

Helpful Hands Dayhome Center

Parent Handbook





Helpful Hands Dayhome Center

Hello,

I want to thank everyone for being a part of my dayhome dream come true. It has been a developing process for years. I want to share a little about myself and background. The name of the center and the importance to me about children and guiding strategies.

Helping Hands day home center was named after a saying I used for years and eventually developed into a resource, which many daycares use in our community. I developed this resource when working with children with behavior issues/delays. The question I often ask children: Is that Helpful and hurtful? Some children could not understand verbal communication so a visual was required to promote success.

The resource (Helpful/ hurtful hands) is a visual aid a green hand and a red hand. Green being helpful and red being hurtful. Examples green: sharing, using words vs red example: taking toy, hitting. A lot of children struggle to know what acceptable play is. If the play is not modeled in their environment, they need examples to know and understand through play. My goal is to provide a positive environment to provide daily play and model to children what is helpful play and set them up for success. When a child is hurtful redirecting it to a helpful behavior is a great learning and developing opportunity. Developing these skills together to help them succeed in school and our community in the future.

The past 10 years I have worked in a few daycares as an early childhood educator. After the birth of my second child I went into one on one support working with children with behaviors, physical and mental delays and enjoyed and learnt a lot from the children over the 6 years. I was recruited by the ministry (Ktunaxa Kinbasket child and family) to work with a young man for a few years in daycare and follow him through kindergarten and grade 1 as a EA. I learnt a lot about the Ktunaxa culture and the history of our community and how diverse Cranbrook. I understand how important it is for a village to raise a child. It takes a team to provide for our children. I am excited to be part of your team and advocate for your children.

A little more about me and my history, after a car accident I changed to family support and working with families. This was not my cup of tea. There was a lot of paperwork and sitting at a desk. I love to be hands on in helping people and children. I have always worked with adults with disabilities as a second job. I transition to fulltime care aid and really enjoyed it. The past 10 years working in the field has taught me a lot about myself and other.

The birth of my son in April 2018 made be realized how important it is to provide a positive environment to learn and grow. There is a shortage of daycare spots for infants.' By starting a daycare, I can provide multi age group care. This is an opportunity to model, guide and develop a relationship with other parents and people in our community. I am excited to provide childcare in our community to help families in need.

I am excited that you and your family is joining my day home and look forward developing a positive, happy healthy relationship with you and your children.

Thank you

Chiera, Helpful Hands Owner



Helpful Hands Dayhome Center

Missing Child Policy

I anticipate no such incidents, but as a precaution I have instituted the following procedures:

As soon as I realize that a child in my care is missing from the group, I will secure the other children with a responsible adult and begin a search of the immediate area.

- After two minutes: I will expand the search area. If we are in a public building, I will have the child paged if possible.
- Get as many people involved as I can in the search.
- After ten minutes: I will call the police and inform them of the child's name, age, weight, height, clothing and footwear and record the file number that the police will give me.
- Then I will call the parents to inform of what has happened, what is being done, and that I will call them back in a few minutes to update them.
- When the child is found I will contact the parent/guardian, alert everyone else involved, hold a debriefing as soon as possible.
- As a follow-up: I would assess the problem and make changes, if necessary, to avoid the risk of a similar incident. As well, I would further educate the children in my care about the importance of staying with the group.

Parent Signature

Date

Care Provider Signature



Helpful Hands Dayhome Center

Daycare Rates

Children 36 Months old or Younger	\$910 per month
Children 4 and 5 years old- Not in School	\$660 per month
Children 5 years old and older- In School	\$350 per month

Drop in Rates

Children 36 Months old or Younger	\$50 per day
Children 4 and 5 years old- Not in School	\$40 per day
Children 5 years old and older- In School	\$20 per day
Rates are based on an 8hr day. Anything over will be \$10 per hour, per child.	
Half Day (under 4 hours) 4 years and older	\$17.50
Half Day (under 4 hours) 36 months or younger	\$25.00

Pick Up Late Fees

First Time	Written Warning
Second Time	\$5 additional charge
Third time or more	Refusal of Care or removal of program

Childcare Per Child

- All rates include 2 snacks and diaper wipes
- **Meals and diapers must be provided by parents**
- Each child can attend a maximum 13 hours per day and/or 40 hours per week.
- Maximum of 3 children under the age of 36 months
- Maximum of 5 children between the ages of 4 years old and 12 years old



Helpful Hands Dayhome Center

Repayment Agreement

Helpful Hands Dayhome Center will be taking monthly fees in advance for childcare, on the first day of each month.

