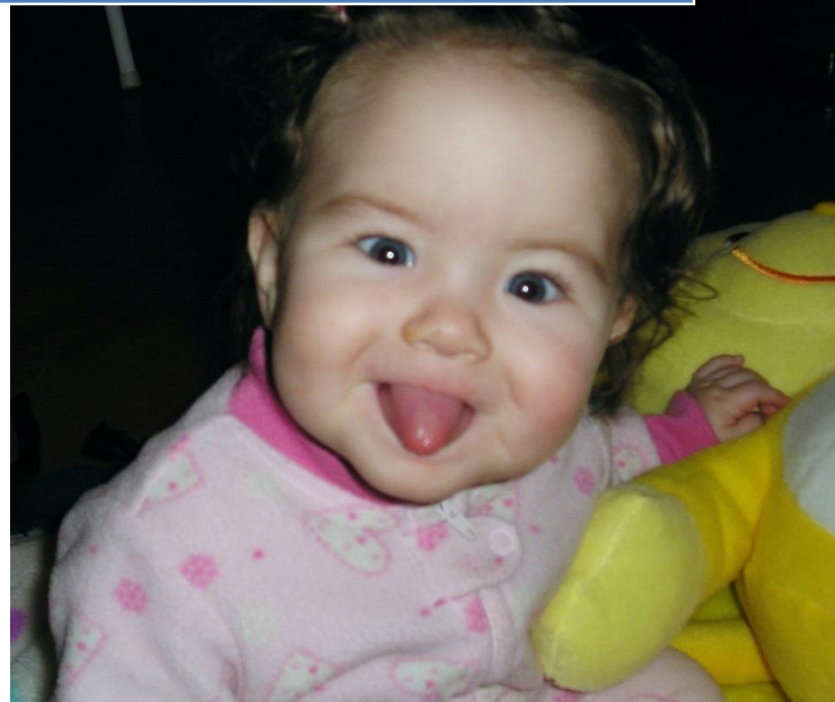


2017

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Treasure Our Young Ones  
Childcare Centre  
Parent Hand Book



Port Alberni Friendship Center  
3555 4<sup>th</sup> Avenue – Unit B

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## PROGRAM INFORMATION

### Philosophy/Values/Mission Statement

***Child first and foremost! We believe that quality child care facilitates the healthy growth and development of the 'whole' child.***

### Philosophy Statement

We believe that quality child care facilitates the healthy growth and development of the 'whole' child. We believe that all children are different and unique; our environment accepts and encourages children to express their full potential in all aspects of their development.

Through children's natural curiosity to explore their environment, we create a setting that first engages and then stimulates physical, social, emotional and cognitive development with a goal to maximizing their potential.

First children need to believe in themselves, have healthy self-esteem and confidence as the platform for all dimensions of the healthy whole child to be successful. The cornerstones - mathematical/music, nature/GEO awareness, whole child (self-worth), early literacy & numeracy, community/global awareness and nutrition - are all being implemented with a child centered approach.

We believe that our program offers each child a balance of challenging, stimulating experiences, and experiences that are warm and secure. It is essential to achieve the maximum benefit from an experience, a child must experience that they are loved, valued and cared for.

We believe that for the child to feel accepted and loved that our program must blend and enhance that child's family experiences with their experience in the Centre, thus family participation is encouraged to enhance the quality of the experience for the child. Therefore we embrace multiculturalism and encourage acceptance that we are all different but the same.

Our staff is well-trained, nurturing and loving individuals who are working for a stronger future for each child. Our program focuses on each child as an individual, encouraging autonomy and independence in a group setting.

## Caring Polices

### Child Development

- Each child is an individual with his or her own unique needs and abilities
- Children develop at different rates and it is our responsibility to guide them through a variety of child appropriate activities designed to expand feelings of confidence and success

Based on these concepts, staff will adapt their polices of guidance according to each child's individual circumstance.

### Physical Environment

- A ratio of adults to children ensures staff members have time to address the needs of each child, offering attention as required
- There is adequate room for children to play and enough play materials and activities presented each day to provide variety and to maintain the children's interest
- Materials are organized to enable children to move freely from one area to another
- Routines are clear and consistent. Transition times are clearly stated and lots of warning is given for transitions.

