables are for bottoms only (no standing or jumping).
- Cars Ride in one direction, no ramming, no pushing.
- Slide – Bottom down, feet first, slide down, one at a time.
- Digging is only allowed in the sand box.
- Sandbox – Sand stays in the sandbox; sand toys stay in the sandbox. Water in the sandbox only with adult permission.
- Clean Up – Park bikes and cars by the side of the building, put sand toys in the storage bin, and put other toys away.
- When going out in playground the staff take the center's emergency backpack and cell phone,
- Counting children 3 times

## Cleaning Procedures

- Starfish make every effort to provide a clean environment. All toys and shelves in each area are included.
- All surfaces, diaper changers and toys must be cleaned with a four-step process. Wash or spray with soapy water (detergent and water only), wipe dry with paper towel. Spray or rinse with clear water and wipe dry with a paper towel. Spray with mild bleach solution and allow to dry completely or wipe dry after one minute.
- Bleach solution should be mixed with 1 quart of water to 1 Tablespoon of bleach. The bleach solution will kill any germs that might be passed from one child to another.
- If there is an outbreak of a communicable disease (such as pink eye), we will clean all items within 24 hours.
- We clean each mat daily with the above-mentioned four step process.

- Blankets are to be sent home with parents weekly for laundering and then stored in their cubbies or boxes.
- Cleaning doorknobs, telephones and other items are used frequently, daily.
- Cleaning the microwave, sink, countertop, refrigerator, and bookshelves on a weekly rotation, using the four-step process.
- Cleaning the washroom after using it and deep cleaning at the end of the day.
- Immediately sanitize surfaces that meet body fluids.
- Diaper changing areas must be cleansed before and after every use with the four-step process. All dishes must be washed in the dishwasher using chlorinated dishwasher detergent. Remember these cleaning procedures are not exhausting. Always err on the side of caution when it comes to cleanliness.

## Washroom Routines

- Staff should be washed as necessary and at the following times: upon arrival, after toileting, after assisting children in toileting, after diapering, before eating, before serving food or drink. Use the following technique:
  1. Wet hands.
  2. Apply soap.
  3. Rub hands together to wash, including top and palm as well as between fingers. Wash for at least 20 seconds.
  4. Rinse under water for 10 seconds.
  5. Use disposable towel to dry hands.
  6. Shut off water with disposable towel and dispose of towel.
- Doors to the bathroom must remain open. Be sure to monitor the cleanliness of the bathroom, correct any problems, and stock supplies as needed. (See posted hand washing procedure.)
- Ensure that the children wash their hands before and after eating, after toileting (or being changed), after using the water table, and after coming into the center from outdoor play.

## Diaper changing

### PROCEDURE

- We Only use disposable diapers or pull-ups.
- On the changing table, we never leave the child unattended, and always wear gloves, and be sure to sanitize the table and wash our hands afterwards. Also, we always leave the changing table free of objects and ready for next use.
- When a child has a bathroom accident, we help them get changed into extra clothes at the changing table or in the children's bathroom. We Place wet clothes in a plastic bag in the child's backpack, cubbies or somewhere visible for parents to see and take home.



## REPORTING CHILD ABUSE POLICY

As childcare professionals, we are mandated by law to report all suspected cases of child abuse and neglect. Owner is the first course of action. The owner will contact a Licensing Officer and the Ministry of Children Services.

Abuse and neglect of children is against the law. Licensing prohibits the presence of anyone who has been convicted of child abuse or neglect or convicted of a felony involving harm or threatened harm. Before staff or volunteers can have contact with children, the staff or volunteer shall provide the center with a clear criminal record check.

### PROCEDURE

If it is found that any staff member or volunteer has been convicted of a felony involving harm or threatened harm, they will be immediately terminated.

