



## **N'Quatqua Child & Family Development Centre**

*Aboriginal Head Start (AHS), Group Day Care and Group  
Child Care*

# **NCFDC-Family Policy Manual**

*(Please, read thoroughly before your orientation date.)*

*"Parents have a special job as their child's first teachers."*

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***\* If you have any questions regarding this policy manual, please speak to a staff member or the Director.***



## *Vision Statement*

### *N'Quatqua Aboriginal Head Start Preschool*

*Our vision for the N'Quatqua Aboriginal Head Start preschool and other programs is to provide the young children and families in our community with a holistic program that focuses on the Aboriginal traditions, culture, and language of this region.*

The language of Ucwalmicwts and the Lower Stl`at`imx Nation will be integrated into the Aboriginal Head Start (AHS) curriculum and activities, as well as formal language instruction during the school year. The AHS program will have balance between culture and contemporary themes. This will include monthly themes based on the natural seasonal events occurring in this region. The N'Quatqua Aboriginal Head Start preschool curriculum is based on six components: 1) Culture and Language, 2) Education, 3) Health Promotion, 4) Nutrition, 5) Parent/Family Involvement, 6) Social Support, which are all valued equally. The six key components are the foundation of AHS and support children's first schooling experience to be positive and successful. It will enhance their social, emotional, physical, intellectual and spiritual skills in preparation for their transition to elementary school and allow them to have a "Head Start".



## *N'Quatqua Head Start Philosophy Statements; We Believe:*

- In logical or natural consequences to behaviors and actions when problem solving with young children. All staff members use a positive approach to help each child understand the effects of their behaviors on other people and on themselves. When a negative or inappropriate behavior arises with a child, or between children, staff help facilitate communication. Once the problem is identified the child is encouraged to think about which emotions they are feeling and listen to the emotions that the other people involved are feeling. Our guidance strategies are based on setting clear, consistent limits and expectations for the young children in our program. When problem solving, all children will be addressed in a way that preserves their self-esteem, respects their emotions and the emotions of others.
- We recognize that the parents and family are the child's primary teachers and caregivers. Therefore, we encourage parent/family participation in all aspects of the Aboriginal Head Start preschool, Group Day Care and Group Child Care where adults (all educators, volunteers, parents, elders/extended family members and band employees) are included. These parents, community members and leaders will have an opportunity to be a positive role model in our young children's lives.
- AHS identifies that young children must be developed emotionally, spiritually, physically, intellectually and socially before entering school. Therefore, we provide a safe and nurturing environment that is child oriented. NCFDC professional early childhood educators support children as they build their skills. Our **Aboriginal Head Start** preschool uses a cultural calendar to provide our program with the information needed to design a program specifically for N'Quatqua First Nations children and families. By integrating contemporary and traditional themes together the children will be developing their life skills in a well-rounded or 'holistic' environment. There will be regular visits from people in the community that have a variety of skills and responsibilities in our community such as the chief, the spiritual leader, the language instructor, the traditional dancer and drummer.
- All children should live in a safe, clean, nurturing environment free of physical, emotional or sexual abuse and neglect. It is the duty of the first line workers and early childhood educators to report any evidence or allegations of abuse, be they a client, and whether they are an adult or a child.

- Children learn through concrete, hands on experiences and this is encouraged and supported in cognitive growth through supervised play. By following children's initiative we are supervising and encouraging children to be curious and explore. As well, we are capitalizing on what they are interested in which builds their self-esteem, confidence and identity.
- Children can be self-reliant. We will support them in helping themselves by giving them positive affirmations while they follow through the steps to complete a task. The children will be given many different sets of choices each day that are individualized to each child or directed to the whole group. By making choices for themselves and having control over their primary needs like toileting, eating and sleeping; we are encourage the children's sense of autonomy to grow.
- We believe that, “*a (Aboriginal) Head Start*” leads to a brighter future'. It is the NCFDC mandate to support families in finding services that they need or link them to any essential services like the Ministry of Children and Families, if needed. Through 'Outreach' we will connect with hard to reach families and provide parent support to the families of our community.