### Our Programs

At 'Treasure our Young Ones' the following programs will be available:

- Infant /Toddler day care- children aged 30 months and under
- Day care for children aged 3-5
- After school day care

### Curriculum and daily activities

Toddler/ Infant	
Arrival time	7:45-9:00
Child initiated play	7:45-10:00
Songs/Stories	9:00-9:20
Wash up for snack	9:20-9:30
Snack/Breakfast	9:30-10:00
Diapering/Toileting	10:00-10:30
Outside time/walk	10:30-11:30
Lunch time	11:30-12:00
Teeth brushing	12:00-12:10
Nap/Quite time	12:10-2:30

Diapering/Toileting/Wash up	2:30-3:00
Snack	3:00-3:30
Art	3:30-4:00
Free Play /Wash Up/Toileting	4:00-pick up

3- 5 Year Olds	
Arrival time	7:45-9:30
Child initiated play	7:45-9:30
Snack/Breakfast	9:30-10:00
Circle time/Drum/Dancing	10:00-10:30
Free play	10:30-11:00
Outdoor play	11:00-12:00
Lunch time	12:00-12:30
Teeth brushing	12:30-12:45
Story time	12:45-1:00
Nap/Quite time	1:00-2:45
Puzzle time	2:45-3:00
Snack time	3:00-3:30
Free play	3:30-4:00
Outside/Free play/Wash-up	4:00-pick up
*A Language Nest offering Language immersion through Elders and Language experts may be available in some classrooms by first come basis.	

### Infant and Toddlers

At PAFC Treasure Our Young Ones Child Care Centre, our curriculum takes a child initiated, staff supported approach to learning and development. Children learn and thrive when their interests are captured and they feel a connection and sense of ownership in their learning.

Our daily activities support the development of the whole child, including his/her social, emotional, physical, cognitive, cultural, linguistic and spiritual development. Cultural learning will be enhanced by using local resources and elders for areas such as language, **story telling** and traditional foods.

## Active Play

Active children are healthy children and we offer gross motor experiences and/or go outside every day (weather permitting) for at least one hour of active play. This may include going for a walk, playing games, going to the park, running, exploring the neighborhood, drawing with chalk on the sidewalk, playing ball, hopping, skipping, imaginative and creative play. Please be sure to send your child with WEATHER APPROPRIATE clothing. Boots and muddy buddies for wet days, hats everyday depending on the season, gloves, winter coats and snow boots for cold weather. On days when we simply cannot go outdoors, we make use of the gymnasium at the PAFC for our gross motor development."

## Staffing

**All staff working with Children 0 to 5 will hold an active ECE license** with qualifications that meet or exceed licensing regulations. You are welcome to view our staff [qualifications board](#).

## Hours of Operation

We offer only full time care. Full time is Monday- Friday. The center will be open from 7.45-5.30 excluding STAT holidays and **Professional Days**.

## Holidays / Vacations/Professional Development Days

The following is a list of the holidays that Treasure our Young Ones Child care Centre will be closed:

New Year's Day, BC Family Day, Nuu-chah-nulth Day (Last Friday in February), Good Friday  
Easter Monday, Victoria Day, BC Day, Labor Day, Thanksgiving Day, Christmas Day , Boxing Day.

**Treasure our Young Ones Child care Centre will also be closed for up to 4 Professional Development Days which be provided on the Quarterly Calendar.**

## Clothing and Supplies

Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and lots of messy activities; please make sure that your child is dressed appropriately. Part of everyday is spent outside, rain or shine. For this reason we suggest children wear clothing that is washable and appropriate for the weather.

Parents are asked to bring the following items to the center (labeled with their child's name) to keep in their child's cubby:

**Change of appropriate seasonal clothing:** shirt, pants, socks, underwear

- **Winter weather-** mittens, hat, warm coat and/or raincoat, boots

- **Summer Weather-** Sunscreen, hat
- Diapers, wipes, pull-ups, powders/ointments, if your child is not toilet trained.
- Pacifier, bottles, bibs, blanket for rest time, if your child uses these at home.
- Tooth brush (**should be changed every 3 months**)
- An extra set of clothing
- Pull-ups if needed (\$4.00 per will be charged otherwise)
- Diapers (\$3.00 per will be charged otherwise)
- Runners or hard soled slippers

Eating utensils, cups and dishes will be supplied. If any of these items are brought, they must be marked with your child's name, to avoid mix-ups with other children.