- Required by law to report suspected or disclosed abuse.
- Responsible for reporting suspicions and/or disclosure. Staff DO NOT determine if abuse has occurred.
- Failure to report abuse can result in prosecution under the Family and Child Service Act
- Staff are NOT permitted to contact the parent unless specifically directed to do so by the Ministry of Children and Family Development and the RCMP
- Reporting procedures are designed to protect the child. Our concern is the safety and well-being of the child.

## REPORTING SUSPICIONS of Parent or Other Adult Under the Influence

- If you suspect an adult who has come to pick up their child to be under the influence of alcohol or drugs, the following procedure is to be followed:

### PROCEDURE

- Encourage parents to leave their child with you until other arrangements are made.
- Ask your parents to call a friend or relative to come and pick them up. Offer them the use of Center' phone.
- If a parent refuses these suggestions and insists on taking their children, inform them that you will be calling 911. Starfish will not release the child to that person.

## RELEASE OF CHILDREN POLICY

A child will be released only to the parent or his/her legal guardian unless otherwise indicated on the registration form. We do not release any child to anyone other than a parent unless they are listed on the child's enrolment form, on a written note from the parent or written in the communication book. Ask for picture identification and compare the name on the enrolment form. We will do the same if we are not familiar with our parents. We are allowed to release either parent unless we have a copy of a court order stating otherwise.

## PROCEDURE

- The staff must be notified in writing of any alternate arrangements.
- Picture identification will be required if that person is not known to the center staff.
- Children will not be released to anyone under the age of 12.
- Non-custodial parents will not be able to release their children from the center.
- Parents must provide a copy of any custody order and a photo of the non-custodial parent.
- Families need to inform the staff of all custody and court order changes.
- If the non-custodial parent insists that the child be released from them, the caregiver will:
  - Calmly state the center's release of children policy
  - Ensure all children and staff are safe.
  - Contact custodial parents.
  - Call RCMP if a parent tries to leave with the child.
- If a parent or emergency contact who appears to be intoxicated arrives at the center to pick up a child, we will not release the child. We will offer to call a cab and inform the parent if he/she chooses to drive with or without the child, and the educator will inform the police immediately. A call will be made to the Ministry of Children and Family Development if they believe the child needs protection.
- The child will not be released from anyone other than the parents and the authorized persons until the staff contacts one of the mentioned individuals and ask for their permission.

## MISSING CHILD

### POLICY

In the unlikely event of a missing child from childcare, the childcare staff must remain calm and follow the procedure below.

### PROCEDURE

- The remaining children will stay together.
- Centre staff will call 911 and give them a complete description of the child.
- Centre staff will then notify the parent/guardian and inform them of the step that is being taken to locate their child.

## Attendance

Even though parents sign in and out on the sign-in/out books it is important to keep accurate attendance records. These records will be used when accounting for children when moving from one area to another, in fire and earthquake drills, and to check for discrepancies in case a parent forgets to sign in or out. Make every effort to keep accurate records. Attendance sheets should be kept safe in the classroom.



## Accident and Emergency Procedures

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### Injury

- If a child becomes injured at the center, staff will administer simple first aid such as washing the injury, applying ice, and bandaging. The teacher will then fill out an incident report (depending on the severity of the incident, the appropriate reportable or non-reportable form will be used.) If the incident is very minor, we will fill out an 'Ouch' report in the report notebook.
- If it is a head injury, the parent is always contacted, even if the injury is deemed a minor one.
- If the injury is serious, we will call the parents for instructions. If the child receives a serious injury that requires the services of a doctor, the following procedure will be followed:
  - Call parent or guardian.
  - Call one of the people listed on the emergency card.
  - Call the child's physician for his/her advice.
  - In the case that the above three fail, we will call an ambulance or paramedic team and have the child taken to an emergency hospital with a staff member accompanying the ambulance.
  - If an injury is severe procedures 1-3 will be waived and 911 will be immediately called.

### REPORTABLE INCIDENTS POLICY

Childcare personnel will comply with CCLR Division 2 - Section 52 and Division 3 - Section 55.

