



# **covenant kids christian daycare**

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**willoughby  
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Covenant Kids Christian Daycare, reflects Christ's love to each family as we provide a safe, creative, and nurturing environment for children.

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## 1. ABOUT US

*Covenant Kids Christian Daycare (hereinafter CKCD)* is a non-profit daycare which has been in operation since September 1992. We are a Christian daycare that is operated under the direction of Willoughby Christian Reformed Church with the purpose of providing quality loving care for children and to be a support to the families in our daycare.

We are pleased to welcome parents and children to our daycare. It is our hope that parents and children will enjoy our program and that parents and guardians will feel confident in leaving their children in our care. Our daycare program is based on Christian values that are taught through Bible stories, songs and prayer, grounding the children in the word of God.

Covenant Kids Christian Daycare is a licensed daycare through Fraser Health; we are licensed to provide care for up to 72 children. We offer three different programs.

- |   |                               |
|---|-------------------------------|
| • Infant and Toddler (licensed for 12 Children) | 4 children to 1 staff member  |
| • 3-5 Year Olds (licensed for 25 children)      | 8 children to 1 staff member  |
| • Out of School Care (licensed for 35 children) | 12 children to 1 staff member |

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## 2. OUR PHILOSOPHY

It is our aim to provide a positive and loving atmosphere that enhances each child's growth. The staff recognizes each child as a precious creation of God and as an individual with his or her own particular and unique personality. We hope through our example and teaching that the children and families will know they are valued and loved by God.

Children also need the opportunity to experience growth in a number of areas; social, physical, intellectual, creative, emotional and spiritual. Our program reflects this through a number of activities such as art, music, circle times, dramatic play, Bible stories, fieldtrips (school age children), quiet and active play. We encourage children to learn through their play and encourage children to be independent in their thinking as they learn to problem-solve.

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### 3. STAFF

Our staff members are experienced professionals who are well qualified and highly motivated. All Educators on staff are licensed with the Provincial Community Care Facilities Licensing Board. Each staff member is certified with First Aid Training and all staff have had Criminal Record Check.

#### **Substitute Teachers**

When a regular staff member is absent for any reason, a competent and qualified substitute will be called in to cover that position. All substitutes are required to have a current criminal record check on file at CKCD.

#### **Student Teachers & Volunteers**

CKCD is open to accepting Early Childhood Educators for observations, practicum placements and volunteers. All these participants are required to have a criminal record check before participating in our program.

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### 4. HOURS OF OPERATION AND CLOSURES

CKCD operates during the following schedule:

<i>Infant and Toddler Program</i>	6:45 am – 5:30 pm Monday through Friday
<i>3-5 year old program</i>	6:45 am – 5:30 pm Monday through Friday
<i>Out of School Program *</i>	6:45 am – 8:15 am Monday through Friday and 2:30 pm – 5:30 pm Monday through Friday

Bus transportation will be provided for children to their school as long as they arrive at the daycare by 8:00 am.

## **Closures**

**Extreme** circumstances may change these hours of operation. All parents will be notified ahead of time by email.

Parents will be notified of all the holidays and daycare closures through monthly newsletters and notices posted on the door. The daycare is closed all weekends and the following holidays:

*New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day & Boxing Day.*

The daycare is closed the week between Christmas Day and New Year's Day and for one Staff Professional Development Day in November.

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## **5. PROCEDURES FOR ADMISSION**

We accept children ages 6 months to 12 years old (end of grade 6)

### **Waitlist**

There is a waitlist application. The daycare Director maintains a waitlist for all programs and will fill vacant spaces according to the order in which the list is filled. The Director does have the discretion to select otherwise according to the needs of the child and of the group. For example: *siblings will have priority over other children on the waitlist as will children who have attended CKCD at an earlier date.*

Priorities for enrollment are:

- Children already attending the program part time
- Children who have siblings already enrolled in daycare
- Children on the waitlist

### **Gradual Entry**

Starting a new daycare for a child is an important event and we want this to be a positive, worry-free experience for all children. It is natural for children to have many questions or concerns even though they may not be able to express them in words. To minimize a negative first-time experience, we **strongly recommend** a gradual entry for the Infant and Toddler Program and the 3 - 5 Year-Old Program. This will be done before your

child's start date and the Program Supervisor will contact the parent to set up an entry schedule.

***Parent(s) must be available to come to CKCD early if the child is having a really difficult time.*** If circumstances do not permit to follow through with gradual entry, arrangements may be made with a relative or an approved friend for emergency pickup.

In rare circumstances, if a child is having a difficult time with the gradual entry, this daycare may not be the right place for him/her, and the daycare administration may choose not to enroll this child.

Since there is not a gradual entry for the Out of School Care Program, the child who has been accepted into care will be on a 3 month probation period to make sure this daycare is the right fit for him/her.

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## **6. REGISTRATION AND FEE POLICIES**

When a parent registers a child, the following procedures are required before your child attends CKCD:

- Payment of a non-refundable \$100.00 registration fee - due at registration package pick up.

**To complete registration, the following must be brought to the Daycare Director within one week of being contacted and the spot accepted:**

- A completed registration package: enrollment forms, parent policy agreement, two emergency cards and immunization record.
- A non-refundable deposit of 50% of the monthly daycare fee. This will be applied to the first month a child is registered to attend CKCD.
- A post-dated cheque for the remaining 50% of the first month's daycare fee.

If the registration package is not returned within the two-week time period, it will be understood that the parent/guardian has chosen not to register their child and the next person on the waitlist will be contacted. If the parent requests a new start date after the registration process has begun, this spot may be given to the next person on the waitlist and if requested, this parent's name will be returned to the bottom of the waitlist. If a spot becomes available, a new registration process will start.

Payment can be made by cheque (6 months postdated at a time preferred) payable to “*Covenant Kids Christian Daycare*” or by E-Transfer to: [ckcdbookkeeper@gmail.com](mailto:ckcdbookkeeper@gmail.com).

### **Mid-month Registration**

Parents who enroll their child in the middle of the month will pay a fee that will be calculated from the starting date until the end of the month. In the following months, payment will be made in full at the first of each month.