**\*\*The Childcare Centre is not responsible for lost, stolen, misplaced or damaged clothing\*\***

## **Change of Clothing**

Staff will assist all children when clothes need changing. Soiled clothing will be placed in a plastic bag, knotted shut for safety purposes and hung on the child's cubby to go home. Families are responsible for washing their children's clothing and returning "spare clothes" to the Centre the next day.

## **Children's Personal Items**

We prefer that children do not bring toys from home. Children can have a difficult time sharing with others, and it is even harder with their own special toys. If toys are brought, please note that they may be put away. Exceptions to this policy will be that a child may bring a favorite sleepy toy for nap time only, and toys may be brought for show and tell activities. We are not responsible for any loss or breakage of personal items. All personal items must be clearly marked with the child's name.

## **Photos**

With your permission, staff will take photographs of your child for archival or promotional purposes. Please address any questions or concerns with the Child care Centre staff.

## **Celebrations**

If your child is celebrating their birthday, you are more than welcome to send in treats for the group. Please check with staff before sending in the treats in case there are children with food allergies. Families are also welcomed to come and share their traditional food, clothing, music,



art, customs and language with the children and staff. **Please make arrangements with the staff ahead of time.**

## **POLICIES AND PROCEDURES**

### **CHILDREN'S SAFETY**

#### **Registration Policy**

There are several forms that make up the 'Treasure our Young Ones' enrollment packet. This enrollment packet must be completed and in our possession before we can assume the responsibility of caring for your child. This is to ensure that your child will get the very best care possible and adheres with licensing guidelines. All forms will be reviewed annually.

If you have any questions regarding the completion of these forms, please feel free to ask the Child care Manager.

#### **Confidentiality and children's records**

This is of the utmost at 'Treasure our Young Ones'. It is the policy that any information or records held regarding your child and family are kept confidential. All files are kept in a locked cabinet. The only release of information or records would be for a legal matter that is required or requested by law. It is also appreciated that any information you become aware of regarding other families at child care be kept confidential.

It is the responsibility of the enrolling parent/guardian to keep all children's records up to date and inform the Child care Centre staff of any changes.

#### **Custody and Guardianship**

Families with custody of guardian concerns are required to provide the Child care manager with any copies of all court orders and reports pertinent to the care and welfare of the child in

question. The Centre when accompanied by court orders can only support specific arrangements of child access.

## **Fire, Earthquake and Lock down Drills**

Fire and earth quake drills are carried out on a regular basis following building evacuation plans. An emergency meeting place will be planned with the staff. Children may have to leave the building without coats or appropriate footwear. Children will always be under the direct supervision of an adult.

Lock down drills are carried out several times per year. During a lock down drill, the children and staff remain in the room. The staff will keep all doors/windows locked until the all clear is given.

## **Emergency Evacuation**

In the event of a real emergency, staff will keep children secure, warm and comfortable until they are able to reach families and emergency contacts. The Centre has a well maintained first aid kit and earthquake emergency supplies.

## **Arrival and Drop off**

Parents/Families must “Sign in” their child on the provided attendance chart daily. This is a licensing regulation. Please ensure staff is aware you and your child have arrived before you leave.

## **Departure/Pick up**

Parents/Families must “sign out” their child on the provided attendance chart daily. This is a licensing regulation. Please ensure that staff is aware that you have arrived and are taking your child home for the day.

Our normal procedure is to release the child only to his/her parents, or someone else the parents designate on the **Authorized Pick up and Emergency Contact Form**. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day, if this person is on the list of people who are authorized to pick up your child. If the person is **NOT** on that list, we **MUST** have written permission to release your child.

Please inform emergency contacts, or people designated to pick up your child, that if we do not know them then we will need to ask for identification. This is not meant to offend them. This is simply a measure taken for the child's protection. Children will not be released to anyone under the age of 12.

As per licensing regulations, we need to have in writing, the names of people unauthorized to have access to your child/children, and any current custody agreements that we need to be aware of. Copies will be held in the child's file.

It is important to communicate to staff upon arrival and departure of your child to the Centre.

