

# ERICO CHILDCARE CONSULTANTS LTD.

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*Our aim is to provide inclusive, quality care for school-age children in a safe, happy and relaxed environment. The children will be encouraged to master the art of creative intelligence through play and by interaction share the experience of having fun.*

## WELCOME!

If your child previously attended Camp Ridgeview, Holly House, La Maison or Club West you will be familiar with the various guidelines, policies and procedures, put in place by Licensing and ourselves, to ensure that your child is cared for in a safe, healthy and happy environment. You have already indicated on your Registration Form that you have read & understood this document, however some details will be new to you so please take the time to re-read the following information. **Please keep this document for reference.**

## PHILOSOPHY

We believe in flexible, affordable, quality childcare so that all families regardless of culture, diversity, ability or income are able to attend our programs. Children will be cared for in a safe, caring and nurturing environment, where children and staff are engaged in a fun, creative and active program both indoors and outdoors. Daily activities include free play, group play, arts and crafts, games, building, puzzles and reading. We are here to serve the schools' population and meet the families' needs in any way we can.

## HOURS OF OPENING

**Please note:** For ease of reading all hours mentioned in this document are based on the hours at Ridgeview School but naturally we adhere to the various times of the other schools we serve.

Session 1: 7.30am to 8:40am

Session 3: 2:40pm to 6.00pm

### **Please note:**

Your child will not be accepted at any of our Centres before 7.30am and must leave by 6:00pm.

If you find you are going to be even five minutes late please inform us and/or arrange for someone else to collect your child.

## LATE COLLECTION

**Please note our Centres CLOSE at 6:00pm so please ensure you get there by then.** Our Staff have evening engagements, homes & children to get back to as well!

If your child has not been picked up by 6:00pm, and we have not been informed by 5:45pm of a delay, one of your emergency contacts may be called to pick up your child. Any parent arriving after 6.00pm, without notification of their delay or who has been consistently late, even with prior notification, may be required to pay a fine of \$1.00 per minute after 6.00pm until their child is collected. Our staff are not paid for hours after 6:00pm. If a parent is late more than 3 times care may be withdrawn.

### **Collection by persons other than the Parent or Legal Guardian:**

On your Registration Form you have named certain people living or working on the North Shore who will act as Emergency Contacts, and who are able to collect your child should you be unavailable for whatever reason.

1. We will not release any child to a person not listed on the Registration Form unless the parent has issued verbal or written instructions otherwise. That person will then be asked to show picture I.D. when they arrive.
2. We will not allow any child to leave the Centre with someone who, in our estimation, does not appear to be capable of providing safe care and/or transport, whether due to alcohol or drug impairment, emotional upset or physical illness, no matter **who** they are. In

# ERICO CHILDCARE CONSULTANTS LTD.

such instances, the parent (or the other parent) will be called to inform them of this. Should either parent be unable to collect the child an alternate contact on the list will be called and/or staff will discuss safe options with the pick-up person, such as calling a cab or phoning a friend for a ride home.

3. If we remain concerned about the safety of the child/children and adult following such a discussion, appropriate authorities, such as the West Vancouver Municipal Police and/or Ministry for Children and Families, will be contacted as needed.

## **Child Not Picked-Up**

In the event that a child has not been picked up after closing time, staff will contact the child's parents at work and/or home. If they cannot be reached, staff will try to reach the family's emergency contacts.

If the child has not been picked-up by 7:00 pm, and the emergency contacts cannot be reached, staff will contact the Ministry for Children and Families to arrange for pick-up of the child.

## **CUSTODY & COURT RELATED ORDERS**

If a custody or court order exists within a family, a copy of that order should be given to the Centre to be kept in the child's file, where it will remain private & confidential. Staff will be informed of its existence and any instructions therein will be followed at all times.

Families need to inform the Supervisor of all custody and court order changes immediately.

## **FEES & PAYMENT**

We are open throughout the school year. A \$50 Registration Fee is required for each child.

**When you register your child you book and pay for a space for that child per month for the duration of the School Year. Stat Hols, Pro D Days, Non instructional Days, Winter Break and Spring Break are not included in the fees.** That space is then guaranteed and it cannot be given to anyone else.