### **Withdrawal Policy**

Should a parent wish to withdraw a child from CKCD, ***at least one month's notice is required. If one month's notice is not given, one month's fee is owed.*** Written notice must be given to the Director no later than the first of the month prior to the month the parent wants their child to leave (*ie Giving notice on January 1<sup>st</sup> means your child will no longer attend CKCD starting February 1<sup>st</sup>*).

### **Professional Development Days or Seasonal Breaks**

To make sure we are able to coordinate staffing for school Pro D Days, there will be a sign-up cut-off date two days before the actual Pro D Day. Payment will be required at that time. The sign-up sheet will be posted five business days before the cut-off date. On a Pro D Day or Seasonal Break for which a child was signed up to attend CKCD and the child does not attend, there will be no refund.

For Spring Break and Christmas Break, parents will receive individual sign-up forms indicating the days they will require care for their child. It too will have a cut-off date.

Parents are requested to pay the fee and submit forms by the cut-off date so we can provide care for their child. If payment is not submitted by the cut-off date, we will not be able to provide care on those days.

### **Receipts**

Childcare fees are tax deductible and a receipt for income tax purposes will be issued in February of any given year.

### **Date of payment and post-dated Cheques**

Daycare fees are charged to parents' accounts on a monthly basis and are payable on the first day of each month. Please provide post-dated cheques six months at a time (January – June, July – December), dating them for the first day of each month. Please note that all cheques are cashed on the first business day of each month. Please ensure sufficient funds are available to cover the full monthly fee.

### **Non-payment of fees may result in dismissal of your child**

Full fees are required regardless of days missed due to illness, inclement weather, vacation, 5 business days in December, Daycare Pro D Day (November) and statutory holidays. This applies to all children, whether attending full-time or part-time.

These fees are subject to change as increasing costs and government subsidies dictate. All users will be given **2 months written notice** before monthly fees increase.

### **Affordable Child Care Benefit**

For those families who qualify for the government Affordable Childcare Benefit - please inform the Director upon registration. It is the parents' responsibility to keep their benefit current and they will be responsible for the full daycare fee if this subsidy is not kept current. The Director will send them a reminder notice at the beginning of the month in which it expires. Parents are to pay any fees over and above the monthly benefit payment. Questions regarding the Affordable Childcare Benefit should be directed to the Child Care Service Center: 1-888-338-6622.



### **Late Fee**

Parents are asked to call the daycare if they will be late. **A late charge of \$10.00 for each 10 minutes or portion thereof after 6:00pm will be charged when the child is picked up** (ie: 6:02 \$10.00, 6:12 \$20.00). The fee is payable immediately to the person on duty that day.

### **NSF Cheques**

NSF cheques received will result in a \$25.00 service fee that will be charged to a parent's account. Payment of full cheque amount and service fee, in cash, is due the day following notification. A money order, certified cheque or cash will be required after two NSF cheques are received. After three NSF cheques are received your child may be asked to withdraw from the daycare.

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## **7. ARRIVAL AND DEPARTURE PROCEDURES**

We strongly recommend that children in our Infant & Toddler and our 3-5 program arrive at the CKCD by 9:00 am so they can participate in all of our activities for the day. Please let us know if they will be arriving after 9:00 am.

During the school year, all children from our Out of School Care program must be at CKCD by 8:00 am in order for us to provide transportation to school.

During July and August, all the children from our Out of School Care program must be at CKCD by 9:00 am as we will be leaving for fieldtrips close to this time.

- Entrance to the Infant and Toddler room is through the outside door by the playground.
- Entrance to the 3-5 room is through the north doors and staff will collect children from the hallway door.
- Entrance to the Out of School room is through the main entrance and follow the hallway to the Out of School room.

Parents arriving with children are kindly requested to bring their children into their designated room at CKCD; no child is to be dropped off outside the daycare facility. CKCD is not responsible for the welfare of a child who enters the daycare unaccompanied. By signing in and out, parents officially sign over the care of their child to the daycare staff. For safety reasons, all parents or authorized persons are asked to enter and exit through the designated doors.

### **Signing Children In and Out**

Upon arrival, a parent must sign their child in on the Sign-in-sheet. The sign in sheet includes the arrival time, estimated pick-up time, and the actual pick-up time. Please initial at drop off and pick up. There is a “comment” column for any messages that staff should know about. Please also verbally let staff know of any messages. ***This procedure is absolutely vital since, in the case of fire or other general emergencies, the Sign-in sheet will be used to account for the children.*** Parents are requested to make sure staff is aware of their child’s arrival.

Infant and Toddler parents upon arrival are required to fill in the parent portion of the intake sheet each morning.

**Upon Departure**, the parent must sign out the child where designated, and must make sure staff is aware of the child’s departure. All children must be accompanied by a parent or their authorized adult.

### **Parking**

When dropping off or picking up children, vehicles must be parked in the designated parking spots with their engines off. Be sure to remove valuables such as purses and wallets from the vehicle.

***The area located in front of the main doors is a designated Fire Lane and vehicles may not be parked in that area - even if someone is waiting in the vehicle.***

**Please observe the 10km/hr speed limit in our parking lot!**

### **Authorized Pick up**

Upon registration at the CKCD, the parent will indicate on the **Emergency Cards** provided, who is permitted to drop off or pick up their child. Parents are required to provide a written note (preferably) or call to inform staff when an authorized person is picking up. In emergency situations, parents can call CKCD to inform staff that someone else will be picking up their child. For the child’s protection, staff will request picture identification (such as a driver’s license or passport) from those individuals they are unfamiliar with, even if that person is a parent.

### **Unauthorized Pick Up**

If there have been no messages relayed to the staff from a parent and an unauthorized person arrives to pick up a child, the child will remain under the supervision of the daycare staff. The staff will speak with this individual and explain our pick-up policies. In a rare emergency situation, verbal permission via the telephone will be allowed from the enrolling family as long as the parent confirms the following information about this person; name, relationship to the child, address and physical description. This pick-up person will be asked to present photo ID to verify the information. If difficulties exist, CKCD will ensure the safety of the child and may have to phone the police for assistance.