## Reporting Requirements

The Child, Family and Community Service Act state that all children in the Province of BC "are entitled to be protected from abuse, neglect and harm or threat of harm". The Act also states that any "person who has reason to believe that a child needs protection must promptly report the matter" to the Ministry of Children and Family Development. As a Child care Centre we are mandated reporters to the Ministry of Children and Family Development if we feel a child is being abused or neglected. Always be sure to let the Childcare Centre Manager know when you drop your child off if he/she has any unexplained cuts or bruises. All children that come to Childcare Centre with injuries have them logged into the child's file.

## Absences

Childcare fees are based on enrollment (a reserved space), not on attendance. To maintain a reserved space, fees must be paid during the absence of a child due to illness, holidays, vacation, or for any other reason.

## Attendance

Regular attendance at 'Treasure our Young Ones' is extremely important for your child to settle in well. Routine becomes part of your child's day. Please notify the Childcare Centre staff **before 7:30 am** if your child is not attending that day.

## FINANCIAL MANAGEMENT

### Payment Procedures

Your specific rates will be outlined in your Contract and Rate Agreement. The fee is payable in advance and is due **before the 1<sup>st</sup> of each month**, for the following months Child care, unless another arrangement has been agreed upon by the Child care Management Team. Payment may be made by cheque, money order, cash or email transfer.

There will be **a late fee of \$25** will be charged if payment is not made by closing time on the 1<sup>st</sup> of each month. An **additional late fee of \$10 per day** will be charged for each additional day. Repeated late payments may be grounds for termination and parents who are more than 1 week late on payment will be denied child care until account is made current.

**Parent Vacation:** You must continue to pay your day care fees on your vacation to hold your child care spot.

**Maternity Leave:** To hold a spot you must continue to pay while you are on maternity leave

## **Registration Fee**

There is a \$25.00 Non-Refundable registration fee per family at time of enrollment. If you terminate child care services and are gone more than 90 days and wish to return to 'Treasure our Young Ones', you must pay a \$25 re-application fee.

## **Last week security deposit**

Each parent when enrolling must pay an amount equal to one week's child care as a last week of care security deposit. This payment may be made in installments but must be paid in full within 60 days of enrolling.

## **Wait list**

A wait list will be formed when full enrollment has been reached in the Childcare Centre. The number of children in the Childcare Centre is governed by the Community Care Licensing and children are accepted into the day care on a first come first served basis. When an opening at the Childcare Centre occurs the manager will contact the parents or guardians of the first child on the waiting list by appointment.

## **Childcare Fees Subsidies**

All parents utilizing Ministry of Children and Family Development (MCFD) Child care subsidies must apply for child care subsidy before starting at the Centre. Subsidies will cover all or part of a child's child care fees. If there is a difference between the amount of the subsidy and the center's monthly fees, families are required to pay the difference. If family's subsidy or part thereof is discounted, the family is responsible for all fees. If a family is denied subsidy, they are fully responsible for all outstanding child care fees. Families can visit the MCFD Subsidy website to see if they are eligible.

[www.mcf.gov.bc.ca/childcare/subsidy\\_promo.htm](http://www.mcf.gov.bc.ca/childcare/subsidy_promo.htm)

## **Bounced Checks**

If a check is returned for non-sufficient funds, there will be a \$50 fee incurred as a result of the returned check. Child care services may be halted until full payment of tuition and NSF charges has been made.

**CASH.** In addition, upon the second returned check within 6 months, only cash will be accepted

## Late fees

A \$1.00 per minute late pickup fee will be assessed for all children picked up after closing. This must be paid in cash at the time of pickup, or before the child's next regularly scheduled day. This will be strictly enforced, and habitual tardiness may result in termination of services.

**In the event that a family is late at the end of the day, they are required to contact staff IMMEDIATELY.**

## Withdrawal

All requests to withdraw your child from the program can be made by giving one month's written notice to the Childcare Manager. You are required to give notice by the first calendar day of the month. For example, if you decide to withdraw your child from the program for September 1st, then you must give one month's notice to the Childcare Manager before August 1st. The written notice can be in the form of an email to the Childcare Manager.

Please note that if you fail to give the one month's notice when withdrawing your child from the program, then we will be unable to refund your deposit. Fees are neither pro-rated nor refunded. Should subsidies be cancelled prematurely, families are fully responsible for all outstanding child care fees.

