

## **Top 10 frequently asked Questions for 2011**

### **1. What are your hours of operation?**

- a. We are open from 7:30am until 6pm, Monday to Friday.

### **2. What days are you closed?**

- a. We are closed for all Statutory Holidays, Easter Monday, and between Christmas and New Years.

### **3. What child care experience/training does the staff at your centre have.**

- a. Currently 4 of our staff have been at this centre for over 10 years. The other 3 have been at our centre for a minimum of 3 years. Education levels range from a ECE assistant, to full ECE Diplomas. All staff have first aid certification.

### **4. What programs do you have?**

- a. **Preschool program**- Our preschool program includes theme based stories, songs, science, and art activities; to enrich the young minds of the future. The design of our centre gives us the ability to separate the children into two groups a younger (young 3's & 4's) and an older group (older 4's & 5's) This enables us to create activities that are age appropriate for all of the children in the centre. We have the ability to use the entire morning to complete our activities at a slower pace since our program is not limited to a two and a half hour session.
- b. **Pre - k program**- Our pre – k program is for our older 4's who will be entering kindergarten in the following September. This program takes place from 1 until 2 in the afternoon during nap time. We work on the alphabet, numbers, sequencing, listening skills, right & left, etc, basic skills to help the children get a head start for kindergarten.
- c. **French Class**- A wonderful way to learn a new language Madam Natalie brings the language of French into our world. This program is based on songs, pictures, mime, movement, games, rhymes and book reading. Together the children travel on magical trips using French, for example, row a boat to Easter Island, or pretend that we squirrels searching for nuts in the fall. The use of the imagination and curiosity in the story create intrigue and a fun way to learn a language.
- d. **Music Class**- Fun and exciting class learning about rhythm and beat, Kerry Burke runs his *Lets Make Music* program. Percussion drums, singing, world beat, participation, u-play, dance and movement.
- e. **Rhythm and Movement Class**- Sonia Ellis runs Seymour Dance Studio who is now creating a wonderful rhythm and movement class for our 3-5 program. Bring out your dancing shoes!!!!
- f. **Hot Lunch**-In the past few years West Vancouver Child Development Centre has been involved with a growing number of Restaurants in West Vancouver, with our Hot Lunch program. This is a great opportunity for children to try something new and to support local businesses in the area.
  - i. Verdicchio Deli and Trattoria in Dunderave will be making our wonderful and Yummy pasta lunches every Tuesday.
  - ii. Dunderave Sushi
  - iii. TCBY-Frozen yogurt

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- g. **Visiting the Grandmas & Grandpas at the Capilano Care Centre-** This is when we can spend some quality time with the grandmas and grandpas. We go bowling, sing songs, play with Cuddles their bunny, enjoy time in the sensory room, do art activities and share cookies and juice.

## 5. Do you supply meals or snacks?

- a. For the Infant & Toddler Program we do not provide anything. Parents are asked to provide extra snacks, cereals, crackers etc...
- b. The 3-5 Program the centre does provide an afternoon snack. Parents are asked to provide a piece of fruit for the morning snack and a lunch.

## 6. What is your Health Policy?

- a. A good part of our program is geared to providing a healthy environment for your child. A proper balance of physical exercise, rest and good foods are part of this process.  
When children are sick, we ask the parents to please keep them at home until they are fully recovered. We found that when children are not ready to return after an illness, their day at the Centre is an unhappy and tiring one. Returning too soon after being sick interferes with recuperation and may lead to further absence.

### Prescription Medications

All the following conditions must be met before medications will be administered:

1. Medication must be in original container with current date.
2. Parents must complete a "Request for Administration of Medication" form at the Centre, which clearly states:
  - a) Physician's name
  - b) Child's name
  - c) Type of medication
  - d) Dosage
  - e) Length of time to be taken
  - f) Any special instructions (i.e. shake well, refrigerate, give with empty/full stomach, time of day to be administered, etc.)

### Non-Prescription Medications

When your child requires a non-prescription medication, it will only be administered under the following conditions:

1. Medication must have a current prescription label attached to it.
2. Doctor's note which states:
  - a) Child's name
  - b) What the medication is for
  - c) How much should be administered
  - d) Length of time to be taken
3. The doctor's note must follow the WVCDC Health Policy.

## **When Your Child Should be Kept at Home**

There are three important issues in determining when a child is too ill to attend daycare. Children should be kept at home if they have:

1. An illness that prevents them from taking part in the normal activities of the day.
2. An illness that requires more care than the staff can provide without compromising the care and safety of the other children.
3. A very infectious illness. Other children must be protected from communicable diseases.

The staff person in charge can refuse to accept a child deemed too ill to attend. The parent will then be asked to take the child home.

Vancouver Coastal Health provides guidelines for daycares which is used to determine if your child may attend the Centre or needs to be excluded. Should your doctor's recommendation differ from the recommendations provided by Vancouver Coastal Health, the final decision will rest with the Centre's Director and the Board.

*A child should not attend the Center if he/she has or is developing any of the following:*

1. A fever of 100F (38.3 C) or higher.
2. Consecutive bouts of diarrhea.
3. Skin infection, undiagnosed rash, infected eyes or signs of contagious disease.
4. Any parasite-related condition (impetigo, scabies, head lice, etc.)
5. Acute cold with coughing, runny nose or eyes, sore throat.
6. Vomited in the past 36 hours.