Fees are payable monthly for the duration of a ten (10) month period, and are non-refundable in the case of non-attendance, sickness or holidays. The regular fee schedule is based on 10 months.

**All MONTHLY FEES must be paid by cheque.** No exceptions. We do not accept e-transfers, credit cards or cash.

Fees are due and payable on the first (1st.) day of each month. All cheques should be made payable to **Camp Ridgeview, Holly House** or **Erico Childcare Consultants Ltd** depending on which Centre your child is registered at.

**If the name on the cheque differs from that of your child please write the CHILD'S LAST NAME on each cheque.**

In order to ensure that all fees are received in good time we require **10 cheques**, dated the **first of each month**, and **must be given to us in September on or before the end of the first week of School**. Care will not be provided after that day until the 10 cheques have been received. These cheques will be kept safely in each child's file and will be deposited on the 5<sup>th</sup> of each month.

**All other payments should be paid by e-transfer** to [ericoccc@telus.net](mailto:ericoccc@telus.net) no password required. Fees for any occasional additional care are due & payable by e-transfer on the requested day. Care will not be provided until payment has been made. Please note we do not accept cash.

If, during the course of the School Year there are any changes in the regular monthly fees your cheque(s) will be returned to you be adjusted or replaced accordingly. If payment of any fees is not forthcoming after one month then we reserve the right to suspend care for your child until the outstanding fees have been paid.

**Receipts for Tax purposes will be issued in February each year.**

There will be a \$30 charge for all NSF cheques. More than one NSF cheque may result in withdrawal of care for your child.

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## MINISTRY SUBSIDIES

The Affordable Child Care Benefit (ACCB) Contract/Agreement for Childcare Subsidy is between the Parent/Guardian and the Ministry of Education and Child Care. The claims are made by, and the payment is sent directly to, the Childcare Provider.

The amount the Childcare Provider (CP) is allowed to claim is subject to the ATTENDANCE of the child on any given day during the month.

If the parent informs the CP that the child is sick then that is allowed. *(There is a maximum of 10 consecutive days allowed for sickness in a month.)* If the child does not attend, for any other reason, the Subsidy cannot be claimed for that day. *(The CP has to keep daily records of attendance, which the Ministry can audit at any time against Subsidy claims made.)*

As the Subsidy payment, in most cases, does not cover the full amount of the Monthly Fees, the Parent is responsible for payment of the balance. Therefore, since registration at our Centres is based on reservation and payment for the child's **SPACE** per month, the parent is also responsible for the amount of the Subsidy payment not able to be claimed because of the non-attendance of the child. Billing for this will be done at the end of each month. The only exception to this would be in the case of the Centre's closure for Non Instructional Days, Winter & Spring Breaks.

If extra Subsidy payments for Pro D Days and holidays are required the parent **must apply to the Ministry in advance**. Again this payment does not cover the full amount as stated in the Fee Schedule, so the parent is responsible for payment of the balance.

## REGISTRATION & PLACEMENT

It is our policy to offer care for School Age Children up until their thirteenth birthday, however once a child goes into Grade 7 spaces will be prioritized for the younger children except in extenuating circumstances.

Because of the Licensed Capacity in all of our Centres the following 'pecking order' will be used to determine who will be placed at each Centre in September regardless of whether they are returning children or not.

However, this does not mean that we cannot care for your child(ren) but it may mean that they will be cared for, and transported to, another Centre instead. These children will automatically be moved back to their own School's Centre when a suitable opening arises. Once all these children have been re-housed then, and only then, will children on our Waitlist be considered.

**PLEASE NOTE: As space is at a premium all registered days must be paid for and fully utilized. Failure to do this will automatically cause a review of your registration and may result in a change in care venue.**

Priority for those families registering for the entire school year will be as follows:

1. Before and after school 5 days per week. *(Session 1 & 3)*
2. Before and after school 4 days per week. *(Session 1 & 3)*
3. After school 5 days per week. *(Session 3)*
4. Before and after school 3 days per week. *(Session 1 & 3)*
5. After school 4 days per week. *(Session 3)*
6. After school 3 days per week. *(Session 3)*
7. Before and after school 2 days per week. *(Session 1 & 3)*
8. After school 2 days per week. *(Session 3)*
9. Before and after school 1 day per week. *(Session 1 & 3)*
10. After school 1 day per week. *(Session 3)*

## CHANGES IN CARE

If your care needs change and you wish to reduce your regular care times, or cancel your registration, **one Calendar Month's notice in writing** must be given. However, once your Registration has been cancelled or your regular days reduced, we can no longer guarantee your space if you wish to return.