## HEALTH AND NUTRITION

### Food Policy

All families will need to provide a nutritious lunch and 2 snacks for their child or children. We encourage our families to provide lunch/snacks for their children that are part of the Canadian food guide. The centre is a **JUICE AND JUNK FOOD FREE ZONE**. You are welcome to bring water/milk for your child to drink and children will be provided with water by the center staff.

We have a fridge to store any food that needs storing. We will allow treats for special occasions only. **The staff must be notified if you are considering bringing in treats.**

**Please note:** We do not have the facilities to reheat food within the classrooms.

Parents are welcome to bring their child's own breakfast so he or she can eat his or her breakfast in the designated area when dropping off.

If your child has any kind of allergy, sensitivity, or an eating restriction it is your responsibility to inform the Centre of this in writing. Once you have informed the center of this in writing, the allergy/ sensitivity/eating restriction will be communicated to all staff and followed diligently. 'Treasure our Young Ones' staff will plan any cooking activities accordingly.

## Health and Safety

Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and child proofing. Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted as soon as possible. If necessary, your child will be taken to the nearest hospital where you will be asked to meet us. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reached.

Parents are responsible for **all costs** involved in emergency medical treatment, including emergency transportation, if required.

All emergencies or injuries to children or staff/volunteers must be reported to licensing. This includes biting. Families will be notified in the event that a report was filed concerning their child/and or their child was injured or bit at the center. A copy of all reports is kept in the center's files.

## Cleanliness / Hygiene

We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. We use paper towels for drying hands, so children do not have to use the same towel. If parents provide a toothbrush and toothpaste, teeth will be brushed as well. All employees are required to wash their hands frequently.

Infants sleep in separate cribs or pack and plays, with clean sheets used only by them. Beginning at toddler age, washable nap mats are used. Each child has a separate nap mat; with a sheet and a blanket that are washed weekly (unless soiled, then they are washed as often as necessary) and mats are wiped with disinfectant weekly.

Children use separate cups, plates, bowls and eating utensils that have been thoroughly washed. High chair trays, etc. are disinfected after each use. We disinfect toilet seats and clean potty chairs between each use.

## Illness

'Treasure our Young Ones Child care Centre' is a "well-child care facility". At no time do we provide sick child care. The following illness policies will be strictly enforced, for the health, well-being and safety of all concerned.

## Sick Child Policy

Under no circumstances may a parent bring a sick child to the Child care Centre, if the child shows any signs of illness (see Symptoms Requiring Removal of Child from Childcare), or is unable to participate in the normal routine and regular childcare program. Sick children will expose all children and staff members who they come in contact with. These people can in turn expose the other children. Sick children want care from their parents in the comfort of their own homes. If other children become ill due to exposure to your sick child, either because he/she was returned to day care before full recovery or because he/she was not picked up promptly upon notice of becoming ill, other parents will be unnecessarily inconvenienced. Because this is disruptive to other children and their families, your cooperation on this issue is extremely important.

Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices (see Cleanliness and Hygiene).

If your child is unable to participate in the normal activities of the Childcare Centre (including being able to play outside), then your child **MUST** stay home.

In the event a child becomes ill and needs to be picked up, the parent(s) will be called and are expected to come pick the child up within one hour (60 minutes). If the parent(s) cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come pick the child up.

For the benefit of our staff and other children in our care, a sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, he/she may return to Childcare Centre immediately if he/she has been free of other symptoms mentioned for at least 24 hours. If you aren't sure about whether or not to bring your child to care, please call the manager to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion if you have a note from your doctor.

## **Symptoms requiring removal of child from Childcare Centre:**

- Fever: Fever is defined as having a temperature of 100°F or higher taken under the arm, 101°F taken orally, or 102°F taken rectally. For children 4 months or younger, the lower rectal temperature of 101°F is considered a fever threshold; (a child needs to be fever free for a minimum of 24 hours before returning to Child care Centre, that means the child is fever free without the aid of Tylenol®, or any other fever reducing substance.)
- Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
- Diarrhea: runny, watery, bloody stools, or 2 or more loose stools within last 4 hours.

- Vomiting: 2 or more times in a 24 hour period. Note: please do not bring your child if they have vomited in the night.
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- Runny nose (other than clear), draining eyes or ears.
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ring worm.
- Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health, safety or well-being of the other children in our care.