Fees are to be paid to secure a space for a family's child for all days within the month. Therefore, no refunds will be given for missing a day, even if the child is sick and does not attend.

In the case of parents withdrawing children from Helpful Hands Dayhome Center parents need to give 4 weeks written notice on the 1st or they will be billed for the next month.

If either Helpful Hands Dayhome Center or the parents feel that the child is not a good fit, a written 30-day notice must be issued. No refunds will be issued for withdraw. In extreme situations, Helpful Hands Dayhome Center may refund up to 75% of fees paid for time not used, but this will be reviewed on a case to case basis and is not the general policy of Helpful Hands Dayhome Center

If the licensee is unavailable due to vacation or illness a substitute will be called on, thus no refunds will be given.

If there is an extreme circumstance, and extreme financial hardship proven, Helpful Hands Dayhome Center may refund up to 75% of fees paid for time not used, but this will be reviewed on a case to case basis and is not the general policy of Helpful Hands Dayhome Center.

In the case of an extreme situation that would cause Helpful Hands Dayhome Center to be closed more than 5 consecutive days, such as fire, flood or epidemic, 50% of the closed days will be refunded.



Helpful Hands Dayhome Center

Screen Time Policy

Helpful Hands Dayhome Center is aware of the effects of screen time in young children. Helpful Hands Dayhome Center will only provide a movie once a month or on occasion for the older children on pro-d days. The screen time will be monitored closely.

Parents are not to send any phones, tablets or any screen devices. If they come to Daycare they will be put in the child’s backpack.

Parents will be provided the following information:

SCREEN TIME AND ITS IMPACT ON EARLY CHILD DEVELOPMENT

Children spend an average of 7.5 hours per day using entertainment technology causing them to be sedentary and bombarded with overstimulation. Use of technology, can interfere with development, behaviour, and learning. The younger the children are, the bigger the impact. Twenty-five years ago, child mental illness was rare. Today, one in three children entering school is developmentally delayed one in four is obese, one in six has a diagnosed mental illness, and one in 11 is addicted to technology.

Outdoor, unstructured play optimizes child development and learning. As a licensee you can teach and encourage children the importance of active play.

The following table provides an interesting guide for use of technology that you can use in your facility and share with parents and older children in care:

Developmental Age	How Much?	Nonviolent TV	Hand-held devices	Nonviolent video games	Violent video games	Online violent video games and/or pornography
0-2 years	None	Never	Never	Never	Never	Never
3-5 years	1 hour/day	1 hour/day	Never	Never	Never	Never
6-12 years	2 hours/day	2 hours/day	Never	Never	Never	Never
13-18 years	2 hours/day	2 hours/day	2hours/day	Limit to 30 minutes/day	Limit to 30 minutes/day	Never



Helpful Hands Dayhome Center

Guiding Children's Behavior Policy

The goal for guiding children's behavior is to assist children in developing respect, self-control, self-confidence and sensitivity in their interactions with others. Guiding children's behavior is an ongoing process. Guiding children's behavior is done while appropriate behavior is occurring, as well as before, during, and after socially unacceptable behavior is displayed.

Positive guidance techniques will be used to encourage appropriate behavior. They include:

- a) Establishing clear, consistent, and simple limits
- b) Stating limits in a positive way, rather than a negative way
- c) Focusing on the behavior, rather than on the child
- d) Stating what is expected, rather than pose questions
- e) Providing real choices
- f) Allowing time for children to respond to expectations
- g) Reinforce appropriate behavior, with both words and gestures
- h) Encourage children to use me as a resource when there are occasions that they cannot resolve issues on their own.