If you wish to add to your regular care times/days or change your regular days then 24 hrs.

# ERICO CHILDCARE CONSULTANTS LTD.

notice is necessary and space subject to availability.

## **ADDITIONAL DAYS.**

If the occasional additional day of care is required 24hrs. notice must be given to the Supervisor by phone or in writing. **Once booked the appropriate fee for the required Session is due, payable and non-refundable.** This fee must be paid by e-transfer, on or before collection of your child on the required day. In the case of multiple days all days need to be paid for upon booking.

## **SHORT TERM CARE**

It is not possible for us to offer care for a flexible work schedule. However If your care needs are required for a short term parental School Schedule for a 3 month period we may be able to accept your child, enrollment permitting, but we cannot guarantee which Centre your child will attend. This will also be transport permitting.

## **WINTER & SPRING BREAKS, NON-INSTRUCTIONAL/EARLY DISMISSAL DAYS**

During the school year, September to June, we will be open from 7:30am – 6:00pm on school holidays and non-instructional days. A School Calendar is posted on each School's website. Please note that only Full Day care is offered on these days.

**Registration is necessary for Holidays & Pro D Days. The regular monthly fees do not include Pro D Days or Christmas & Spring Break.**

Registration Notification, containing pertinent information, charges and the registration/payment deadline, will be emailed to you approximately two weeks prior to the Pro D Days or holidays.

**To Register & pay** please send an e-transfer to [ericoccc@telus.net](mailto:ericoccc@telus.net) & put your **Child's Name & the dates required** in the Message Box, by the Registration deadline. There is no password required. Receipt of the e-transfer will confirm your child's attendance, and they will be added to the list.

These deadlines are firm and failure to register in time will result in your child not being accepted into the program for the requested day(s).

Once the Registration Deadline has passed days may not be changed and there will be no Drop In's allowed. In the case of non-attendance all fees for these days are non-refundable and no credit can be given for another Pro D Day, unless a Doctor's Note is provided, and there is space on the replacement day.

The fees include care from 7:30pm – 6:00pm. All field trips, outings and transport are included. There are no hidden extras!

**Winter & Spring Break:** After the Registration deadline a detailed schedule of activities will be sent out the week prior to the holiday period. This schedule is organized once all Registration Forms have been received, and is governed by the number of children attending each day, which Centres are open, transportation and the number of staff required.

Children registered but not normally attending on a regular basis may be able to register for Christmas & Spring Break after the Registration Deadline has passed, the full daily rate will apply and registration will be subject to availability.

### **Arrival & pick-up times:**

Children registered for school holidays & Pro D Days should arrive no later than 9.30am (unless prior arrangements have been made) and, if an outing or activity has been arranged, they will not be able to be collected until 3:00pm at the earliest. If the children are not at the Centre when the parent arrives, a note will be left on the door with information about their whereabouts and our intended return time. If your child is not going to attend as planned, on any of these days, we must be informed, but no refunds can be given.

**Early Dismissal days:** If the early dismissal time is 1:50pm there is no need for Registration - we will be open to accommodate the children as usual and there is no extra charge for these days. Children normally attending on these days will simply be expected at the Centre one hour earlier than usual.

However, if the Early Dismissal time is earlier than 1:50pm Registration is necessary and an

# ERICO CHILDCARE CONSULTANTS LTD.

additional charge of \$5 p/hour will be payable to cover the time the children are not normally looked after. Please note we are only able to care for the children who normally attend on that day.

**Teachers' Strikes:** In the event of children not being able to attend school in the case of a Teachers Strike we will assess the situation at the time to decide whether offering care is a viable option or not.

## KINDERGARTEN & GRADE 1 CHILDREN

Each day a Staff Member will always take the Kindergarten & Grade 1 children, who attend Session 1 before school, to their classrooms in the mornings, and collect those children attending Session 3 after school from their classroom at dismissal time.

**Kindergarten Gradual Entry:** At the beginning of each School Year the Kindergarten children have a gradual entry with shortened school days during the first two weeks. The school will notify you regarding the days and times that your child will be attending school.