### **Alleged Impaired Authorized Pick Up**

It is the staff's legal responsibility to the extent that this is possible, not to release a child to an authorized person who is unable to adequately care for a child. If a staff member believes that a child will be at risk, the staff will call someone from the child's emergency contact list to pick up the child. If this person does not comply with this request, the police will be called to assist in ensuring the safety of the child and the parent and a call will be made to the *Ministry for Children and Family Development*.

### **Late Pick Up**

We do ask that parents be on time to pick up their child as this prevents anxiety on the part of the child. Parents are to call the daycare to let us know you will be late. **Please see page 8 for late fee charge.** If late pick-up becomes a common occurrence, and a discussion has taken place between the parent/guardian and the Director, a parent may be asked to withdraw their child from CKCD.

If a child has not been picked up by closing time, and the authorized pick-up person has not called the daycare, the following procedures will take place:

1. CKCD will contact the authorized pick-up person
2. CKCD will contact the emergency contact person listed by the family
3. **IN A RARE CASE** where a child is not picked up by 6:20 pm and the staff has not been able to contact the family or an emergency contact person, the staff in charge will call the *Ministry for Children and Family Development*. An intake Social Worker will then take custody of the child. Staff will leave a message for the family and a note will be left on the door entrance of the daycare with the phone number to call.

**We will do our best for this NOT to happen so please keep us up to date with your alternate emergency numbers, work, cell, and home phone numbers.**

### **Court Orders & Custody Agreements**

In situations where court orders or custody agreements are in place, a copy of such documents is required to be placed in the child's file and the instructions on these orders will be carried out by the CKCD staff. Families are required to inform the daycare Director of any changes to these documents. Without a custody agreement or court order on file at the daycare, we cannot deny access to the non-enrolling parent. If one of the parents is not authorized, the policy on ***Unauthorized Pick up*** will be followed.

The staff is not permitted to become involved in custody disputes. They can provide no documentation for either party. Staff will appear at the custody proceedings only when subpoenaed.

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## **8. ATTENDANCE**

Parents are requested to call CKCD if their child will not be attending daycare on a particular day.

If a child is in our Out of School program, the parent/guardian must let us know if the child does not need pick-up from school. If a child did not attend daycare in the morning, please let us know if they do need to be picked up by the CKCD bus after school.

Children who are not well enough to participate in the normal program of the daycare or who have an infectious illness cannot attend daycare. The staff are most appreciative of the problems parents face in finding alternate care, but the well-being of all the other children and staff is also our consideration.

This requirement is in accordance with childcare licensing regulations (see our health and illness policy on page 23). Thank you for your cooperation on this policy.

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## 9. PROGRAM POLICIES

Our goal is to design a basic program that will promote the social, physical, intellectual, creative, emotional, and spiritual development of each child. This goal has have been developed based on the philosophy that each child is a unique individual with a variety of interests, needs and abilities.

Throughout each day, the children will have opportunities for both free play and structured learning; group times and individual play; activities that promote fine and large motor skills. A good portion of our time is spent outside, rain or shine, so please provide appropriate clothing for outdoor play.

### **Program Goals and Objectives**

Through daily activities, each child will learn of their self-worth while also learning the importance of others and respect for another child and adult. We will provide each child with:

- a balance of child-initiated and teacher-directed activities
- a balance of quiet and active activities
- a variety of activities that motivates children to explore and learn through their play
- a regular balance of sensory activities, art, science, music, large and small motor skills, cognitive activities, field trips (school age children), cooking, group activities, dramatic play, literature and language development

### **Multicultural Policy**

Our program is committed to a multicultural education. This means we share a commitment to human rights and dignity for the individual. We strive to create a program that truly reflects the lives of our children, families, staff and community. We seek to recognize, appreciate, and respect the uniqueness of each child by appreciating the value and contribution of each child.

## **Christian Education**

We include Bible stories, Christian songs and prayer in our program. We teach children that they are loved and valued by God. In a variety of ways, we will help the children to understand that God created the world and sent his Son, Jesus, to renew us and all Creation. We are interdenominational and multicultural in our teachings. We do not include teaching of any specific church doctrines.

## **Food**

Our goal is to develop healthy eating habits in children. We encourage parents to send healthy food for meals by following the Canada Food Guide. Please do not send gum, candy, “junk food” or pop.

We are a **NUT-AWARE CENTRE**; please do not send any foods containing nuts.

**Parents are requested to keep us informed of any food allergies their child may have.**

Throughout the year we have special party food days. Parents will be called for a contribution to the meal. Notices will be given before the events.

## **INFANT AND TODDLER PROGRAM**

Please provide lunch and snacks. We can refrigerate lunches and warm them up in the microwave at lunch time. Please have food cut and ready to eat. We provide plates, spoons, and forks for the children. We do not provide a sippy cup so please send one and take it home at the end of the day, to be washed. Please ensure each child has enough food for 2 or 3 snacks and a lunch. We provide a basket in which non-perishable snacks may be left for the children.

## **3-5 YEAR-OLD PROGRAM**

Please provide a lunch kit with an ice pack (lunch kits stay on the shelf -no refrigeration is available.) We can heat up lunches in the microwave. We provide plates, spoons, and forks for the children. Please send a water bottle. Please have food prepared and cut, ready to eat, and ensure there is enough food for 2 snack times and lunch time. In the morning, we allow only healthy choices such as fruit and veggies, cheese and crackers, or yogurt. We advise no more than one sugary snack per day. Breakfast will be allowed from opening until 8:00 am.

## **OUT OF SCHOOL CARE PROGRAM**

*School days:* Please provide an afterschool snack. Breakfast will be allowed from opening until 7:30 am. There is room to leave non-perishable breakfast items in the daycare cupboard.

*Non-School days:* Please provide a lunch kit with an ice pack, with 2 snacks and a lunch. During the summer months we will not have access to a microwave most days, so do not send a lunch that will require warming up. Please send no more than one sugary snack per day.

### **Nap Time/ Rest Time**

## **INFANT AND TODDLER PROGRAM**

Please provide a crib sheet and blanket from home. These items will be sent home every Friday to be washed and need to be returned each Monday. The daycare will provide a cloth bag for these items. If your child has a favorite stuffie to help them sleep, parents are requested to bring it. The IT children are on a one-nap or two-nap schedule, depending on what is done at home. Each child has their own playpen or cot to sleep on.