Inevitably there will be occurrences of inappropriate behavior; it is at these times that there may be a need to intervene. The following intervention strategies, or combination of the strategies, will be used to help ensure that guidance is supportive, rather than punitive.

- a) Gain attention in a respectful way
- b) Remind children of the appropriate behavior.
- c) Acknowledge feelings before setting limits
- d) Redirect or divert when appropriate Model problem-solving skills
- e) Offer appropriate choices
- f) Use natural and logical consequences
- g) Provide opportunities for children to make amends. Rather than demand a superficial apology, encourage genuine opportunities for children to restore relationships after an incident of hurt or harm.

Any serious concerns will be discussed with the family so that we might work together to encourage appropriate behavior.

If the child's behavior is not manageable and support is not available, or parents are not willing to get support for their child, the child will be sent home. If the behavior continues the child's parents will be given 4 weeks' notice to find alternative care.

These strategies for guiding children's behavior are based on 'Guiding Children's Behavior Handbook' available at www.healthservices.gov.bc.ca/ccf/child/index.html#publications



Active Play Policy

Helpful Hands Dayhome Center will encourage children to take part in active play. The following is the schedule for the dayhome:

Time	Activity	Notes
7:30 am	Arrival	Sign in on attendance sheet. Put coat and lunch away.
8:30 am	Free Play Inside	Children will play with toys laid out on table or in play area. Toys will be rotated weekly and subject to change. Toys Include: Dolls, cars, Lego, dramatic play area, connects, puzzles, books and crafts/coloring at art table.
10:00 am	Circle Time	Guided adult activities: themes and curriculum will change weekly. Activities will include calendar, weather, special helper, reading a book, and singing songs.
10:30 am	Change Diapers and Wash Hands for Snack. Have a snack.	Children will eat a snack together
10:45 am	Get Ready for Outside Play (Weather Dependent) Free Play Outside	Children will get dressed to play outside. Children have a choice to play with Swings Climber, Slide, Cars, Trucks, Sand/ water table, soccer ball, Outdoor toys in toy bin, Bubbles, Chalk (If children are inside, staff will do an adult guided activity such as making Play-Doh, flubber, slime and/or baking mostly science-based activities based on curriculum calendar
11:45pm	Lunch	Children will eat lunch together
12:45 pm	Change Diapers and read a book	
1:00 pm	Quiet / Nap Time	Children will nap or rest. Children not napping will be provided small quiet time bins to play with individually or read books or do puzzles at child designated spots. Then the children can get into small pears and play together in small groups until younger children awake. Older kids will have access to sitting areas to read, listen to music and on occasions watch a show or movie G rated.
2:00 pm	Reading or Adult Guided Activities	Children can read a book, do a science project or arts/crafts



3:30 pm	Change Diapers and Wash Hands for Snack. Have a snack.	Children will eat a snack together
4:30 pm	Free Play inside or outside	Inside: Children will play with toys laid out on table or in play area. Toys will be rotated weekly and subject to change. Toys Include: Dolls, cars, Lego, dramatic play area, connects, puzzles, books and crafts/coloring at art table. Outside: Children have a choice to play with Swings, Climber, Slide, Cars, Trucks, Sand/ water table, soccer ball, Outdoor toys in toy bin, Bubbles, Chalk.
5:00pm	Clean-up	Staff will clean up

Being active is important to encourage a healthy lifestyle for children.

During free play 8:30am to 10 am children will be encouraged to participate in independent play. However, when the group needs guidance and is seeking more physical and gross motor activities or needs to burn off some excess energy, staff will play games such as Simon Says or will redirect the children to the rug for gross motor movements, stretches or exercises. On occasion staff will turn on music and play freeze dance and musical chairs.

At 10 am Children will take part in circle time. This will include gross motor activities which will assist them in developing fundamental movement skills. During circle time the children will be encouraged to jump on different numbers, letters and colors on the rug. This will keep them moving and engaged in the circle time. The children will be involved in singing, dancing and different movements for the 15 to 30 min circle time. The children will not be expected to sit for the 30-minute circle time.