### PROCEDURE

The Childcare Licensing Regulation Section 55 requires a licensee to notify a child's parent or emergency contact and the medical health officer when a child is or may have been involved in a reportable incident.

- How can incidents be reported?
  - Complete the incident report form. The complete form can be faxed, emailed, or hand-delivered to your local community care licensing office. If faxed, it is not necessary to send the original form.
  - Retain a copy of the incident report for center records.
  - Childcare licensees have 24 hours to notify the medical health officer.



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## Emergency Procedures – Fire

### POLICY

Fire drills are mandatory and are to be carried out once a month, regardless of the weather conditions or season.

### PROCEDURE

- The necessity for their child to wear inside shoes with a firm sole.
  - When the fire alarm is set off (Or a drill is taking place): staff will go to the nearest exit and open the door, calling the children to follow and gathering them quickly. The staff will lead the children outside to the safe meeting place.
  - We will bring with the emergency backpack, a sign-in sheet and emergency medications to the outside meeting place (in front of the building)
  - Staff will look through each room before leaving the building.
  - Reassure the children. In the meeting area Children will verbally respond (here) as their name is called. If a child does not respond when their name is called, the staff member doing roll calls must make eye contact with that child before moving on to the next child. If no eye contact is made, that child will be presumed missing.
  - If a child is discovered missing, staff may enter the building, if it is safe to do so, to look for the child.
  - If it is unsafe to enter the building, the fire department will be informed. A description and photo of the missing child will be given to the fire department when they arrive.
  - 6. When all is clear, walk back into the building. After returning, take attendance again, using the attendance list.
- **The importance of letting us know when you will not be attending Starfish center before 9:30 am.**

**If the emergency does not require the evacuation of the entire building, we will remain in the meeting area.**

**Should the emergency require total evacuation, the children will be taken to:**

**Barbour Park 5 minutes'  
walk: North Vancouver, BC,  
V7P 1Y9 Phone number:604-  
500-3049**

## Emergency Procedures – Earthquake

### POLICY

Starfish conduct earthquake drills following the emergency evacuation procedure like the fire drill.

### PROCEDURE

- During a simulation, children and staff practice duck and cover, defensive positions and remain under cover facing away from windows for a full 60 seconds, unless immediate evacuation is necessary (fire, gas odour, building collapse).
- All staff have current first aid certificates and have also attended Emergency Preparedness courses. We will be in communication with local emergency services.
- At the command of 'earthquake' the children and staff:
  - Drop under a desk or table Hold on to the desk or table leg. If there aren't enough sturdy pieces of furniture to get under, practice taking cover next to inside walls, away from windows, overhead light fixtures and tall pieces of furniture which might topple over when the ground shakes. Assume the duck and cover position on knees, head down, hands clasped on back of neck or head covered with book or jacket.
  - Stay under cover after the earth stops shaking for 60 seconds (staff will count aloud; it is calming and earthquakes or aftershocks rarely last longer than 60 seconds).
  - It is important to practice ducking and cover drills outside in the play area, too.
  - When the time is up and we deem evacuation is safe, children muster in the yard following the fire drill procedure outlined above. In thiopentone earthquake occurring, the following procedures will be followed:
    1. No child will be released from the center unless a parent comes for him/her.
    2. The children and staff will remain at the center if the building is safe.
    3. Should the emergency require total evacuation, the children will be taken to:  
**Barbour Park 5 minutes walk:**  
  
**North Vancouver, BC, V7P 1Y9**  
**Phone number:604-500-3049**
    4. In the event of an earthquake, please do not call the Centre; we must have the lines open for emergency calls.
    5. Following an earthquake, do not immediately drive to the Centre; streets and access to the Centre may be cluttered with debris; the Centre's access route must remain clear for the emergency vehicles.
    6. Ensure your child always has a complete change of clothes in his/her cubby.
    7. Ensure your child always has a pair of well-fitting running shoes with thick soles.