Alas, we are not able to offer extra care to cover the early dismissal times during school hours (8:40am - 2:40pm) as our rooms are used by the school. However, we will be open as usual after school, to care for your child during our regular hours from 2:40pm- 6:00pm each day that you have registered and paid for.

## ALL CHILDREN

**Your Centre is a Safe Haven.** If a child is unsure if they are coming to us or not/or who is picking them up on any given day, and we are unable to get confirmation, then to ensure the safety of the child we will keep the child at the Centre until they are picked up. By the same token, if a child is not registered on a certain day, but the parent is delayed for whatever reason and the child is worried, they should come to the Centre and wait with us until the parent arrives. That way both the parent & child know where to find each other and that the child will be safe.

## ACTIVE PLAY

**All children are expected to go outside for at least 30 minutes every day. If you feel your child is too sick to go outside then they are too sick to be at the Centre. So we ask that you keep them at home until they are well enough to go outside.**

All children will be encouraged to participate in a variety of age appropriate daily physical activities, both indoors and/or outdoors. When the weather is fine all the children will be taken outside for active play. If the weather is not good they will either play in the undercover areas of the School or in the School Gym (availability permitting). In each case the children are expected to wear appropriate clothing in order to participate comfortably and safely in all active play.

### Appropriate Clothing

Runners are the safest form of footwear all year round with specific footwear as follows:

**Winter:** Warm jacket, snowsuit, hat, gloves and boots

**Spring/Fall:** Jacket, sweater, raincoat/jacket, boots

**Summer:** Light clothing, hat & sunscreen. Runners rather than sandals or flip fops.

Boots are not worn in any of our Centres so please bring indoor shoes to change into.

## SCREEN TIME

As our Mission Statement says: *The children will be encouraged to master the art of creative intelligence through play and by interaction share the experience of having fun.* Screens of any sort are not welcome at any of our Centres - with the exception of Laptops for homework. We feel that the children have enough screen time at home and at school and that their time with us should be about personal communication, interaction, co-operation, problem resolution, and making the right choices while enjoying each other's company. All of which serve to equip them with life skills which are crucial to their future growth and development into responsible adulthood.

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## HOMEWORK

We encourage (and help) the children to do their homework when they are in our care. As a lot of it is now done on laptops the children are allowed a maximum of 30 mins per day after school in which to do it. This is in accordance with the Licensing Rules for Active Play and any program that is less than 4 hrs long. However once the homework is complete, or it stops being homework, the Laptops have to be put away. Failure to do this will result in the withdrawal of the laptop privilege for that day.

### **Screens**

If a child brings a 'screen' of any sort to the Centre they will immediately be asked to put it away in their backpack. Failure to comply will result in the 'screen' being confiscated until the end of the day.

## TRANSPORTATION

If transport should be necessary the children will be taken in our seven-seat passenger vans, or Staff cars, which are fully licensed and insured for such purposes, and equipped with booster seats. Any transport for Field Trips will be done in a rented School Bus. You will be required to sign a permission slip at the time of Registration.

**Transport between Centres:** We have a tight schedule when collecting from other schools so it is *IMPERATIVE* that you let us know if your child does not need to be picked up on their registered days. We will not leave a school until we know where an expected child is. If we have to go looking for a child it delays our departure and causes a domino effect.

**Meeting Place:** It is very difficult to park at some schools so a designated Meeting Place at each school has been chosen specifically to ensure the children's safety, as well as ease of pick up. It is very important that the children go directly to this Meeting Place immediately they are dismissed from school and wait patiently there until we arrive. Please impress upon your child the importance of doing this.

**If a child is unsure** if they are coming to us or not/or who is picking them up, and we are unable to get confirmation, then to ensure the safety of the child we will maintain the status quo and the child will be transported as normal.

## SCHOOL BASED ACTIVITIES

If your child is participating in any school activities before or after school - such as Cross Country, Track & Field, Lego or Band. Please notify us in advance as to the time their activity starts and finishes so we know what time to release and/or expect them back.