The children will have active time outside where they will be able to jump on the stepping logs, play soccer/hockey and pump on swings. The outdoor environment will provide opportunity for the children to be active. However, if the children need more prompts to be more active staff will play "running game". Example: Run and touch something that is the color red. Run and touch a tree. Run and smell a flower. The staff will bring out bubbles and encourage the children and run and pop them.

The staff will set up different play areas to encourage jumping and throwing. The children will have the choice to jump in and out of hoops. Crawl over and under hoops. The children will be able to throw bean bags into hoops. The older children will try and match the color of hoop to the color of bean bag.

The children will be able to play tag in the running area in the play yard. The divided areas for play will encourage the children to play safely. The yard will be divided into a climbing / swinging



area, sports area, running area, small group play area, and a few others will be developed throughout the summer months.

At 1:30 pm the younger children will take part in stretching and breathing to calm and regulate their body before they have rest time. The children who do not sleep can take part in adult guided stretching and full body movements in their quiet spots.

During 2:30pm adult guided activity, the group will take part in small groups or be able to come and go. The children will never be forced to sit and take part but encouraged to help with the activity.

These are some of the ways that Helpful Hands Dayhome Center will encourage active play throughout the day.



Helpful Hands Dayhome Center

Emergency Drills

On the 1st of every month staff will complete a fire drill. On the 15th of every month staff will have emergency drills in preparation for events such as a medical emergency, utility failure, severe storm, power outage, flood, gas leak, natural disasters such as an avalanche and wildfires. If the days fall on a weekend the following work weekday the drill will be practiced. With each drill a report will be done.

The Emergency Preparedness Manual must be kept in the following locations:

- Filing cabinet
- Emergency cupboard
- Emergency backpack
- Emergency Bin

In the case of an evacuation drill, children will be escorted from the daycare premises out the closest exit and will meet at the end of the driveway next to the fence, this is when a head count will be done and recorded.

In the case of a lockdown drill, children will be gathered to the inner room of the home. This is when a head count will be done and recorded.

Children will also be taught and reminded how to react and protect themselves in emergency such as a medical emergency, utility failure, severe storm, power outage, flood, gas leak, natural disasters such as an avalanche and wildfires.

Training and Education: The following resources are in place to ensure all employees are sufficiently trained to support the children in an emergency:

- First Aid/CPR
- Mandatory emergency plan review
- Mandatory participation in emergency drills



Helpful Hands Dayhome Center

Emergency Drill Report

Type of Emergency	
Date & Time	
Who was Present	
Steps Taken	
What further steps are needed to deal with this situation at hand	
Issues & concerns:	



Helpful Hands Dayhome Center

Fire Drill Log

Year: _____

Month	Date	Time	Head Count	Notes
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

Issues & concerns:



Emergency Plan

Emergency Requiring Evacuation

Potential risks: utility failure, flood, gas leak, natural disasters such as an avalanche and wildfires.

In the event of an emergency requiring an evacuation, staff will gather the children and escort them out the closest exit.

Staff will grab the emergency backpack from beside the door and the emergency bins from the carport. Staff will then do a head count.

Staff will lead children to the dugout at the ball diamonds according to the emergency exit plan. If the temperature is below minus 15 degrees staff will walk the children to Elizabeth Lake Lodge

If required to evacuate to Elizabeth Lake Lodge, Helpful Hands Dayhome Center will rent a room with heat and a bathroom as a safe, warm place for the children and staff to wait for pickup.

Once at the emergency gathering point, staff will do a head count and begin arranging for children to be picked up.

Parents will be contacted first. Staff will wait 10 minutes between each parent called and move on to the second emergency contact if a parent cannot be reached. If all emergency contacts cannot be reached and the child has not been arranged to be pick up within 30 minutes of the first attempt to reach the parents, a social worker will be called to come to the emergency meeting place to discuss transportation of the child.

Staff will not transport any children in their vehicle or otherwise.

Staff will entertain children with books, puzzles and toys from the emergency bin while waiting to be picked up. Children will also have access to food and water.