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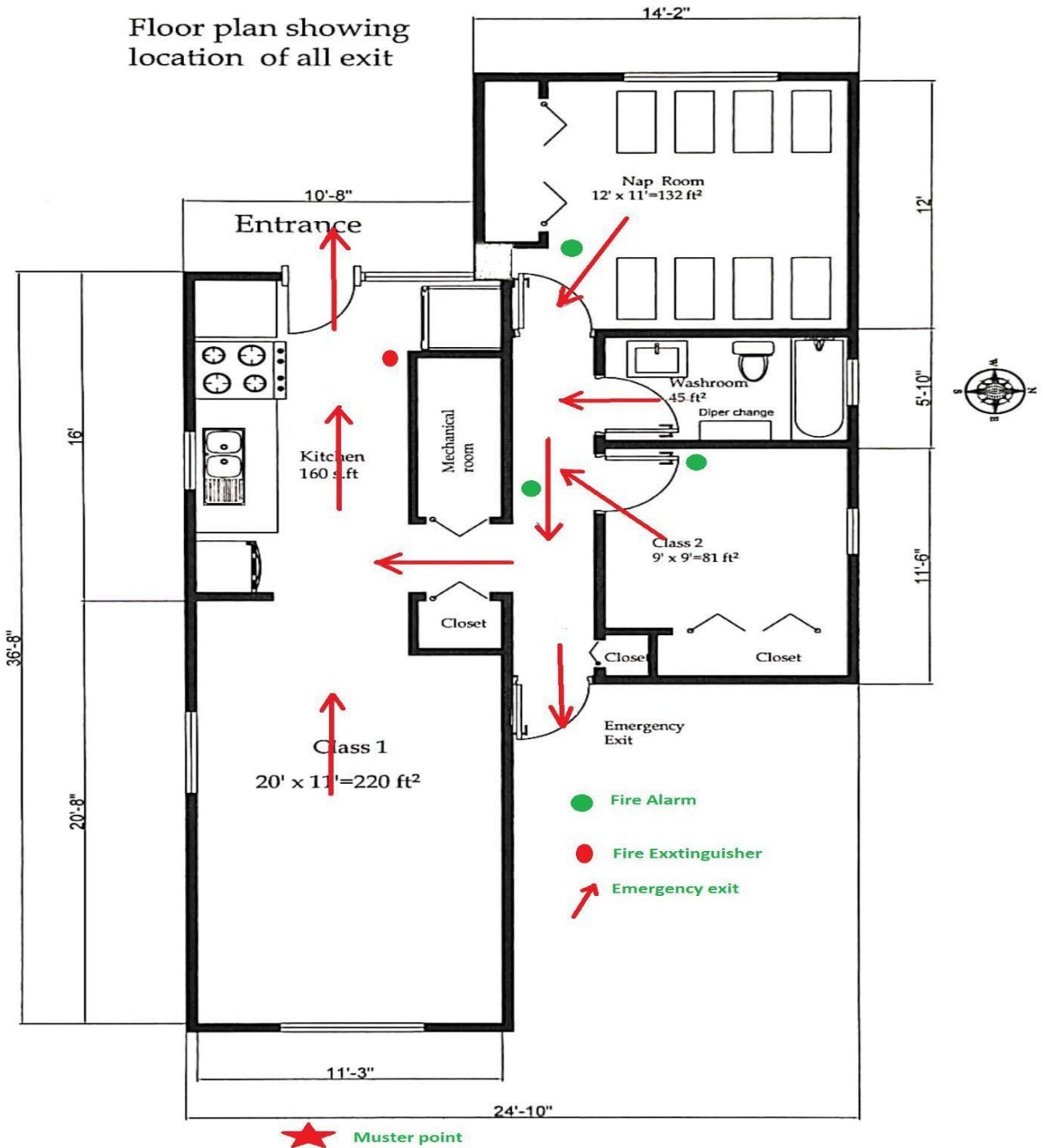
## Emergency Procedure for a Lost Child

### PROCEDURE

1. Search the area quickly.
2. If a child is lost at the center, we gather the children and take attendance. We will do a quick (5 minutes or less) search. Then notify the police, and the child's parents.