**Please notify** 'Treasure our Young Ones Centre staff' if your child has a communicable disease so that other families and the Island Health Authority- Community Health services can be notified and limit an outbreak or protect those who chose not to immunize.

## **Medications**

Parents will provide any medications needed by the child, including over-the-counter and prescription medicine. Written authorization is needed for us to administer **ANY** medication, prescription or over-the-counter. **NOTE:** All medicines must be in their original container with pharmacists or manufacturers label, child's name, dosage instructions, current date, name of medication, and times to be administered clearly written. Families may not at any time send any medication in their child's lunch box or backpack. Medication must be placed in our locked storage before the parent leaves the child in the Centre. Staff will return medications upon request of the family.

## **Toilet Learning**

When you feel that your child is ready for toilet learning, we ask that you begin this process at home during a weekend or vacation. We are more than happy to assist with toilet learning whilst your child is at our center and if you have a method that has been working for you, please let staff know.

During toilet learning we ask that your child be dressed in "user friendly" clothing as much as possible. We ask that you provide wipes and extra changes of clothing for your child as they go through this learning process.

## **Nap/Quiet Time**

We will offer a quiet rest period for all children. All children must nap, rest, read or play quietly during this period and the maximum time a child will be required to rest for if they are not sleeping is 20 minutes. Quiet time allows all children equal opportunity to recharge their batteries in their own personal way and gives children a much needed break during the day.



Infants nap at varying times and their schedules will be accommodated. Somewhere between 12 and 18 months, children usually cut down to one nap per day. At this time, we will attempt to put them on the scheduled nap/rest period.

## BEHAVIOUR MANAGEMENT

### Guidance Strategies

- Where possible potential problems are anticipated and averted
- Expectations are stated clearly and positively and explanations are clearly given as to why certain limitations are set.
- Staff consistently model respect and appropriate behaviors
- Staff will assist the children in learning how to resolve conflicts appropriately. They will model acceptable language and problem solving strategies.
- Positive reinforcement of appropriate behaviors, through the use of words and gestures will be provided.
- When necessary, children will be diverted to an alternate play area or activity
- Children will be given clear choices regarding their options.

## COMMUNICATION

To support your child's growth and well-being, good, open and respectful communication is of the utmost importance. When a new family is accepted into our Centre, we like to be sure that we can share openly about any concerns or questions that may arise. It is important that there is a similar child care philosophy between the center and the parents. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child(ren). Parents can expect ongoing communication with staff concerning: their child's progress; program activities and center operation. Sensitive issues will be discussed in private at a mutually beneficial time.

Parents concerned with the care of their child, or any incidents at the Centre are urged to speak with a member of staff, and if not satisfied talk to the Child care Centre Manager. If your questions, issues or concerns are not resolved by taking the above action, you will be advised by the manager what additional contacts/options are available for you to explore.

We maintain an open door policy for parents during Childcare Centre hours. This means that parents are always welcome to call or drop in to see their children. We would appreciate your taking into consideration our schedule when dropping in or calling, and remember that visitors usually cause children to react in an excited manner.

Telephone communication is encouraged. Please check with staff regarding mutually convenient times for phone conversations. If consultation with staff is desired, please let us know ahead of time so that the staff member can give you her/his undivided attention.

The staff members at 'Treasure our Young Ones' have the right to work in a safe, respectful environment. If a child's family subjects the staff members to the following, the child enrollment in our Centre will be put in jeopardy and in some cases may result in immediate termination of the child's enrollment in our program:

- Foul, inappropriate or disrespectful language
- Direct or indirect threats or threatening language/treatment
- Physical, emotional or mental abuse
- Bullying

## **TERMINATION OF SERVICES**

If a conflict arises, it is our goal to resolve differences in a peaceful way and find solutions that everyone can accept. However, termination of services may be required if:

1. The family does not abide by the expectations in the family handbook and successful resolution of differences is not achieved.
2. The program is unable to satisfactorily resolve problems of late pick up with a family or the family has an overdue payment.
3. A family member harasses, threatens abuse or commits a violent act toward a staff person, child or other participants (e.g., parent).
4. The child's behavior is severely disruptive or physically threatening to the well-being and safety of other children or staff, and additional avenues of support to accommodate the child are unavailable.

If a child is dismissed from the program, the Child care Manager will refund fees in lieu of notice.