## NCFDC schedules:

### *Aboriginal Head Start Daily Schedule*

8:30 am	Staff open and start set up
8:30am to 10:00am	Greeting Arriving Families & Supervised Play
10:00am - 10:15am	Clean up
10:15am	Washing up for snack
10:15am - 10:30am	Shared Snack
10:30am - 10:40am	Brushing teeth and bathroom break
10:40am to 11:00am	Circle Time/Guests/Language class
11:00am - 12:00pm	Getting Dressed for Outside/outdoor play
12:00pm - 12:30pm	Lunch Time
12:30pm	Speaking with parent and pick up

### *Group Day Care Daily Schedule*

12:00pm - 12:30pm	Lunch in Daycare room
12:30pm	Bathroom Break
12:30pm - 1:00pm	Story Time
1:00pm - 2:30pm	Nap/ Quiet Rest
2:30pm – 3:00pm	Quiet Play at Tables, Circle Time, Calendar Time
3:00pm – 3:15pm	Toileting and wash up for snack
3:15pm – 3:30pm	Snack
3:30pm – 4:30pm	Free Play or outdoor play
4:30pm	Speaking with parents and pick up

## **Parent's Daily Check List**

### ***Things to remember from home***

- Pack a nutritious lunch including three of the four food groups  
Examples – Tuna or egg sandwich and carrot sticks; **NO Eggs, Kiwi or Bananas** as we have a child and staff member with those allergies;
- Pack a pair of indoor running shoes and outdoor boots/shoes
- Pack a complete change of clothing including two pairs of socks & underwear.
- Pack diapers/ pull-ups and wipes if your child needs them
- Pack appropriate outdoor clothing/hat, for the season
- Pack sunscreen and a hat, for the season
- Pack any medication your child maybe using
- Pack child's napping accessories, if they are in Group Day Care

### ***Things to remember at the AHS/ Group Daycare***

- Sign your child in at the program at the sign in/out desk
- Put your child's lunch in the refrigerator
- Put away child's belonging
- Fill out an administering medication form if needed
- Walk your child into the classroom and visit for at least five minutes before saying goodbye
- Check your child's mail box for handout
- Speak to your child's educator before leaving

### ***Things to remember at the AHS, Group Daycare end of the day***

- Sign your child out of the program at the sign in/out desk; once you have signed out your child, you have indicated your sessions for the day have ended, and that you are leaving with your child.
  - Pick up your child's lunch bag to take home
  - Take home soiled clothing (indicted by plastic bag in the cubby)
  - Check your child's mailbox for handouts
  - Speak to your child's educator before leaving

## **Family Policy Manual**

### **Concerns/Complaints**

If you have a concern or complaint about an incident, staff, or one of the programs please speak to the Director ( ) immediately either in person by phone (604) 452-3584 or E-mail: . If you have a minor concern, please address the person (staff) directly at an appropriate time, in an appropriate space away from the children and in a respectful manner. If you have a complaint of a serious nature please make a written record to be filed with the Director. When you choose to bring up a concern or complaint, both parties are expected to follow through with this problem until we reach a solution or compromise. The Director can act as a mediator while in discussion or a mediator can be recruited to aid in solution based problem solving and resolution. It is unacceptable to approach staff on any work related items outside of the work environment and after hours of operation. Please do this during work hours.

### **Confidentiality**

All information disclosed by children or families to the N'Quatqua Child & Family Development Centre staff will be strictly confidential. Each family registered with the program will have their own file that will be kept in a locked filing cabinet under the Director's supervision. If a staff member breaches confidentiality their employment with the N'Quatqua Band will be under review. We also ask that parents respect and practice confidentiality as well.

### **Daily Arrival and Departure**

**Communication between the families and educators is vital to assuring that the children have an excellent first school experience.** Please, make sure to speak with the educators present at the Aboriginal Head Start, Group Day Care and Group Child Care during your arrival and departure times. Remember to read and refer to the *Parent's Daily Check List* in this Family Policy Manual or see the list posted at the sign in/out desk. To avoid rushing at arrival and departure times, please come with at least ten minutes to spare. If you can foresee being late for pick up call ahead of time, so that staff can accommodate your family's needs or contact an alternate pick up person – staff may have commitments too so please try to work in cooperation with them. Children must be at the Centre by 9:00am each day. If your child is not here by 9:00am, your child will not be allowed to participate in the program unless there is a valid reason (Doctor's appointment, accident etc)

### **Drop-In Scheduling For Programs**

Drop-in childcare needs to be scheduled twenty-four hours in advance unless it is an emergency situation. Please, call the Centre Director or communicate with the staff on duty in your child's program # (604) 452-3584. Drop-in availability is provided on a first come first serve basis. All drop-in fees are due the day that the service is provided. If your child is not currently involved in the Aboriginal Head Start, Group Day Care or Group Child Care program then registration and orientation is required prior to drop-off.



An enrollment fee of \$20.00 is due upon registration in any of our programs. Rates are: Drop-In Day Care is \$12.00/half day (Mon. – Thurs.); and AHS rate is \$12.00/session (Mon.–Thurs.).