## OUT OF SCHOOL ACTIVITIES

If your child has an out-of-school activity eg. Brownies, Soccer, Hockey, Basketball etc, please let us know ahead of time. Providing they are registered for that day they are welcome to return to the Centre afterwards to await collection by a parent by 6:00pm. Transport to and from the activity must be arranged by the parent and we must be notified as to the times and who will be collecting and returning your child. **Your child will not be released unless notification is given.**

## DISCIPLINE POLICY

School age children are at an age where they start having to make decisions about what is right and wrong. We view discipline as a continuous process of providing positive behavioural guidance. Our goal is to help children learn how make the right choices, co-operate with others and manage their own behavior, while allowing them to learn from their mistakes and understand the consequences of their behaviour. It is important that the children realize that there are consequences in life and that making the right choice is a very important part of growing up.

**Our objective** is to ensure a safe and nurturing environment for all the children in our care. We recognize that each child is unique in their personality, level of development and family and cultural influences so our day-to-day practices are based on realistic expectations of

# ERICO CHILDCARE CONSULTANTS LTD.

individual children's needs and abilities. We:

- Establish clear, consistent and simple limits, with straight-forward explanations stated in a positive way.
- Focus on child's behaviour rather than their character.
- Make statements of expectation, rather than pose questions, unless the child is being offered a choice, and allowing time for them to respond to these.
- Reinforce appropriate behavior with both words and gestures.
- Encourage children to ask for help.

**We promote** behavior that is respectful of other people, personal and public property, and the environment. Violence, physical and verbal aggression, bullying, swearing and generally disruptive or unsafe behaviour is not tolerated at any of our Centres from children, parents or Staff.

**Volunteers or Students** working at our Centres will not be allowed to discipline the children themselves, but will work with our regular Staff to determine if any action is required. The Staff Member will then be responsible for any necessary disciplinary action.

**Discipline at our Centres** comes under the guidelines set out in the Provincial Child Care Licensing Regulation. As stated in **Section 51 and 52 of the Child Care Regulations** we will ensure that no child is subjected to any of the following:

- a) shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child;
- b) confinement or physical restraint by an employee, except as authorized in a child's care's plan if that care plan includes instructions respecting behavioural guidance;
- c) harsh, belittling or degrading treatment, whether verbal, emotional or physical, that could humiliate or undermine the child's self-respect;
- d) spanking or any other form of corporal punishment;
- e) separation, without supervision by a responsible adult, from other children;
- f) as a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet.
- g) emotional abuse, physical abuse, sexual abuse or neglect.

## BEHAVIOUR MANAGEMENT POLICY

Our primary concern is to maintain a safe, healthy and happy environment for all children in our care. To ensure this we have clearly defined guidelines for behaviour expectations at each Centre. In order to help children to learn appropriate social behaviour they will be expected to follow a code of conduct requiring them to show: courtesy, co-operation, compliance and consideration. Staff will assist them with appropriate conflict resolution, problem solving and taking responsibility for their actions. Behaviour will also be managed through positive reinforcement, as well as natural and logical consequences, while encouraging the children to develop self-discipline.

## BEHAVIOUR MANAGEMENT PROCEDURES

Our primary concern is to maintain a safe, healthy and happy environment for all children in our care. When a situation requiring staff intervention arises we will

- gain the child's attention in a respectful way using physical closeness or touch as needed to re-establish self-control.
- distract them from the problem where appropriate.
- reinforce the applicable limits in a positive manner while acknowledging the child's feelings.
- demonstrate problem solving skills for the child to apply in future.
- encourage the child to choose another activity, when and where appropriate. If necessary activities will be placed off limits temporarily.
- give the child the opportunity to make amends, supported with appropriate positive verbal reinforcement and use the Zones of Regulation to assist the child to self-regulate when appropriate

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- when a behavior problem continues, we may remove the child from the situation for a 'time away' lasting approximately 5 minutes, to let the child calm down until they are ready to return to the activity.
- Physical violence of any sort will not be tolerated and will result in the parent being called to remove the child from the Centre immediately.
- Serious Incidents are documented in writing and the Supervisor will notify the child's parents.
- Unusual or aggressive behavior is reportable and if applicable a written report will be sent to the Centre's Licensing Officer.

**Challenging behaviour.** It may be necessary for some children whose behaviour is challenging on a regular basis to have an individualized Behaviour Management Plan, developed in conjunction with the parents, and if necessary, with input from appropriate community professionals. The parents will then be asked to sign two copies, one of which will be kept in the child's file at the Centre.

