



Policies and Procedures for Tynehead Learning Centre

To see our COVID-19 policies and prevention plan, please visit: tlcsurrey.ca/covid-19

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Behavioural Guidance Policy

The centre will adhere to Child Care Licensing Regulations Division 2 – Sections 51 & 52.

In case of inappropriate behaviour there may be a need for intervention by the caregiver. The following intervention strategies will be used to help ensure that guidance is supportive.

1. Gain attention in a respectful way

2. Remind children of more appropriate behaviour
3. Acknowledge feelings before setting limits
4. Redirect or divert when appropriate
5. Model problem-solving skills
6. Offer appropriate choices
7. Use natural and logical consequences
8. Provide opportunities for children to make amends.
9. Rather than demand a superficial apology, encourage genuine opportunities for children to restore relationships after an incident of hurt or harm.

Any serious concerns will be discussed with the family so that we might work together to encourage appropriate behaviour.

The staff will always be respectful towards children and will not use abusive language. A child will not be subjected to violent behaviour of any kind including shoving, hitting or shaking.

Nutrition Policy

Safe drinking water will be available for children at all times.

Our programs do not offer foods for lunch and snacks. Parents are encouraged to pack healthy and nutritious lunch and two snacks for the day. Healthy foods selection promotes good health and gives the child the opportunity to establish good eating habits. Due to children with food allergies, parents will be asked not to bring any food containing nuts into the centre.

In the event of a birthday or cultural celebration, families can bring pre-packaged, store-bought treats for all children. We ask that these treats are nut free. Please provide us with one week's notice prior to the event. We will notify families accordingly in case they prefer to make alternative arrangements for their child.

Transportation Policy

Children are dropped off and picked up by parents or a designated person. The field trips will require parent participation and staff will meet parents and children at the

destination. Children will not be driven by staff.

Active Play Policy

Regular physical activity enables healthy development and instils positive lifestyle habits. The centre will provide children with a designated area for safe outdoor play for at least 60-120 minutes per day.

Fee Payment

Child care fees may be paid 6 months in advance or on a monthly basis. We accept pre-dated cheques or Interac e-transfers. Parents will be issued two warnings if payments are not made on time. Failure to pay fees will result in withdrawal of care.

Screen Use Policy

For the most part, we avoid screen time. On rare occasions we will allow a very limited amount of screen time with a maximum of 30 minutes a week of screen time.

Repayment Agreement Policy

Families intending to withdraw their child from the program can receive a refund of any prepaid fees if they submit a one month notice about the withdrawal.

Health, Illness and Communicable Disease Policy

Tynehead Learning Centre will require parents keep their child at home, or make alternate arrangements, if the child displays the following symptoms within 24 hours:

- A fever
- Infection of the eye or skin
- Any type of contagious or communicable disease such as flu, measles, mumps, rubella, or chicken pox
- Vomiting
- Diarrhea
- Bad cough
- Coloured discharge from the nose

Immediately report to staff any contagious or communicable disease.

If a child becomes sick at daycare, we will ask the parent or authorized emergency contact to pick up the child.

The staff will isolate the child from the other children and make them as comfortable as possible. Please keep the child at home until they are well enough to attend.

Our staff will not administer medication except for epipen or puffer provided to staff by the family with a doctor's note and a care plan.

Allergy Policy

Parents need to inform the daycare staff in writing if their child has any allergies.

1. Required forms will be provided by staff as soon as an allergy is reported.
 2. Allergies will be posted on a bulletin board for all staff to see.
 3. A Care Plan card will be written up on the steps to take if the child has an allergic reaction.
 4. Parents will be informed immediately of any allergic reaction and the steps taken.
 5. In order to administer an epipen or puffer in case of an emergency, we will require a doctor's note.
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Emergency Preparedness Plan Policy:

In case of an emergency, Tynehead Learning Centre has an Emergency Preparedness kit. This kit contains enough emergency supplies to take care of all the children in the daycare and the staff for at least 72 hours.