### **Enrollment**

When your registration package is completed and you received confirmation of a space in the program/s, you will be asked to pay a non-refundable enrollment fee of \$20.00. All cheques or money orders are to be made out to the *N'Quatqua Child and Development Centre (NCFDC)* and can be deposited into the payment lock box beside the sign in/out desk. Once enrollment is complete an orientation date will be scheduled for your family.

### **Fees**

Upon enrollment please provide the Director with three months of post-dated cheques. If you do not have a chequing account please discuss and request a suitable payment procedure with the Director. We must receive payment for child care within 10 days from the start of the month. When fees are received after the 10<sup>th</sup> of the month there will be an additional late charge of fine of \$10.00 added to your bill. Failure to pay within this 10-day time frame, will risk termination of your families child care service. In the event of illness, vacation, or any other absence, fees are still due in full. Parents can contact the Ministry of Children and Families regarding their eligibility for provincial childcare subsidy assistance. The contact number is 1-888-338-6622; follow the child care subsidy prompts and ask for a package to be mailed to you. We are glad to assist you with this, if needed. Once you receive your package make an appointment and bring it to the NCFDC to request staff assistance for you to complete your form.

### **Guidance**

All NCFDC staff use a positive approach to help each child understand the effects of their behaviors on other people and on themselves. When a negative or inappropriate behavior arises with a child, or between children, the staff helps to facilitate communication and a resolution. Once the problem is identified then the child is encouraged to think about what emotions they are feeling; then they are asked to listen to the other people involved and hear what emotions they are feeling. Children are encouraged to work through their problems until there is a common solution they can both accept. As staff get to know the children individually, they are able to anticipate problem behaviours in children and learn what series of events led to inappropriate behaviors. Aboriginal Head Start and other program staff believe in logical or natural consequences to behaviors and actions when problem solving with young children. If a child has a persistent problem behavior arising at home or at NCFDC, the staff will suggest a parent/ staff meeting where a consistent behavior plan of action can be designed for staff and parents to follow both at home and at NCFDC. If problem behaviors persist after a discussion with the family, then a meeting can be set up with other onsite resources like NCFDC Aboriginal Supported Child Development or N'Quatqua Family Support or another professional resource can help to assess the child/behaviour and set up an intervention plan with ensured follow up. We want the experience at NCFDC to be a good one for the children and parents using our services.

### **Head Lice**

It is our mandate to model healthy living for families and children at the N'Quatqua Child and Family Development Centre. Our policy states that if your child is found with head lice at the Centre during our routine head lice checks we will speak with the parent and issue a note with our findings. Children need to be treated with lice shampoo and their head cleared of lice before they return to the Centre. We will lend each family a lice removal kit equipped with a lice guard, comb, care routine, cleaning schedule for the home and general information. The kits will be lent out in ten-day intervals and returned for other families to access. We will be recording your child's information at the end of every lice check on their personal file. If head lice are repeatedly found in the same child at the Centre throughout the year this may become a neglect issue and will be reported to the Ministry of Children and Families for further family support. It is our duty as Caregivers to be advocates for children's health and well being, our approach is proactive and team oriented. We know that head lice are a sensitive issue and we are here to support your family. If you have any questions or concerns about this issue please talk to one of the staff members.

### **Inclusion**

N'Quatqua Child & Family Development Centre provides service to all families. If a child needs extra support in areas (such as with speech, reading or learning) we will work together with the family to devise a system that is individual and unique to the child's needs. We can provide referral to client's to access child assessment professionals in the Sea to Sky Corridor. Most assessments are NCFDC based and the professional will come to D'Arcy to assist with assessment. Our Centre has on site qualified Supported Child Development workers and we also work closely with Pqusnalhcw Supported Child Development Program who will provide mentorship or assistance to our Centre staff.

### **Intoxicated Parent**

Children will not be released to a parent/Guardian/Adult that appears to be intoxicated. If you arrive to pick up your child and staff suspects that a parent/guardian is under the influence of alcohol or drugs, they will not be permitted to leave with the child. The staff will call an emergency contact to pick up the child. If there are no emergency contact people available, the staff will contact the N'Quatqua Family Support worker or the Ministry of Child & Family Development to pick up the child. This type of incident will be recorded on your child's file. Any person that arrives at NCFDC and appears to be intoxicated will be asked to leave the premises, for the safety of the children and staff.