Any child with a Care Plan will have it reviewed annually in conjunction with the parents and support workers.

## WITHDRAWAL OF CARE

Erico Childcare Consultants Ltd can withdraw its services to a family under the following circumstances:

- If fees for services are not paid on time and suitable arrangements cannot be agreed upon
- If parents do not comply with our policies regarding respect for the staff, other children and families in our Centres.
- If we are unable to satisfactorily resolve a problem with a family
- If a family member harasses, threatens or commits a violent or unlawful act towards a Staff Member, child or other family involved in the program.
- If a family picks up their child late three times or more without having made previous suitable arrangements.
- Repeated failure by the family to work with the childcare staff to meet the needs of their child thus giving rise to health and/or safety concerns.
- If, in the assessment of the Childcare Staff, a child is unable to manage safely in a group of children within the given adult/child ratio termination of services will be a measure of last resort.

All efforts will be made to accommodate the child's needs. These would include:

- Working with the family to develop consistent strategies
- Requesting increased staffing through the Supported Child Development Program.
- We reserve the right to request that a child is withdrawn if he/she is unable to adapt or adjust to the program, or in the caregiver's opinion has social, emotional or physical needs that the caregiver feels they are unable to provide.

## SNOW / EMERGENCY CLOSURES

**Snow:** If this should happen during School Hours 8:40am - 2.40pm the school is responsible for the children until they are collected. A copy of the School Board's snow closure policy is posted on the notice board at each of our Centres.

If the Superintendent closes the Schools we are governed by that decision as well and the parents will be asked to pick up their child(ren) immediately or make alternative arrangements for their collection. If it is snowing but no closure has been announced then we will look after the children as usual until they are picked up. However if the snow should worsen we reserve the right to determine whether the Centre will remain open or not. If a decision to close is made you will be informed by e-mail or phone and asked to collect your child ASAP.

If we have snow but no closure is announced, it is imperative that any child attending on this day is sent in *proper* "snow clothing", including hat, boots and gloves and bring a full change of clothes with them. Inappropriate clothing for the weather may result in your child not being



# ERICO CHILDCARE CONSULTANTS LTD.

able to participate in the planned program outside.

**Emergency:** If this should happen during School hours, 8:40am – 2:40pm, your child will be under the care of the School. **Please note in the case of an emergency children will NOT BE RELEASED FROM school into our care and we will not be collecting children from other schools.** If this should happen after school between 2:40pm – 6:00pm you, or your designated alternative, must come to the Centre as quickly as possible to collect your child. ID will be required and the system for pick-up will be the same as that practiced in the school. **Please note that families cannot name Camp Ridgeview, Holly House, La Maison or Club West as an Emergency Contact for school dismissals in the case of an Earthquake or other emergency situation.**

## EMERGENCY PREPAREDNESS

All our Staff hold a valid First Aid Certificate and are trained to respond to an emergency. Our Centres are equipped with emergency exits and a fire drill system approved by the local Fire Department.

We also have an Emergency Plan that sets out procedures to prepare for, mitigate, respond to and recover from any emergency. We keep records of emergency training and practice fire drills once each month and earthquake drills twice per year.

We also keep First Aid and emergency supplies on site at all times and have access to the External Emergency Container located on the school grounds. This Container has all the equipment, food, water & some shelter for use in the case of an earthquake, plus comfort kits for every child in the school

**In the case of an Emergency**, the Staff will decide whether to relocate or evacuate the children depending on the situation and will immediately communicate any action to the parents.

Our 'Safe House' is the Gym at each school. In the case where a Centre has to be evacuated, all staff and children would walk together to this location.