### FLOOR MAP

Floor plan showing location of all exit





## NAPPING

### POLICY

Children all come with their sleeping patterns. Our center will try to meet the patterns while putting them into the routine of the center.

### PROCEDURE

- Every day after lunch will be rest time.
- The length of naps depends on the individual child.
- Nap time for babies who only need 1 nap will take place at 12:30. Older children rest in the afternoon only starting at 12:30pm.
- Rest is essential to a child's day, and they will accept this more if it is a regular part of their day. They will not be forced to sleep. Rest time provides rejuvenation for the busy afternoon program ahead. We make every effort possible to provide an environment that is quiet enough for those who need to sleep, yet not too restrictive for those who do not.
- Special Blankets for Nap Time Children are welcome to bring stuffies or special blankets/sleep sacks from home to use at rest time. This will be kept to a minimum and on a necessary basis.
- Special nap objects will be stored in your child's cubby and brought out at rest time. Each child has an individual sleeping mat.
- Sheets, sleep sacks and blankets are sent home on Friday for washing. Please make sure you write your child's name on the blanket.
- Naps are not mandatory and children who have outgrown naps will have quiet time to read books, do puzzles or other appropriate activities.

## TOYS FROM HOME

We do allow children to bring items from home. If we find that the item is causing difficulty between children or that the child is not engaging in the surrounding environment, we will ask the child to put the item in their cubby. Please keep in mind that it is possible that anything she/he brings into the center to get lost or broken in our active environment. If your child wishes to bring an item, please choose with practicality and safety in mind. We also ask that you do not bring swords, guns, or other pretend weapons into the center.

## BIRTHDAY

Birthdays are an incredibly significant and special part of children's lives. For birthday celebrations we will give your child a birthday card with the teacher's birthday wishes and children choose a small present from the "Birthday Box". Families are welcome to provide special nut-free treat.



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## ADMISSIONS

We welcome all interested families to submit their information through our website: [Starfishchildcenter@gmail.com](mailto:Starfishchildcenter@gmail.com). Once received, we will enter your information into our system and contact you as soon as a space becomes available.

### Orientation

After an offer of space has been accepted, we will contact the family to arrange a tour. The tour will last approximately 45 minutes and will provide the parents with time to ask questions and to see the center.

## Registration Procedure and Payments

Once an offer of childcare has been accepted, the owner will contact you to finalize enrolment and proceed with registration.

After probation, if you do not require space, we require **two calendar months' notice of withdrawal** and failure to provide proper notice may lead to a full month's fee.

The legally binding contract clarifies expectations of the family and Starfish center including fee payments, withdrawal notice and health and safety issues. The signed contract and all required registration forms must be returned to the office before your child's first day. We reserve the right to terminate a family's enrolment based on non-compliance of our policies.

## GRADUAL ENTRY

Starting childcare can be a big adjustment for the child and the whole family. Even children who have been in childcare before need time to get to know new people before they become comfortable in a new space. To support children and families through the process of adjustment and acquaintance a gradual entry is required. The gradual entry schedule lasts approximately one week and begins with short visits building up to a full day of care. This week is meant to help children, parents and the program's early childhood educators get to know one another. It is preferred that a parent be the adult dropping off and picking up the child during the gradual entry week to allow opportunities for daily discussion with the staff. However, understanding that this is not always possible, another close relative can be involved in the gradual entry

process. The gradual entry process cannot begin until all required paperwork for in the childcare program has been completed.

## SEPARATION TIPS

Separation can be stressful for parents as well as children. We are here to help in this sometimes difficult, but very common, developmental process.