## **3-5 YEAR-OLD PROGRAM**

We provide a sheet and blanket. If your child has a favorite stuffie to help them sleep, parents are requested to bring it. Each child has their own cot to sleep on.

The children are required to have a “rest time” after they finish their lunch. We encourage them to sleep, however, if they do not, they are allowed to get up after 20 – 30 minutes and return to the daycare room for quiet time.

### **Birthdays/ Celebrations/ Holidays**

CKCD celebrates the children’s birthdays in age-appropriate ways in the classroom. The birthday celebration, however, is purposefully kept simple and child-centred. Please talk to the room Supervisor before bringing in food to share. **NO NUTS PLEASE.** The food will be served during afternoon snack time. Our celebration for a child’s birthday is not intended to take the place of each family’s special observance at home. Parents who

decide to provide a birthday treat for the class should be mindful that *no gifts are to be exchanged*.

Birthday party invitations for parties away from the daycare may be distributed through the classroom teacher.

### **Field Trip Policy**

IT and the 3-5 year-olds go on walking field trips in the neighbourhood.

The Out of School Care children do go on regular field trips during the summer months, spring break, and occasionally during Christmas break.

- Parents will be given notice of each field trip, including, time, place, date, cost (if any) etc. They will be listed in the monthly newsletter, and reminder notices will be posted prior to the field trip (one week, then the day before).
- Parents will be informed of the time that the children must be at the daycare on the field trip days so we may meet the scheduled times at our destination. Children not arriving at the daycare by the requested time will not be able to attend the trip. *In some cases arrangements can be made with the Out of School Supervisor to meet us at our fieldtrip destination.*
- Field trip consent forms must be filled out by the parent and returned prior to the trip. Only children with a signed consent form will be taken on the field trip.
- If parents do not want their child to participate in planned field trips, alternative care for them may need to be arranged by the parents.
- Parents will be advised, in advance, of any extra fees incurred with regards to the field trip. Children will not be omitted from a field trip due to the inability to pay.
- Parents are welcome to join us on any field trip. They are required to pay for themselves if there is a cost, and possibly provide their own transportation to our destination. Alternate childcare arrangements should be made for siblings when a parent attends.
- Children will be assigned to a group and must stay with their group and their leader.
- Emergency medical consent cards, emergency phone numbers, and the first aid kit will be taken on all field trips.

***Unscheduled walks around the neighborhood are a regular part of our daycare program.***



## **Active Play and Screen Time**

### **ACTIVE PLAY IT PROGRAM**

Most of the infant/toddler time is interactive floor-based play with outside opportunities two times per day for one hour each time and other times as needed. When the weather is poor, children may play in the gym instead of outside. The staff of the infant/toddler program use strollers to take the children for walks on occasion, but on these days other opportunities will be made during the day for the children to have active play. Highchairs are only used during eating periods and art activities.

### **ACTIVE PLAY 3-5 PROGRAM**

CKCD will provide 60-120 minutes of active play and physical movement through outdoor play, weather permitting, otherwise in the gym. This physical time will include a mixture of teacher-led activities and free play and is usually broken up into two one-hour time slots: one before lunch and the other following afternoon circle.

### **ACTIVE PLAY OUT OF SCHOOL CARE PROGRAM**

CKCD will provide a minimum of 60 minutes of active play and physical movement through outdoor play, weather permitting, otherwise in the gym. This physical time will include a mixture of teacher led activities and free play, and can be broken up into before school (in the gym through teacher-led activities) and after school hours (free play on the playground).

### **SCREEN USE POLICY - CHILDREN**

CKCD does not allow children under the age of two to have screen time while at daycare. The 3-5 program and the Out of School Care program offer very limited screen time. These programs have movie days, but not more than two times per month for a total of 3-4 hours per month. Other screen time devices, such as computers and video games, are not provided by the daycare, and children are asked not to bring outside items to daycare. Teachers may use a short video clip or pictures during Circle if it pertains to the current theme.

## SCREEN USE POLICY - STAFF

Employees will not use their phones while working on the floor unless there is an occasion to be expecting a phone call. Such phone calls shall be brief and the other teacher will be notified. While most of the of planning is done away from the children, occasionally phones are used to look up craft and other ideas for the children on the internet while they are present.

### **Children's Belongings**

- Upon arrival into the program, each child will be given a cubby for their coat, boots and personal belongings.
- Each child should have a change of clothes at all times in case their clothes get wet, dirty or the child has an accident. Please refill these items as needed and provide clothes that are suitable for the season.
- All items and belongings should be labeled with the child's name.
- Children are required to have a pair of Velcro, slip-on shoes for indoor use. **No slippers, flip flops or open toed shoes, please.**
- No toys or other personal possessions (e.g. jewelry) should be brought to the daycare as staff cannot take responsibility for these items. Children will be given the opportunity to bring something from home on designate Show & Tell days. We cannot assume responsibility for materials brought from home.
- Children should wear loose, comfortable play clothes that can be washed, since learning, growing, children get dirty from time to time. Clothing should be suitable for weather conditions.
- Please provide clothing that will be appropriate for outdoor play. We do go outside rain or shine. Please leave the following items at daycare:
  - **rain:** boots, splash pants or muddy buddies, rain jacket
  - **snow:** boots, snow pants, warm jacket, mittens and toque
  - **warm weather:** shorts, t-shirt, sun hat, swim suit, water shoes

***The daycare is not responsible for lost items***

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## 10. TRANSPORTATION POLICY

### **CKCD Vehicles and Drivers**

At CKCD, we provide transportation in our daycare vehicles (either a 15-passenger van or a 25-passenger bus) for our before and after school age children. Our vehicles are inspected every 6 months through the Ministry of Transportation and Infrastructure. The company we use is registered to perform a commercial vehicle inspection. We do not provide transportation for the children who are in our Infant and Toddler program or the 3-5 program.

All staff who drive our vehicles attain their unrestricted Class 4 drivers license which allows them to drive passengers in the bus and van. Every morning before the bus and van are driven, the Class 4 drivers are required to do a safety inspection on each vehicle.

### **Process for drop off and pick from school**

Drop off and pick up driving logistics change year to year. We arrange driving logistics according to the school bell schedules.

