



Nanaimo Child Development Centre
Preschool
Family and Caregiver Handbook



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Website: www.nanaimocdc.com

Welcome to the Nanaimo Child Development Centre Preschool!



Nanaimo Child Development Centre Philosophy

Our services are based on the philosophy that children have the right to quality services which facilitate their optimum development, and that early recognition and prompt intervention can enhance a child's ability.

Preschool Philosophy Statement

The Nanaimo Child Development Centre Preschool provides a safe, nurturing and developmentally appropriate program that supports each child's individual social, emotional, physical, and intellectual learning. The preschool program fosters optimal growth and development through exploration, discovery and play.

Guidance

The Preschool program follows the guidelines detailed in the handbook "Guiding Children's Behaviour" developed by the Provincial Child care Facilities Licensing Board. A copy is available at: www.hls.gov.bc.ca/ccf/publications/index.html

Family Centred Care

Like all programs offered at the Child Development Centre, the Preschool provides Family Centred service. This means that:

- We listen to you- you know your child best and are the most important people in your child's life.
- We give you information to help you make informed choices.
- We help you connect with and support other families.
- We recognise that your family is unique and that your differences, needs and choices are to be respected.
- We work as part of your team to ensure that service meets the needs of your child and your family.

Family Rights

You have all the rights and freedoms detailed in the Canadian Charter of Rights and Freedoms as well as the British Columbia Human Rights Code, which include:

- The right to respect, regardless of culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status or language.
- The right to freedom from abuse, exploitation, retaliation, humiliation, or neglect.

When you receive service from the CDC, you have the right to:

- Confidentiality
- Being informed about and agree or disagree with the information provided.
- Ask questions and receive answers regarding your child's development and participation in the preschool program.
- Receive information in a language that you understand. The CDC will help you access interpretation services as required.
- Information in a reasonable and timely manner.
- Information about other community services that may be of use to you and your family.
- Make a complaint or share your concerns without fear of reprisal.

Preschool Hours of Operation

The Preschool operates Monday to Friday and the Preschool staff office hours are 8:30 to 4 pm. You can call the preschool at any time. We have a dedicated, confidential voice mail box. To access, dial 250-753-0251 and press 6 at any time during the automated message. Reception can be reached by pressing 0. The Preschool Department Leader can be reached at extension 242.

Class times: Mornings: 9 am to 11:30 am

Afternoons: 12:30 pm to 3 pm

The Preschool follows the School District calendar for start and end dates during the year, as well as holidays such as spring break and Christmas closure. Reminders will be posted in the monthly preschool newsletter. If the Schools close due to snow, the CDC will be closed. Please listen to the local radio stations for announcements. (The Wave at 102.3 and the Wolf at 106.9) CDC Management will also post a message on the centre voicemail.



Dismissal

All children must be accompanied into the Child Development Centre building by a parent/guardian or another responsible adult. Parents are required to stay with their child until the Preschool doors open, signalling a start to the class. The doors open at 9 am and 12:30 pm. The class ends at 11:30 am and 3 pm. Prompt pick up of children is requested. Parents are asked to call the preschool if their child will be absent for the day or will be arriving later than usual. At dismissal time, to assist with the safe transfer of all the children, parents are asked to wait outside the Preschool door for their child to be called by a teacher. Once dismissal time is over, parents are able to come into the Preschool to collect their child's belongings. Parents are responsible for their child once they have been dismissed.

Children will only be released to those people identified on the registration form, unless the Preschool staff are informed in person or in writing in advance. If a child is not picked up at the designated time, staff will make every effort to contact the parent/ legal guardian and/ or adults authorized on the registration form. If all contacts cannot be reached, a social worker from the Ministry of Children and Families will be contacted. A staff member will remain at the centre with the children until parents, an authorized caregiver or MCFD staff arrives.

Fees

Fees are payable to the Nanaimo Child Development Centre and *due on the 20th of the preceding month*. Post-dated cheques or a pre-authorized Mastercard/Visa are requested. The Nanaimo Child Development Centre Preschool is supported solely by parent/guardian paid fees and does not receive funding from any other source. Unpaid fees significantly compromise the Centre's ability to maintain a preschool program.

Child care subsidies may be available to your family. For more information, please see the Ministry website at: <http://www.mcf.gov.bc.ca/CHILDCARE/application.htm>

Preschool staff would also be happy to assist.

Withdrawal from the Program

As part of the agreement signed at registration, parents are asked to provide one month's written notice or pay the month's fees in lieu of notice when withdrawing your child from the program.

- Upon withdrawal from the program, post-dated cheques will be mailed to the parent by accounting or shredded.
- Upon withdrawal, the parent/ legal guardian will be asked to complete an exit evaluation of the program for informational purposes.
- If the child will be away for an extended period of time, due to vacation or medical reasons, the parent / legal guardian will be given the option of paying for the preschool space for the time absent or withdraw from the program and be given priority to re-enter when a space becomes available.