Some children are upset during their first few weeks, and some don't express anxiety until a few weeks later when they feel comfortable enough to do so. This is completely understandable. because they are in a new environment with people, they might not know yet. It will take time for them to develop bonds and relationships with the teachers and children in their room. Try A brief goodbye. Delaying departure is hard on the child and the parent, as both become more upset and reinforce each other's fear feelings. If your child is upset when you leave the center, feel free to call us or send us a message through WhatsApp. We will give you continuous updates of your child's progress.

Please know that we will comfort and reassure your child.

If your child is extremely upset and we are unable to calm him/her down, we will call you. Most children do settle quickly as they are reassured by the teacher and become interested in the toys and other children.

If a child has severe separation anxiety and adjusting to the center is becoming too stressful, staff will discuss the situation with you, and we will try and find a solution that's in the child's best interest. Patience and communication are key during this process.

## FIRST DAY

On the first day, you should bring the following items:

- Two complete labeled changes of clothing including socks (weather appropriate)
- A pair of labeled non-skid indoor shoes to be left at center (can be slippers or any type of soft shoe that is used for indoors only)
- Diapers (or extra training underwear or pullups), wipes, cream
- Labeled Fitted crib sheet, blanket and/or cuddly for rest time.
- Labeled Waterproof Muddy buddy (seasonal)
- Labeled Rain boots (seasonal)



- Labeled Sunhat (seasonal)
- Labeled Sunscreen (seasonal)
- 
- A labeled water bottle to be left at Starfish center (no straws if possible)
- A family photos.
  - You might wish to add personal items such as a small cuddly or toy, small favorite book, photos of your family with names of the people written on the back.

**PLEASE DO NOT BRING:**

- Candy, gum, or popcorn
- Clothing or shoes that are difficult to put on/take off.
- Flip-flops

## **PHOTOGRAPHS POLICY**

Pictures taken in childcare will be for the enjoyment of the program participants, and for program promotion as needed. A consent form must be signed by the parent before the child is photographed.

### **PROCEDURE**

- Each parent will be asked if photos can be taken of their child. A photo consent form will be given to each parent and kept on record.
- If at any time, the parent or legal guardian wishes to not grant Nursery Rhymes permission to photograph their child, it is their responsibility to inform management of their request.

## **NO SMOKING POLICY**

Smoking and the use of smokeless tobacco are prohibited at childcare centers.

### **PROCEDURE**

Anyone wishing to smoke must do so outside of the childcare center.

## **CLOTHING AND POSSESSIONS POLICY**

Clothing should be comfortable, easy to put on and remove, easy to care for, and labeled with your child's name. Please send your child in "play clothes". We offer art activities, water, sand, and outdoor play, so children need to wear clothing that allows them to move about freely and get dirty.

### **PROCEDURE**

please provide:

- One change of clothes. Every child needs to have an extra set of labeled clothing, including pants, shirt, underpants, and socks.
- Please check periodically to make sure they are seasonally appropriate and to be sure your child has not outgrown

it. It is also important to replace items once they are used.

- An adequate supply of diapers and wipes, pull-ups, or underwear.
- Warm outdoor clothing (mittens, hat, boots) in the fall and winter seasons
- Sun hats, boots, and raingear in the spring and summer seasons
- Skid-proof, non-marking indoor shoes.
- Children do not always recognize their own clothing. To eliminate confusion, it is requested that all clothing be clearly labeled with your child's name.
- **Shoes:** All children should also have a pair of non-skid indoor shoes to be left at the center. To dress your child for outdoor play, we recommend:
  - Summer: Sunhat, T-shirts, shorts, closed toe or sport style sandals, sunscreen, insect repellent (optional).
  - Winter: Full snowsuit (preferably with a hood), hat, mitts, warm waterproof winter boots and neck tube – no gloves, no scarves.
  - Spring / Fall: Waterproof splash pants, waterproof rain jacket, rubber boots light mittens, light jacket, or sweater.
  - Sun Protection: During the warm season, please provide a bottle of sunscreen with your child's name clearly labelled. Children should have their sunscreen applied at home before their arrival at the center. We will keep your child's personal bottle of sunscreen handy and will re-apply when warranted. Please try to avoid strong scented sunscreens. If you do not want your child to wear sunscreen, please let us know.
  - Summer Shoes: For safety reasons, we ask that children avoid wearing flip flops in our playground. It is okay to wear these insides, but it can be difficult to run, jump and explore safely in such shoes. We also ask that children have closed toe runners at the center.