**In the event of an earthquake, and with possible limited communication, it is expected that parents or their designate will come to the Centre as quickly as possible to collect their child.**

## NUTRITION

Please note that parents need to pack a Snack for their child to eat after school on regular school days. On NI /Pro D Days & Holidays parents need to provide a morning and afternoon Snack as well as Lunch. This may be microwaved if we are not on a field trip. As per Section 48 of the Provincial Child Care Licensing Regulation we'd like to request that

- a) each child has healthy food and drink according to Canada's Food Guide
- b) healthy eating & nutritional habits are promoted.
- c) all food sensitivities or allergies are noted and respected

**All our Centres are allergy aware zones and all types of nuts are prohibited in them.**

## MEDICATION

**Under no circumstances can any medication, prescription or non-prescription, be administered unless the correct medical forms have been completed and signed.** *These are available at each Centre for your use should you need them.*

## HEALTH & SAFETY

If a child is unable to participate in the daily program due to injury or sickness, alternative care must be arranged by the parent. We are not staffed to care for injured or sick children and a sick child may jeopardize the health of both the Staff and other children.

**Parents must notify us within 24 hrs (twenty-four hours) if a child develops a known communicable disease.** We will then inform all parents and North Shore Health.

We will notify parents to pick up their child if the child has:

1. a contagious disease
2. a fever of 37c (100 degrees)

# ERICO CHILDCARE CONSULTANTS LTD.

## 3. vomiting or diarrhoea

## 4. an accident requiring medical attention.

If a child requires **immediate** medical attention they will be transported, by the safest method, to the nearest hospital and the parents will be notified as soon as possible. All parents should sign our Emergency Consent Form the first time they register.

## Daily Health Check

It is important that parents do a thorough **DAILY HEALTH CHECK**. We always follow the same procedures as the School regarding illnesses. When children are sick and not well enough to be at school and participate fully in all aspects of the day, they must stay at home so they can receive the care they need and the illness is not spread. If your child is sick and staying home please **call your Centre** to let them know each day your child is going to be absent.

**Camp Ridgeview, Holly House, La Maison and Club West's Licenses require the caregivers to report any suspected cases of child abuse.**

All our staff are subjected to a Criminal Record Check and must have a valid First Aid Certificate in the Emergency Child Care or Child Safe category.

## PARENT RESPONSIBILITY

1. **IT IS IMPERATIVE that you let your Centre's Supervisor know if your child will not be attending for any reason**, or if there are any changes to the usual pick-up procedure or person collecting your child. Notification must be given by a **parent**, either by phone or hand-delivered note. (please call your Centre directly -do not e-mail us) **We will not accept notification given by the child**. Each Centre has Voice Mail, which is on all the time and checked regularly. **Failure to do this results in concern and confusion at 2:40pm when the children get out of school.**
2. If your child wishes to have a playdate please arrange it the night before and inform us accordingly. Playdates cannot be arranged at 3:00pm when the child arrives at the Centre after school.
3. Ensure your child is clothed appropriately for the weather conditions. Failure to do so can result in your child being unable to join in the planned activities. Encourage them to take responsibility for leaving the house in the morning properly attired. (eg if it is raining wear a proper rain jacket with hood – umbrellas are discouraged as the children find it difficult to play outside holding one!) Our Winter rule is 'No jacket – no outside!'
4. **Ensure that your child, you or the person collecting your child, realizes the importance of saying good-bye to the Supervisor before leaving the Centre, school building or playground.** We do not have a Parent sign-out sheet as we like to see who picks the child up and sign them out ourselves, noting the time of departure.
5. Ensure that you read and respond (by the deadline) to all notices that are sent to you. Deadlines are **FIRM** no matter what the excuse! Failure to do this will result in us not being able to care for your child on those days.

## CONTACT US

**Camp Ridgeview** 604-926-9142 from 7.30am - 6.00pm  
**Holly House** 604-922-1404 from 7:30am – 6:00pm  
**La Maison** 604-913-0609 from 7:30am – 6:00pm  
**Club West** 604-926-0609 from 7:30am – 6:00pm

*When we are not available there is Voice Mail on all numbers so please leave a message.*

**Whenever your child is not going to attend or if someone other than the parent is picking them up please CALL us & leave a message – PLEASE DO NOT E-MAIL US**  
**Emergency Only:** Rosemary di Bernardo 604-926-3712 (home Eves.)

## **ERICO CHILDCARE CONSULTANTS LTD.**

**WEBSITE** [www.ericochildcareconsultants.com](http://www.ericochildcareconsultants.com)

Please do not communicate with us via the website. This is for information and downloading Registration Packages (they are generic) and Summer Camp.

Holiday & Pro D Day notices will not be on the Website. They will be e-mailed to you directly.

*22 Mar 2024*