If children and staff are unable to evacuate, staff will gather children to the safest place in the home depending on the situation. Staff will then call for emergency services and put signs in the windows for emergency personal to know how many children and staff are in the home.

If a wildfire near our area, parents will be notified that if the fire comes within a certain vicinity (20km) or if the city is on evacuation notice, the daycare will be closed for safety reasons. Parents will not be charged for child care under these circumstances, a full refund will be issued.



Helpful Hands Dayhome Center

Emergency requiring lockdown:

Potential risks: utility failure, severe storm, power outage

In the event of a lockdown, staff will grab the emergency backpack from beside the door and gathered children to the inner rooms where the emergency cabinet will have additional flashlights, food and water along with toys, puzzles, and coloring books to entertain the children. Once gathered a headcount will be done.

Staff will also have access to a generator as well as other cooking sources to provide food and heat for children and staff.

Emergency Contact Information: 9-1-1

Police: 250-489-3471

Fire: 250-489-2325

Ambulance: 250-426-8944

Poison control: 1-800-222-1222

or text poison to 484848

Ministry of children and family: 1-800-663-9122 or 1-250-426-1514

Elizabeth Lake Lodge address: 590 Van Horne St S, Cranbrook, BC V1C 4W7

Elizabeth Lake Lodge phone number: (250) 426-6114

After an emergency has passed:

After the emergency has passed staff will give parents and other colleagues referral to local counseling services to debrief and talk about the traumatic emergency that took place, if needed.

After the emergency staff will have a meeting to reevaluate the plan and incident to adjust and reset emergency preparedness plan.



Helpful Hands Dayhome Center

Emergency Kit Checklist

Carport Bin:

An emergency bin containing the following will be kept in the carport for easy access in the event of an emergency:

- Canned and non-perishable food
- A flat of water
- A can opener
- Flashlights
- Extra batteries
- Blankets
- Dippers and wipes
- Radio
- Toilet Paper
- Sunscreen
- Whistle
- Garbage bags
- A first aid kit
- Books and puzzles
- Easy to carry toys

Emergency Staff Backpack:

An emergency backpack containing the following will be kept by the main exit for easy access in the event of an emergency:

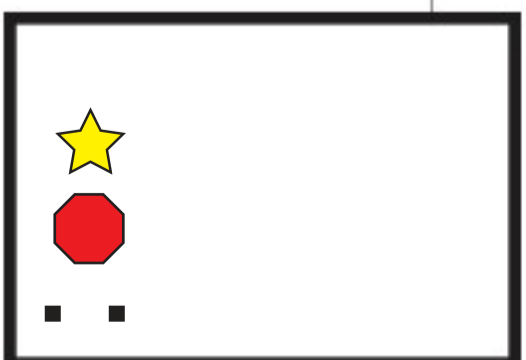
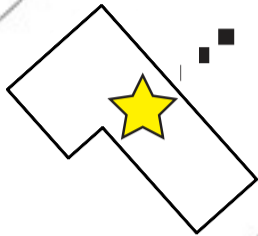
- Police phone number
- Fire phone number
- Ambulance phone number
- Parent contact information
- Children special needs list
- An extra phone charger

SAFETY EVACUATION PLAN

Little Van Horne St. S.

Wattsville Rd.

Jostad Ave. SW.



LEGEND

Helpful Hands Daycare

Muster Point

Evacuation Route



Helpful Hands Dayhome Center

Daily Report

For breakfast/snack: _____ (ate all, ate some, ate none)

For lunch: _____ (ate all, ate some, ate none)

For afternoon snack: _____ (ate all, ate some, ate none)

Bottles:

Time: _____ oz: _____

Time: _____ oz: _____

Time: _____ oz: _____

Number of bowel movements: _____ (normal, loose, hard)

Nap Time:

_____ to _____
_____ to _____

Notes on day/playing/friends:



Helpful Hands Dayhome Center

Attendance Record

Date: _____

Child's Name	Age	Time In: Signature	Time Out: Signature	Notes