## FEES POLICY

It is important to be aware that the government will renew the price each year during the starfish Child center annual contract. All parents will be notified of the new prices by the daycare. Fees shall be paid in full by the parent regardless of the child being absent due to sickness, vacation, or any other absences.

Fees are to be paid within 5 business days of the first day of each month. If applying for Childcare Subsidy, it is the parent/guardian's responsibility to fulfill all the Childcare Subsidy Branch requirements to maintain the daycare subsidy and maintain payment dates.

**For your convenience (and to receive points!) You can make automatic monthly payments with your credit card (Visa or Mastercard only).**

- Monthly fees must be paid within 3 business days after the first of the month. If applying for Childcare Subsidy, it is the parent/guardian's responsibility to fulfill all the Childcare Subsidy Branch requirements to maintain the daycare subsidy and maintain payment dates.

If the parent/guardian becomes ineligible for any subsidy, they will be responsible for paying the full monthly fee.

- It is the parent/guardian's responsibility to keep all information current with the childcare subsidy branch and Starfish Childcare Center (relationship status, work/school status, family income, reason for care, address, phone number, etc.)
- Parents are responsible for the portion of fees that are not covered by subsidy and will be billed monthly for these fees.
- The fees are non-refundable. This includes absences due to illness (colds, flu, sore throats, etc.) or vacations. There are no exceptions and absences will NOT be reimbursed.
- When we close for staff holidays, the fees for the month will remain the same.
- Fees are due on the 1st of the month. There is a \$10 late fee for payments received after the 6<sup>th</sup> of the month and a \$25 charge for all N.S.F. cheques.
- If fees are not paid within the set date, the child will not be accepted at the daycare until the fee is paid in full.
- Total tuition is required regardless of statutory holidays, child's illness, and personal vacations.
- If the parent/guardian is eligible for subsidy they must provide daycare with copies of the application and supporting documents. A subsidy acceptance letter must be received by our center before attendance.
- Renewal of the subsidy must be started at the beginning of the month that the subsidy expires, and copies of forms must be kept on file until the acceptance letter is received.
- If parents wish to start their child before subsidy acceptance, a cheque for the month will be requested. The parents will be reimbursed for their fees once the subsidy is received.
- If fees are not paid by the 3rd week of the month, the child will be withdrawn from the program until they are paid in full (a \$50 late fee will be assessed).
- Payments can be made by cash, postdated cheque and e-transfer.

## **LATE PICK-UP POLICY PROCEDURE**

All children must be picked up by 5:30 PM on attendance days. There is an extra charge of \$15 for the first 15 minutes (\$1 per minute) and \$25 per hour for late pick-up upon each incident. In case of no-shows for pick-up arrangements:

- Staff will make all attempts to call contact numbers including emergency contact numbers.
- If staff are not successful in contacting anyone authorized to pick up, they will call

Ministry for Children and Family Development and the child will be released into the Ministry (604-981-0008)

- We will inform the bill of the incident so it can be put on next month's billing.
- We will not take the child home under any circumstances.

## Registration Requirements

### PROCEDURE

we require:

- A completed Registration Form Package
- A completed Immunization Form & Record
- General Consent Form
- \$100 Nonrefundable registration fee

## PROBATIONARY PERIOD

### PROCEDURE

The probation period is a time for supervising and sets the steps for future performance expectations Both parents and caregivers have the right to child(ren) withdrawal if the child is unable to adapt or adjust within the first two weeks or in the caregiver's opinion has social, emotional, or physical needs that the caregiver feels he/she is unable to provide for. **5 days' written notice** is required for either the parent or the caregiver for a full refund of your deposit. If you noticed after 2 weeks deposit will return to you But the fee will be charged only for the days attended during the probationary period. Please pay attention that, \$100 registration fee is Nonrefundable.