When dropping off and picking up children, daycare staff (drivers) bring each child's emergency permission card and attendance cards showing which days children require drop off and pick up. Staff who wait with the children at the schools bring a First Aid Kit and have the children's emergency permission cards.

We arrange the drop off and pick up times as close as possible to when the school bell rings. When there are children in kindergarten or grade one, we arrange for a staff member to accompany them to their classroom and wait with them until the bell rings. When there are children in kindergarten or grade one at pick up time, we arrange for a staff member to wait for them at their classrooms. If we are not able to do this because of conflict with school bell schedules, we will have a responsible older child from the daycare walk with them to their classroom and pick them up from the classroom and take them to the arranged meeting spot. Daycare staff will ask permission from the parents before we arrange this procedure.

A meeting spot is arranged for all the children to go to after the dismissal bell rings where a staff member will be waiting for them or will meet them. If there is a conflict with pick up and drop off times and the bus and van must drop off the children early or pick up late, we will arrange another staff member to wait with the children.

### **If a child does not show up at the meeting spot at the school**

It is required that the parent contact the daycare staff if they do not need drop off or pick up. In a situation when a child does not show up at the meeting spot, we will do the following in order:

- Staff will wait 5 extra minutes to see if the child shows up.
- A responsible child will be sent to the child's classroom to see if they are still there.
- Staff and children will go to the office to see if they were absent or left early.
- Staff will call the child's parent.
- Staff will call the emergency contact number.
- Staff and children will go back to the school office and get their help.
- The daycare will be called to advise them of the situation.

### **Safety Measures**

1. Booster seats are provided in our 15-passenger van for those children under the age of nine.
2. Seat belts are to be worn until the driver instructs the children to unbuckle.
3. Children on the bus that do not have installed seat belts are required to the following rules:
  - Stay seated in your seat
  - Face Forward
  - Keep your body inside your seat
  - Quiet voices
  - All belongings stay on the floor
4. If there is a behaviour or safety concern towards the passengers or which causes a distraction to the driver, the children will be talked to reminding them of the safety rules. If the behavior does not change the staff will relay the information to the parent. If behaviour does not change, transportation will be refused for that child to ensure the safety of all passengers.
5. Each vehicle is provided with:
  - a fire extinguisher
  - a first aid kit
  - tools to change a tire
  - reflectors
6. Staff will have their cell phones and will use them only in a case of an emergency when they have the opportunity to park.

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## **11. PARENT INVOLVEMENT**

Parent involvement is encouraged in all aspects of the daycare. We want to encourage good communication between staff and parents/guardians and want parents to feel free to ask any questions, voice concerns, and make suggestions. Communication is encouraged by:

- orientation meetings
- regular conversations and daily contact
- parent bulletin boards
- monthly newsletters
- parent handbook
- parent-staff meetings
- social events

Parents are encouraged to drop in at any time and are invited to help in the daycare's operation in many ways such as field trips, food for special occasions, collecting art materials etc.

### **Monthly Newsletters**

Each program publishes a monthly newsletter for parents containing information about that month's activities, interests, schedules, and field trips, as well as other significant information. It is important for parents to keep informed about what is happening in their child's classroom.

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## **12. EMERGENCY PREPAREDNESS / SEVERE WEATHER CONDITIONS**

In the case of severe weather conditions, when Langley RCMP report roads are unsafe to travel, the Director may make the decision to close CKCD. If the Langley schools are closed due to weather, CKCD will close as well. This decision will be relayed to parents by email from the Director as well as posted to our website. If severe weather begins after programs have opened and children have already been accepted for the day, attempts will be made to contact parents by phone. All decisions to cancel bus service will be made by 12.00 pm so that parents may be notified in time to arrange alternate transportation for their children on school days.

If power is out when morning staff arrives, the daycare will remain closed until 8:00am. All parents who arrive before the staff are able to phone them can choose to wait with their child until the power comes on or return home until 8:00 am. If there is a power outage for more than 1 hour, CKCD will be closed and all parents will be notified to pick up their children as soon as possible (this will be more flexible during the summer months).

Power failure results in the loss of lights, heat, hot water, and telephone intercom services. If a power failure coincides with school pick-up time, the children will be collected from school first and parents may pick them up from the daycare.

Fire and earthquake procedures are clearly posted in every CKCD room along with an exit map. Fire drills are practiced once a month and earthquake drills once a year as required by licensing regulations.

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## **13. HEALTH AND ILLNESS POLICIES**

CKCD will foster good health by providing a clean, well maintained, safe environment, as well as opportunities for both rest and exercise.

### **Parental Responsibilities**

#### **NOTIFICATION OF ILLNESS**

It is expected that parents will advise staff of their child's health problems or concerns. It is the responsibility of parents to inform the daycare of any diagnosed or contagious illness within 24 hours so that we may inform the daycare families and the local Health Department. A record of such notifications will be kept in the communication book. Confidentiality will be respected.

#### **CHILD'S IMMUNIZATION**

Parents must ensure that a copy of the immunization record is provided for inclusion in the child's registration file. Parents of children entering our program need to show proof of a child's immunization to the Director. Please keep these records updated. If your personal philosophy does not agree with immunization, you are required to sign that section of the registration form. Your child may be excluded from daycare during an outbreak if they have not been immunized or we do not have the record in your child's file.

## **ALLERGIES** (see detailed allergy policy, appendix 1)

Parents must inform staff members of any food restrictions or allergies their child may have. A care plan will be required that will need to have detailed instructions on what to do if any reaction occurs. **(NOTE: we are a nut free zone)**

## **MEDICATION** (see detailed medication administration policy, appendix 2)

Parents must provide CKCD with a physician's authorization if any non-prescription or prescription medication is to be given to the child at CKCD. Written authorization by the parents is required in order for staff to administer any prescription medication to the child. Please use the CKCD permission form. Medications need to come in the original container, which is clearly marked with a current date and dosage on the label. CKCD staff will not administer non-prescription medication unless it is allergy-related, part of your care plan, and prescribed by your doctor.

## **EMERGENCY NUMBERS**

Please make sure CKCD has an up-to-date address, phone numbers, and emergency contact numbers, in case of an accident or illness.