### **Late Pick Up Charge**

A parent/guardian will be considered late picking up their child if they 1 minute past the posted closing time for each program (**Aboriginal Head Start 8:30am - 12:30 pm, Group Day Care 12:30pm- 4:30 pm, Group Child Care 2:45pm - 6:00pm.**) If NCFDC staff have not been contacted by the parent, the staff will contact a person from the child's alternative persons pick up list. If that person is unavailable and the program has not heard from the family after half an hour from closing time, the staff are required to notify Emergency Services of the Ministry of Children & Family Development. A dollar a minute fine will be billed for every minute that the parent continues to be late for

pick up. Families are responsible to pay any late fine to the N'Quatqua Child and Family Development Centre (NCFDC) within one week of receiving the 'Late Fee Receipt'. For every day after the 7 days that a parent/guardian is late paying these fees, there will be 10% added to the bill. If there is a repeated incident, there will be a meeting called between the program Director and the family to find a solution. If there is a violation of the Parent/Director Agreement, the family will risk termination of their childcare service. If the family is late by forty-five minutes and no contact has been made with the Centre, the staff member will contact the Ministry of Child & Family Development to pick up the child. ***Families who are subsidized through the N'Quatqua Band or Childcare Subsidy are personally responsible for any late pick up fines; late fines are not covered by N'Quatqua Band or the MCFD Childcare Subsidy.***

### **Medication**

Parents/Guardians are required to sign a permission form to allow the staff to administer prescribed medications only. If your child uses an inhaler, you are required to sign a separate permission form to allow the staff to administer the medication if/when it may be needed. Please, make sure that your child's medication is handed directly to a staff member, so that it can be locked and refrigerated, if necessary. All medication must be kept in its original container with the proper identifying prescription label which includes the child's legal name, the dosage amount, time to administer and the prescribing Physician's name. We will not administer non-prescription drugs to your child at any time at the N'Quatqua Child & Family Development Centre. If your child is under the influence of a non-prescription drug upon arrival, please tell a staff member and our illness policy may be reviewed with you depending on the nature of the medication.

### **Nutrition**

The N'Quatqua Child & Family Development Centre is an Aboriginal Head Start site; therefore, nutrition is one of our six components and is greatly valued. The Centre will provide snacks in each program that reflect the Native Canada Food Guide and the Canada Food Guide to ensure that children receive a nutritious and well balanced diet. We asked that you pack a lunch for your child that contains three of the four food groups and a drink of milk or water. Since good nutrition and healthy eating habits are strongly encouraged in each of our programs, we ask that **NO candy, gum, chocolate bars, soda pop or any other kind of junk food be sent to the daycare or preschool; at present this includes Bananas, Kiwi and Eggs or products that may contain Bananas, Kiwi and Eggs in them – we have a child and staff with an allergy so this measure is to protect them.** If these items are sent to school we will be sending them back home and reminding you and your child about our policy. If your child has/ or develops any allergies please add this information to your child's file and registration package. All food allergies will be posted in the kitchen and elsewhere in the building if they are serious allergies.

### **Open Door Policy**

The N'Quatqua Child & Family Development Centre maintains an 'Open Door' policy during our hours of operation from 8:30 AM - to 6 PM, Monday - Thursday. This offers parents, siblings, family members, community members, & families with children

younger than 2.5yr when accompanied by a parent to visit their relatives and participate in the program. Aboriginal Head Start promotes inclusion of the whole family and community; we believe that everyone has something to bring to our programs. Parents and community members are often our valuable resource people for cultural activities.

### Operational Hours/Days

**The N'Quatqua Child and Family Development Centre is open Monday to Thursday from 8:30 AM to 6:00 PM. During the week Aboriginal Head Start is provided from 8:30 AM – 12:30 PM; and from 12:30 PM - 4:30 PM for Group Day Care and 2:45pm - 6:00pm for the Skalula7 Afterschool Program. Each of these programs has an Aboriginal cultural focus. All programs are open year around with the exception of the occasional Centre professional development day, unforeseen staff shortages, building/maintenance circumstances and the following fourteen statutory holidays:**

- **New Years Day**
- **Good Friday**
- **Easter Monday**
- **Declaration Day (May 10)**
- **Aboriginal Day (June 21)**
- **Victoria day**
- **Canada Day**
- **Civic Day( 1<sup>st</sup> Monday in August)**
- **Labour Day**
- **Thanksgiving**
- **Remembrance Day**
- **2 Weeks during Christmas**
- **1 Week during Spring Break**

### Orientation

Once your child's registration package is complete every family needs to participate in an hour-long orientation with your child. This orientation session will include completing the Parent Orientation Checklist with a staff member upon entry to the daycare or preschool program. The orientation is essential to forming a relationship with the staff and to understanding the expectations for the family while attending our programs. We recommend that the parent leaves the child for a short play after the orientation or stays for the duration of the program. When your child is feeling comfortable with the surrounding you are welcome to depart. Parents are encouraged to phone later in the day to check on their child. If your child has separation anxiety then you can meet with the Director to design a gradual entry plan for your child & family.