Emergency Evacuation Procedure:

1. In the event of an emergency that requires us to evacuate the daycare, we will take our emergency kit and all the children to our emergency meeting place at William Davidson School 15550 99a Ave, Surrey, BC V3R 9H5.
2. Each child will have an emergency contact card, with the child's name, medical number, emergency numbers and contact people. This will be taken and parents will be contacted for pickup as soon as possible. We would leave notes on the doors of Tynehead Learning Centre about our relocation.

4. You, as the parent, will be asked upon enrollment in the daycare to prepare an EMERGENCY COMFORT PACK for your child consisting of: a family photo, small stuffy, extra set of clothing & baby formula or food, if needed.
5. Our emergency plan will be tested at least once a year.
6. In the event that our local number cannot be reached, you may contact our out of town emergency contact: Umair Jaffar 1 647 771 0351.

Release of Children Policy

The staff at Tynehead Learning Centre child will only release children to a parent or legal guardian unless an alternative arrangement is specified on the registration form.

1. Parents must notify staff in writing if the designated pick up procedure needs to change
2. Government-issued identification will be required if the person picking up the child is unknown to the daycare staff

Reportable Incidents:

Any minor incidents or accidents will be reported directly to parents on a timely basis and documented in the Centre's log book.

Tynehead Learning Centre will adhere to Child Care Licensing Regulations if a reportable incident occurs. We acknowledge that in addition to notifying parents, an incident must be reported to the Licensing officer if it is listed as a reportable incident under the Residential Care Regulation. We will do this by completing the incident report form. The completed form will be mailed, e-mailed or hand delivered to the local community care licensing office within 24 hours.

Gradual Admission

It is recommended that a child become acquainted with the child care setting in a gradual way. This process helps to make the transition to the centre a smoother experience.

Withdrawals

We require one full month written notice if you plan to remove your child from centre permanently. To ensure children's success it is important to ensure their placement at a centre is appropriate. If it is determined the centre is not able to accommodate the child's needs, the centre will work in partnership with the family to ensure all appropriate supports have been explored and develop a transition plan for alternate child care if necessary.

Child Information Records

It is the parent's responsibility to provide the centre with current information pertaining to the child. This includes names, home and business telephone numbers, addresses, e-mail, emergency contacts, etc. Please ensure that the centre manager is notified of any changes to the child's records.

Child Absences

The parent is responsible for informing the centre about the child being absent for paying the full fee for any absent days.

Late Pick Up

If you will be late to pick up your child, please notify the centre as soon as possible. In these circumstances please be prepared to provide the centre with information about alternative arrangements you have made. If no arrangements have been made, the centre will attempt to reach the emergency contacts you have provided. If they cannot be reached, the centre, as a last resort, will contact the Ministry for children and family.

There is a late pick up charge as well. \$10 will be charged for 15 minutes.

Clothing

Parents are required to provide an extra set of clothing for their child that will be kept in the centre.

Illness or Accident

If your child becomes ill or gets injured at the centre, the staff will provide immediate first aid. If the situation is serious, we will contact you or the emergency contact person(s) on

file. If required, we will transport your child to the nearest hospital or medical facility. In the event that your child receives an injury while attending the child care centre, the staff will prepare an accident form for your signature. If your child has an accident or injury at home, please inform staff when the child comes into care the following day. When your child is returning to care after having a communicable disease, we will require a note from your doctor to confirm that the child is free from

Immunization and Vaccines

We are currently only accepting children who have received the appropriate vaccinations for their age group.

Parents are required to provide current and up to date immunization information upon request to the centre so that the child's file can be updated on a regular basis.

If an outbreak of a communicable disease occurs, any child who is not adequately immunized will not be able to attend the child care facility unless the child receives the required vaccine or until the outbreak is over.

Duty to Report

Our staff is required under the Child and Family Services Act to report his/her belief that a child may be in need of protection: "A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and information, upon which it is based, to a society." The legislation specifically requires individuals who perform professional or official duties with respect to children such as the "operator or employee of a childcare facility," to report suspicions of child abuse. If in the course of their professional duties, the supervisor and/or staff of the child care centre have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to the Ministry.