## **SICK CHILD**

Alternate care is to be arranged in the event a child is sick. Sick children should be kept at home. Children with fevers or diarrhea must be **free of these symptoms for 24 hours** before returning to the daycare. Children must be picked up from the daycare within one hour of the parents/emergency contact person receiving the notification of illness.

## **Health Policy**

As per our Admission Policy, parents are required to complete all the medical forms prior to commencement of childcare services.

## **Illness Policy**

To ensure the overall health and safety of all the children, parents/guardians are asked not to bring children to CKCD if they have:

- an elevated temperature of 100F/ 38.8 C or greater.
- vomited within a 24-hour period.
- diarrhea (2 consecutive loose bowels) within 24 hours.
- eyes/ears that have any kind of discharge.
- visible rashes that have not been diagnosed by a physician. A physician's note must be submitted.
- A severe cough, runny nose and /or congestion.
- ANY communicable disease including, but not limited to: Covid, Impetigo, Coxsackie Virus, Fifth disease, German measles, Hepatitis A or B, Meningitis, Measles, Mumps, Pertussis (whooping cough), Ringworm, Scabies, Scarlet fever, Strep throat, Tuberculosis, Bronchitis or Pneumonia.
- taken any medication remedies for pain relief, cold systems, or cough with 4 hours before the expected arrival at the daycare (e.g: Tylenol/Advil or cough syrup).

Children will be able to return to the CKCD following a doctor's examination with a doctor's note stating that they are no longer infectious.

## **Lice**

Children who have a case of lice need to be kept home until hair treatment has been completed. Please inform staff if a child has a case of lice as we will need to do specific cleaning procedures in the daycare.

## **A Child Becomes Ill While at Daycare**

If a child develops a temperature of 100F or higher, 2 consecutive loose bowels, vomits during the day, or, in the opinion of the staff, becomes ill, parents will be contacted and expected to pick up their child within the hour. If parents/guardians cannot be reached, the emergency contact person will be contacted.

**Children must be symptom-free for 24 hours before returning.**



It is a requirement that all children play outside, weather permitting. Children should return to CKCD well enough to participate in outdoor activities and should be kept home if they are too sick to participate in daycare activities. We are unable to supervise a single child indoors as we must comply with the staff/child ratio.

## HEALTH & ILLNESS ATTENDANCE CHART

A child should not attend daycare when:	A child may return to daycare when:
they have a fever of 100F / 38.0 C or greater	their fever has remained below 100 degrees (38.0 C) for 24 hours without medication
they have had 2 consecutive bouts of diarrhea OR Vomited	they have had at least one normal bowel movement or are vomit free for 24 hours
they have skin infections, undiagnosed rash, sore infected eyes, or signs of any contagious disease	they have been examined by a doctor and have received medical clearance
they have any parasite related condition	they have been examined by a doctor and have received medical clearance

### **Pandemic Policy**

In the event that a pandemic occurs, the guidance and protocols of the BC Centre of Disease Control will be observed and adhered to.

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## 14. EMERGENCY PROCEDURES

If a child should become seriously injured or become ill while at CKCD, the parent will be telephoned at once. If necessary, the alternative contact person and/or family physician will be contacted.

In the case of a serious emergency, staff will call an ambulance and will accompany the child to the hospital. Parents are required to sign a consent form authorizing staff to assume responsibility in emergencies.

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## **15. HEALTH EDUCATION**

Health education can establish good habits and encourage positive behaviours. This daycare will assist in promoting good health by providing activities and information to children regarding the following topics:

- Growth and development
- Nutrition
- Personal hygiene
- Safety
- Physical health
- Environmental health

The staff at CKCD will share information with children by introducing topics in a variety of ways:

- Fieldtrips
- Posters
- Literature
- Finger plays
- Songs and other audio-visual materials

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## **16. GUIDANCE AND DISCIPLINE**

At CKCD we recognize that children need the freedom to make their own choices, but also need guidance in making safe choices and how to socialize in a respectful way. In our effort to communicate God's love to each child, the staff of CKCD will use discipline - not punishment - as a means for positive personal growth for each child. The goals in guiding children's behaviours are to enable children to become self-disciplined in appropriate ways. We will disciple children in this manner before, during, and after socially unacceptable behavior is displayed.

We encourage the children to share, use positive social interaction and communication skills with peers and adults, and to listen when spoken too. We recognize that each child is unique, and that experiences, environment, developmental level and culture all influence a child's behavior.

## **Issues and Considerations**

### **CHILD DEVELOPMENT**

It is important to have reasonable expectations which are consistent with each child's developmental abilities. Each staff member is expected to take the time to offer developmentally appropriate verbal explanations and guidance to help children gain confidence, competence, and social problem-solving skills.

### **FAMILY AND CULTURAL INFLUENCES**

Since we value the family's intimate relationship with their child, it is extremely important for CKCD staff to be knowledgeable about each child's background and to respect various child-rearing approaches.

### **ENVIRONMENT**

The environment refers to all that surrounds a child. This includes both physical and social elements.

- **Toys and Materials** are in good supply and are stored in an organized manner. There should be easy and uncluttered access to the toys and materials.
- **Space** is aesthetically pleasing, planned, and organized, which contributes to an environment for good mental health and positive interactions for the children.
- **Staff members** who are committed to nurturing and guiding young children create an atmosphere that fosters trust, security, and comfort. Adults who model caring and cooperation help children learn to relate with each other in positive ways.
- **Schedules, routines and transitions** serve as a framework within which children gain trust, security and a sense of order. This provides children with clear guidelines about what is expected.

## **Guidance Strategies**

To achieve our goal of guidance and discipline, we:

- **establish clear, consistent and simple limits.**
- **offer straightforward explanations.**
- **state limits in a positive way.** We focus on what to do rather than what not to do.
- **focus on the behaviour, rather than the child.**
- **state expectations rather than pose a question.**
- **provide Choices.**
- **allow time for children to respond to expectations:** i.e. give warnings
- **reinforce appropriate behavior.**
- **are approachable.** Children need to feel they can come to a staff member for help.
- **gain a child's attention in a respectful way.**
- **use proximity and touch appropriately.** The closeness of an adult can often help a child calm down.
- **acknowledge feelings before setting limits.**
- **redirect or divert** when a child has been unable to solve their problem through guided strategies.
- **model problem-solving.** Staff will acknowledge the problem, the feelings being expressed, and ask questions to help the children work it out on their own. If further guidance is necessary, staff will offer a solution.
- **provide opportunities for a child to make amends.**
- **provide time away.** Show children that time away from an over-stimulating environment to a more calming setting allows them to manage their own behaviours before inappropriate behaviours escalate.
- **limit use of equipment** (as last resort).