## WITHDRAW

### PROCEDURE

- Registration requires **one month fee** as a deposit. If you want to withdraw or make changes early, give **three months notice**. Your deposit will be refunded if you notify us in writing by the 1st day of the month before the change. If you don't, You'll lose your deposit.

**It is not possible to save or reserve a spot for a returning child. If a family wishes to keep a space, they must pay for it if they are absent. When planning to travel, it is mandatory to pay the full monthly fee. If the parents fail to pay all monthly fees, the daycare may release the child from the center after one week and the deposit will not be refunded.**

## Facility's Request for Withdrawal

### PROCEDURE

Starfish Child Center LTD. 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 center is unable to satisfactorily resolve a problem with a family.
- If a family member harasses, threatens, or commits a violent or unlawful act toward the owner, child or other family involved in the program.
- If, in the assessment of the owner, a child is unable to be safely managed in a group of children within the given adult-to-child ratio, in this case, termination of services will be a measure of last resort.

### SUBSIDIE

There are currently two options available to families to help with the cost of childcare:

#### 1. Childcare Fee Reduction Initiative (CCFRI)

Starfish has opted in for the fee reduction initiative and our fee schedule reflects our fees minus the initiative.

2. You may be qualified to receive government subsidy dollars to reduce the cost of child center. To find out if you qualify, please contact: Child Care Subsidy Service Centre PO Box 9953 Stn Prov Govt Victoria, BC V8W 9R3 Tel: 1-888-338-6622 Fax: 1-877-544-0699 Online applications can be found at:

<http://www.mcf.gov.bc.ca/childcare/application.htm>

Please make sure that you meet your deadlines for filing with the Child Care Subsidy Service Centre, as we require their confirmation on all amounts you are eligible to receive prior to the first of each month that fees are due. If we do not have this confirmation, you will be required to pay the fees in full and receive credit for them when we receive the confirmation.



Starfish child center  
1657 Philip Ave, North  
Vancouver, BC, V7P2V9  
Tel: (604) 500 3049

## HOURS OF OPERATION AND HOLIDAYS

We strive to match the holidays and seasonal breaks of Vancouver public schools.

Monday – Friday	8:00 AM - 5:30 PM
Saturday	Closed
Sunday	Closed

Our center is closed for all the following Statutory Holidays

Labor Day	Thanksgiving Day	Remembrance Day
Christmas Day	Boxing Day	New Year's Day
Good Friday	Easter Monday	Victoria Day
BC Family Day	BC Day	Canada Day

**Christmas Eve (4:00 p.m. close)**

The center will also be closed for staff vacations.

### Holidays & Breaks

- **Spring break: From June 29th/2026 to July 13th/2026**
- **Winter break: From December 25th/2026 to January 5th/2027; Christmas and New Year holiday**
- **Please note that if a statutory holiday falls at the weekend, the daycare will be closed next Monday.**
- **When we close for staff holidays, the fees for the month will remain the same.**

## EMERGENCY AND UNSCHEDULED CLOSURES

In case of inclement weather conditions (snow, storms, forest fires, heat waves) or power outages which would prevent Starfish from providing care, the Regional Director will make an early morning decision to close the center based on **the North Vancouver School District**. Snow closures – In the event of heavy snowfall, our priority is the safety of our families and staff. We do try our best to remain open every day throughout the winter, however, if the public schools in our School District make the decision to not open schools because the roads are deemed too unsafe for travel, Starfish center will also be closed.

Should we have a power outage during the day, we will call BC Hydro to check how long the outage is expected to last. If the power outage is going to be indefinite, or if we are unable to provide adequate services because of no heat or light, you will be contacted and asked to pick up your child. Teachers will remain at Starfish center until the last child leaves.

**Parent signature:**

**Date:**



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