Termination of Service

At the Child Development Centre Preschool, the staff are committed to providing a quality, supportive environment for all children and their families. However, termination of services may be required if:

- Fees for service are not paid according to the Parent Agreement and suitable arrangements cannot be agreed upon.
- The family does not abide by the expectations in the Parent Agreement and successful resolutions of the differences are not able to be achieved.
- A family member harasses threatens or commits a violent act towards a staff person, child or other families involved in the Preschool program.

When Is My Child Too Ill To Come To School?

For the comfort and safety of all in the Preschool classroom, your child will need to stay home if they have the following symptoms:

- Fever of 38 degrees Celsius or higher, especially if it is persistent.
- Diarrhoea/ vomiting (2 or 3 times in a 3-4 hour period)
- Undiagnosed rash/ skin condition accompanied by a fever or behaviour change.
- Communicable disease (other than a mild upper respiratory tract infection)
- Obviously infected discharge (thick and coloured, red-brown)
- Lethargy, irritability, drowsy with other symptoms or persistent pain
- Cough (frequent bouts 3-5 times/ hour especially if choking or vomiting)
- Breathing difficulty- breathing faster than 40 breaths per minute
- Any parasite related condition (Impetigo, scabies, head lice, etc.)
- Has been on antibiotics for less than 24 hours
- Does not feel well enough to be a part of the daily preschool program (i.e. outside time)

Staff may ask that the child be taken home if the child is obviously ill. Children diagnosed with a communicable disease will be excluded from the program for the period of time prescribed by the child's doctor or according to Public Health guidelines. If a child attending the preschool program becomes ill, the parent/ legal guardian will be contacted.

If a reportable communicable disease has been identified, the Preschool staff will contact the Nanaimo Health Unit and Community Care Licensing and report within 24 hours. All families will be notified of the condition by a note posted outside the classroom door. Information about the disease will be distributed. More information regarding communicable diseases and other common childhood illnesses is available at <http://www.health.gov.bc.ca.library/publications/year/2001/PHN144.pdf>



Administering Medication

Medication is administered only if parents/ legal guardians have given written authorization, having completed a medication administration form. Drugs must be in their original pharmacy container, clearly labelled with:

- Name of the drug, dosage
- Child's name and date of purchase
- Instructions or storage and administration

Medication and drugs will be stored in a locked container, in the cupboard or if required, in the refrigerator. Staff will initial the form when the medication is administered.

If daily medication is required, parents will be asked to provide a 48 hour supply in case of emergency. In the unlikely event a child is over medicated, parents and/ or 911 will be called. A staff member will stay with the child at all times and document observations of the child. A Critical Incident form will be filled out by the staff involved.

Scholastic Books

The Preschool program participates in the Scholastic Canada Books program. Families are provided with a flyer of books and may purchase from the monthly order. Order due dates are stamped on the flyer and mentioned in the monthly newsletter. Scholastic provides us with an opportunity to order free books, toys and equipment for the Preschool based on our sales. Thank you for your support!



Field Trips

Field trips are an important part of our program. They can consist of an impromptu walk in the neighborhood to learn about communities and road safety, a trip to the fire hall to see where someone's mom or dad works and learn about fire safety, or a trip to extend a program theme (i.e.: grocery store or train ride). Please be aware that for safety reasons all field trips will require an adult to attend with each child. The majority of the field trips are free of charge; however, we occasionally attend places where there is a fee. If paying the fee creates a challenge or a hardship for your family, please let staff know so we can ensure everyone has an opportunity to participate.

Other Services Available

There are many services offered by the CDC outside of the Preschool Program. If you have any questions or concerns about your child/ children (even children who do not attend the Preschool program), please speak to the Preschool staff. We are happy to discuss any concerns you may have in terms of development or behaviour. We also have a Library resource at the NCDC and a Family Navigator.

What If You Are Not Satisfied?

If you are ever not satisfied with the service you, your child or your family is receiving from the CDC, you are encouraged to let us know. We appreciate knowing if your experience is not meeting the needs of your child or your family. *Your input is invaluable to us.*

If you have a complaint:

1. Talk to the Preschool staff. Very often, situations and problems can be solved quickly by talking to the staff.
2. If you are not satisfied by the response you receive from the Preschool staff, talk with the Preschool Department Leader, Kathleen Silvey, extension 242.
3. If you continue to be dissatisfied with the response you have received, please ask for and complete a complaint form and contact the Program Director, Pam McAdam at ext 232
4. If you continue to be dissatisfied with the response, contact the Executive Director at ext. 276.
5. If you continue to be dissatisfied with the outcome, you are encouraged to contact Community Care Licensing.



Board of Directors

The Child Development Centre, including the Preschool Program are operated by the Nanaimo Child Development Centre Society (NCDCS), a not for profit charitable society. The NCDCS Board of Directors is a volunteer group of parents, professionals and people from the community who make decisions about program planning, policy and how the money is spent at the CDC. Board members are available for your questions or comments. A list of Board members is available at the front desk at the CDC, posted on the Parent's bulletin board and on our website at www.nanaimocdc.com.

Volunteer

There are many opportunities for volunteering at the Child Development Centre and parents are encouraged to contact the Resource Development department for more information.

Membership

Memberships help support the organization and the work we do for children. Parents are invited to become a member for an annual fee of \$20. Please ask for an application at the front desk or from a staff member.