### Outdoor Play

It is mandatory for children participating in the N'Quatqua Child & Family Development programs to be outside for a minimum of one hour a day. This policy is a requirement of government licensing to ensure that children's programs across the country are providing children with adequate outdoor time daily. The only factor that affects this policy is an extreme weather warning posted; if the temperature reaches below -25 C then children

are not able to play outdoors. At that time staff will make alternate arrangements, such walking with the children to play in the community centre. Please, make sure that you bring seasonal clothing for outdoor play and a spare change of clothes.

### **Parent Participation**

The N'Quatqua Child & Family Development programs and staff believe that the parent is the child's first teacher and the most important caregiver in their child's life. Parent participation is vital to the success of your child's first school experience. The N'Quatqua Aboriginal Head Start programs have an Open Door Policy which means that parents/relatives (*unless specified by a court order, a Restraining Order etc*) are allowed to drop in any time to visit and volunteer. Parents can become involved by volunteering for fieldtrips, work parties, sharing their talents, attending social events, and by joining the Parent Advisory Committee. Any adults, teens etc that wish to do volunteer work will be required to submit, and pass, a Ministry approved Criminal Record Check.

### **Rates**

The N'Quatqua Daycare has a standard rate of \$24.00 a day or \$12.00 a half day.

The N'Quatqua Aboriginal Head Start preschool program has a standard rate of \$12.00 a session for each child.

### **Safety**

All staff members are required to have current first aid and are trained to lead the children in an emergency situation. The building has a strict procedure to follow in the case of a fire. Fire Drills are practiced by the staff and children on a monthly basis in each program. The programs are each equipped with a first aid kit. The N'Quatqua Child and Family Development Centre ensures that all indoor and outdoor equipment will be well maintained and meets government licensing standards. The N'Quatqua Band is currently working on a set plan if the town is deemed in a 'State of Emergency'; in the meantime we agree that we will meet at the N'Quatqua Health Station.

### **Separated Parents**

Both parents have legal rights to the child, unless there is a court custody order providing one parent with sole custodial rights or a Court Order/Restraining Order is in place. Upon enrollment a copy of any custody agreements (or other documents) need to be given to the childcare program that your child is attending. The agreement will be stored in your child's private and confidential file and referred to if needed. It is the parent's responsibility to provide NCFDC staff with an updated copy, should the custody order (or other order/s) change.

### **Sick Children**

In order to prevent other children and staff from getting sick, we do not accept sick children into the daycare or preschool. If a child needs non- prescription drugs such as, Tylenol or cough syrup they cannot participate in the program. It is totally unacceptable to give your child non- prescription drugs and then send them to our programs without

notifying staff of your child's condition. When a child is ill they will not be able to participate in our active routine and they need to stay home or with alternate care. If your child becomes ill at the Centre, we will contact you immediately to pick up your child. If you are unavailable then we will call your emergency contact. Staff members have the right to exclude a child from the program due to illness and the child will be unable to return to the program until a letter from the child's doctor states that they are in good health and can fully participate in our program again. Please, notify your child's program if your child has a communicable disease or if your child will not be attending their program due to illness.

*(See an extended illness policy posted on the parent notice board)*

### **Vaccinations**

Upon enrollment all families are required to provide their child's immunization records from birth to present day. *If you choose not to immunize your child due to medical or philosophical reasons you need to sign a Conscious Objector's Contact (included in the registration package).* This means that if there is a communicable disease threat in your child's program they will be unable to participate in their program until the threat has past. Fees for your child's program will still need to be paid even if they are unable to attend due to lack of vaccination. (For more information regarding immunization please refer to the parent board in your child's program.)

### **Withdrawal**

One Full calendar month's notice is required to withdraw from any Centre programs. Withdrawal from a program needs to be completed by filling out a written form provided by the Director. If you fail to give a full months notice, you will be required to pay the fee for the days that you child is registered during that entire month. Once withdrawal is finalized, any remaining post-dated cheques will be returned to you. Also if your child has not attended any of our programs for more than 30 days, you will be required to fill out new forms and pay the \$20.00 registration fees again.

***Thank you for reading this Family Policy Manual. This NCFDC Policy manual is not a "contract", but is a reference guide for NCFDC staff and parents to have a point of reference to work together in support of children attending NCFDC programs. If you have any questions please ask the Director or your child's program supervisor. All families must agree to the Family Policy Manual and sign the Letter of Consent before they can access NCFDC services.***