## **HOLDING**

Holding is only allowed if a staff member is trained in this technique and is authorized in a child's care plan if the care plan includes instructions respecting behavioural guidance.

It is important to remember that no one strategy will be effective in every situation, or with every child. A combination of approaches or using a variety of strategies can be used to respond to children's behaviour.

## **THE CHILDREN ARE NOT TO BE SUBJECT TO ANY OF THE FOLLOWING:**

- Shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child
- Confinement or physical restraint by an employee, except as authorized in a child's care plan if the care plan includes instructions respecting behavioural guidance
- 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
- Spanking or any other form of corporal punishment
- Separation from other children without supervision by a responsible adult
- deprivation of meals, snacks, rest or necessary use of a toilet, as a form of disciplinary action

We must also ensure that a child is not, while under the care or supervision of the daycare, subjected to neglect or emotional, physical, or sexual abuse.

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## **17. DISMISSAL OF A CHILD**

The goal for our programs is to provide a Christian environment, a place where all children will feel safe and secure in a peaceful, learning, and fun environment. We realize that a certain amount of misbehaviour from children comes with the territory, and accidents will happen. However, it is unacceptable that anyone at our daycare should make any child(ren) feel frightened or insecure. Deliberate destruction of property is also unacceptable. Early intervention regarding these problems is essential in maintaining a successful program and teaching children appropriate social skills.

In the case of a child for whom CKCD is not a "good fit", or who is failing to benefit from the daycare, the parent(s) may be asked to withdraw their child. A full exploration of the problem with the child's parents, staff and resource persons will most often be done before this step is taken. But if the safety of the child or others in the program is at risk, the safety concerns shall take precedence over the full exploration of the problem. A child will be asked to leave the program immediately if they cause severe injury to a child, staff member, or severe destruction of property.

The Director and Daycare Committee have the authority to determine if immediate withdrawal of a child is necessary for the safety and protection of participants in the program. This also includes the immediate withdrawal of a child in the event that any person associated with a child in care at CKCD verbally attacks, threatens abuse, or commits a violent act towards a staff person, child, or other persons involved with the program.

The exploration process:

- The staff will meet regularly and discuss new strategies for dealing with the child's behaviour.
- The supervisor will meet with the parents to discuss the strategies and ask for consistency at home.
- A letter will be sent home detailing the problem, the effective strategies, expectations, and the timeframe for behavioural change.
- Inclusion Langley - Child Services will be called for additional help where warranted. The staff and parents will be informed of their recommendations.
- After all strategies have been exhausted and if it is in the child's best interest for us to recommend another child care option, the supervisor, in consultation with the Daycare Director, will set up a meeting with the parents and present a letter of dismissal.

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## **18. GRIEVANCE POLICY**

CKCD will endeavor to provide an environment that is appropriate for parents and their children. We will work in partnership with parents and welcome any comments or suggestions concerning CKCD or a child. CKCD has a welcoming open-door policy at all times.

**ALL COMPLAINTS ARE CONFIDENTIAL AND ALL INFORMATION WILL BE RECORDED.**

We will try our best to work together to solve any concerns or problems before it comes to filing a grievance. We encourage the following steps to be taken before a formal grievance is filed:

- The parent will discuss the matter with the staff member or parent involved.
- If the conflict is not resolved, the parent will discuss the matter with the program supervisor.
- If it is the program supervisor they are having the difficulty with, or they are not happy with the response, the parent will discuss the matter with the Daycare Director.
- If the above steps are taken and there is still no satisfactory outcome, a formal complaint can be filed with the Daycare Director and the Daycare Committee.

### **Process for reporting a grievance**

- A grievance must be filed as soon as possible, but no later than 30 days after the discovery or disclosure of the facts giving rise to the grievance.
- The grievance must be submitted in writing to the current Daycare Director and Daycare Committee.

The written grievance will include the following information:

- full description detailing the date and nature of the grievance
- names of individuals involved in the action that caused the concern or grievance
- policy or procedure (if any) that the parent feels has been violated
- a brief summary of the attempts made to date to resolve this issue, and the results of such actions.
- specific resolution desired or expectations
- name and phone numbers and any other contact information of the person filing the grievance.

The person filing the grievance should expect a phone call from the Director or a representative of the Daycare Committee at their earliest convenience.

All grievances will be photocopied and sent to the Daycare Committee members and the grievance will be discussed at the next scheduled meeting which is held once a month. If legalities or life endangerment are involved, a meeting will be scheduled immediately.

Following the Daycare Committee meeting, the person filing the grievance will be notified within five days of the decisions and actions that were taken.

If the entire process was followed and the parents/guardians are still dissatisfied with the results, a report can be made to the Community Care Facilities Licensing Branch.

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## **19. TERMINATION OF SERVICES**

Termination of services by CKCD maybe required if:

- fees are not paid according to the Agreement in the Registration Package and Parent Handbook.
- the daycare program cannot meet the needs of the child and or parent/guardian.
- the family does not abide by the expectations as outlined in the Parent Handbook.

- the child's behavior is severely disruptive or physically threatening to the well-being and safety of other children and staff.
  - the child is no longer in the custody of the enrolling parent/guardian.
  - a family member, or person associated with the family, harasses, threatens, abuses or commits a violent act towards another person involved in the daycare program.
  - the daycare is unable to satisfactorily resolve problems of late pick up with the family.
  - after a probationary period, the child is not adjusting well and the placement is unsatisfactory.
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## **20. CONFIDENTIALITY**

Private and personal information about children and their families will not be discussed with anyone other than the family involved. Reports or any material regarding information about individual children will not be removed from the premises.

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## **21. CHILD ABUSE AND NEGLECT**

It is the requirement of the Child Care Regulation and Children and Families Community Service Act that all childcare workers report suspected or disclosed child abuse and neglect. Our responsibility is to report suspicions/disclosures, not to determine if abuse has taken place.