*A child may return to the daycare when:*

1. The fever has remained below 100F (38.3 C) for 36 hours without medication.
2. The child has had at least 1 normal bowel movement.
3. The child has been examined by a doctor and has received medical clearance.
4. Symptoms have subsided.
5. 36 hours have passed since last bout of sickness.
6. 36 hours have passed since last bout of vomiting.

Children who are not feeling well enough to participate in the Centre's program (i.e. outdoor play) need to stay at home. When a child becomes ill at the Centre, the staff will notify the parents. If for any reason staff are unable to reach the parents, the emergency contact person will be called.

## **7. What is your Behaviour/Discipline Policy?**

a. Our discipline policy is based on the guidelines outlined in "A Step Ahead – Behaviour Management that Really Works", provided and presented by L. Sheppard, M.A. Behaviour Consultant.

*We acknowledge that:*

1. Discipline is a learned process by which children develop socially acceptable and appropriate behaviour as they grow to maturity.
2. Each child is a unique individual.
3. Children's behaviour reflects their development.
4. Children's experience in their family and culture influences their behaviour patterns.

*Our discipline strategies include:*

1. Establish clear, consistent and simple limits.
2. Offer straight-forward explanations for limits.
3. State limits in a positive rather than a negative way.
4. Focus on the behaviour rather than the child.
5. Make statements of expectations rather than pose questions.
6. Allow time for children to respond to expectations.
7. Reinforce appropriate behaviour, both with words and gestures.
8. Ignore minor accidents provided that it does not become contagious or chronic.
9. Encourage children to see you as a resource.
10. Encourage children to solve problems as they arise.
11. Scan and observe children in their activities.
12. Gain a child's attention in a respectful way.
13. Use proximity and touch.
14. Remind children, clarify and reinforce limits.
15. Model problem-solving skills.
16. Re-direct the child to a more calming activity.
17. Use natural consequences (see following pages for more detail).
18. Use time out (see following pages for more detail).
19. Use logical consequences (see following pages for more detail).
20. Removal of privileges and activities (see following pages for more detail).
21. Use holding technique – used only when a child has lost all control or the ability to reason or is about to flee.

### **Natural Consequences**

Natural consequences result “naturally” from inappropriate behaviour choices. Rather than intervening, the adult doesn't intervene. If a child chooses not to wear mittens outside on a cold day, the natural consequence of that decision is cold hands. Obviously, safety must be taken into account and children must be protected from decisions that would have dangerous or overly serious consequences.

### **Logical Consequences**

Logical consequences are related to, or are fitting for, particular behaviours. Unlike natural consequences, logical consequences are imposed by the adult (i.e. a child who is pushing other children off a climbing toy is not allowed to play on that toy for the next 15 minutes).

### **Removing Privileges and Activities**

Another consequence for more serious misbehaviours is the removal or withholding of privileges/activities. This can involve stopping the child from doing something right at the time, or withholding something yet to come.

The privilege/activity to be removed must be enforceable (i.e. not allowing a child to go on an outing is a poor consequence if there is no one available to supervise the child while the rest of the children go). Ideally, the consequence should not have a negative impact on others (i.e. not allowing a child to participate in a game may not be the best consequence if it means there will be too few players for the others to play).

Once again, it is important to ensure the consequence is appropriate for the age and abilities of the child, and that it is fair with respect to the seriousness of the behavior. We are explicit about what behaviour is being responded to, what privilege/activity is being lost, and for how long.

One does not lecture, sympathize, or focus on the incident. When the consequence is over, the child is allowed to continue with the privilege/activity.

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## **Biting (Infant & Toddler Program)**

Biting is a normal part of growth and development, through which oral exploration takes place. When the staff observes a child starting to bite, then the staff will substitute a teething ring as an alternative source. In the event that a child bites another individual the staff will remove the child from the situation and tend to the injured party. The incident will be recorded in both of the children's daily log.

## **8. Do you encourage parent involvement?**

- a. We are a non for profit parent participation centre. Parents make up the Board of Directors, as well as providing volunteer support for the centre throughout the year in many capacities.
- b. Throughout the year, we organize parent participation work parties to maintain our children's environment.
- c. Parents also participate in fund raising activities to enhance the resources for the centre and children.

## **9. Do you do full time and part care?**

- a. The 3-5 program has both full time and part time spaces. Full time is 5 days a week, or part time which could be 2 or 3 days a week.
- b. The Infant & Toddler Program has only full time spaces.

## **10. What are your fees and do we have to pay if we are on vacation?**

### **a. Daycare Fees Effective: November 1<sup>st</sup> 2010 to October 2011**

#### **Full time (5 Days a week)**

0-17 months.....\$1185  
18 months to 3yrs.....\$1060  
3-5.....\$845

#### **Part time(3-5 program only)**

1 day.....\$70 (If space is available, part time families are able to buy into an extra day)  
2 days.....\$435  
3 days.....\$630

- b. Yes, you still must pay if you go on vacation, after all our centres cost continue even when you are away.