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## **22. PHOTOGRAPH AND VIDEOTAPING**

Class and individual photos will be taken each fall. Parents will be asked to sign a form allowing candid shots to be taken on fieldtrips, special occasions, and during everyday activities at the daycare. These photos will be used for the children's individual portfolios as well as documentation around the classroom, displayed on bulletin boards, the church website or slide show presentations at special events.



## **APPENDIX 1**

### **Allergy Policy**

Since children can suffer from allergies, Covenant Kids Christian Daycare has put measures in place to protect the well-being of all children. The word 'allergies' includes food allergies, other types of allergies, and asthma. Allergic reactions can range from mild skin irritations to severe reactions during which the child may experience anaphylactic shock and even death.

#### **PURPOSE**

The allergy policy is intended to:

- support the children attending daycare who have allergies.
- minimize the risk of allergic reaction by these children so that they may attend daycare.
- ensure that all information provided by parents of children with allergies is made available to staff.
- foster cooperation between parents and the daycare in determining how best to deal with children who have allergies.

#### **PARENT RESPONSIBILITIES**

**ALL** parents of children attending the daycare are responsible for:

- ensuring that their children do not bring any peanuts, tree nuts or their products into the daycare.
- ensuring that their children are properly cleaned up (i.e., hands, face, clothing) before arriving at the daycare where allergies are present.
- being supportive of those children with allergies.

Parents of children with allergies are responsible for:

- identifying all their children's allergies to the daycare.
- supporting and educating the daycare and staff about their children's allergies.
- providing an alternate snack for their children when necessary.
- ensuring that all emergency contact phone numbers are always current.

Parents whose children require prescription medication for life threatening allergies MAY NOT leave their children at daycare unless they:

- provide a completed Medication Administration Form to the daycare.
- provide up-to-date prescription medication, in the original container, for the staff to use in an emergency.
- provide a care plan to follow in case of exposure to allergen.

Parents with children who have life-threatening allergies are also encouraged to have their children wear a medic alert bracelet.

### **DAYCARE RESPONSIBILITIES**

It is the responsibility of the daycare to take all reasonable steps to maintain a peanut/nut-free daycare and request that all parents be supportive of children with allergies.

It is the responsibility of the daycare to ensure that the staff:

- are given all information which has been provided by parents regarding the allergies of children in their care.
- receive training in such areas as: recognition of severe allergic reaction; use of prescription medication.
- make sure a care plan is posted that has been provided by the parents.
- eliminate certain types of food and other items from their classes when necessary, whether used in snacks, crafts or other activities.

### **STAFF RESPONSIBILITIES**

It is the responsibility of the staff to:

- know where the care plan is posted and be familiar with the care plan.
- have any medication accessible to all staff members and taken with them on fieldtrips.
- talk directly to the parents if there are questions regarding the care plan and medication administration.
- discourage sharing of food, cups, utensils, etc.
- discuss allergies with the children in an age appropriate way when necessary.
- ensure children wash their hands before eating and after eating if necessary.

## **APPENDIX 2**

### **Medication Administration Policy**

Inevitably, some children will require medication while in the childcare setting. The process for handling and administering medications must be well structured and carefully followed to ensure that the interests of the children and the providers are best served. When possible, a child's parents and physician should try to minimize the need for medications while in childcare. Medicines ordered twice a day should normally be given before and after, rather than during, childcare hours. Medications ordered to be given three times daily also may be planned so that they are given in the morning before the child leaves for childcare, in the afternoon after the child returns home, and again during the evening. However, in some cases, administration of medications during childcare hours is unavoidable.

#### **PROCEDURE AND PRACTICES**

##### **1. Medication Consent**

Staff will administer medication only if the parent or legal guardian has provided written consent (Medication Plan form); the medication is available in an original labeled, prescription or manufacturer's container that meets the safety check requirements.

##### **2. Prescription Medication**

Parents or legal guardians will provide medication in the original, child-resistant container that is labeled by a pharmacist with:

- the child's name, and the name and strength of the medication
- the date the prescription was filled
- the name of the health care provider who wrote the prescription
- the medication's expiration date
- administration and storage instructions

##### **3. Non-prescription Medication**

Covenant Kids Christian Daycare will not administer non-prescription medication.

##### **4. Reoccurring or Emergency Medication**

A health care provider may state that a certain medication may be given for a recurring problem, emergency, chronic condition or prevention (e.g. Epi-pen, inhaler).

The instructions must include:

- the child's name
- the name of the medication
- the dose of the medication
- how often the medication may be given
- the conditions for use (including list of symptoms or conditions under which the medication will be given)
- any precautions to follow
- potential side effects

Parent/legal guardian consent must be renewed monthly.

## **5. Emergency supply of medication for chronic illness:**

For medications taken at home, we ask for a three-day supply to be kept with our disaster kit in case there is a situation in which children are not able to return home for an extended time

## **6. Information to give to doctors:**

**PARENTS ARE REQUESTED TO ASK THEIR DOCTOR TO:**

- complete a medication plan if medication needs to be administered at the daycare.
- schedule medication outside childcare hours whenever possible.
- be specific when writing instructions: **"As needed"** is **not** sufficient direction for staff. They need to know **exactly** when the medication is required and the **exact** dose.
- nominate the simplest method of administration. For example: oral or 'puffer' medication is much easier to administer than a nebuliser.

Be aware that childcare staff:

- accept only medication that has been ordered by a doctor and is provided in the original, fully labeled pharmacy container.
- do not monitor the effects of a medication as they have no training to do this. Children must be kept at home for observation for 24 hours when they commence a new medication.

## **7. Information to give to pharmacists:**

**Please ensure that the pharmacist dispenses medication appropriately**, i.e., fully labeled in the original pharmacy container with the correct name, dosage, and instructions for administration. Handwritten changes will not be accepted nor will medication dispensed for another child.

- please consider asking for an information sheet when medication is dispensed.
- please ask the pharmacist to set up separate doses for home and daycare, thus eliminating the possibility of leaving the medication at daycare that needs to be administered again at home.

Hand lotion and diaper cream need to have a written note from the parent, but does not require a doctor's note.