



Flexible, educational childcare for modern families

## **Parent Orientation Handbook**

**Last Updated: Dec. 2017**

**info@buddings.ca**

**604-569-3951**

**203 – 950 West Broadway, Vancouver**

**[www.buddings.ca](http://www.buddings.ca)**

## Table of Contents

Statement of Philosophy .....	3
Maximum of 40 hours per month .....	3
The Twice a Week Plan – Perfect for Toddlers! .....	3
Big Kids’ Club – Afternoon adventures for 3 – 5 year olds! .....	3
Connect with Us Online .....	3
Licensing – What it means to be a licensed facility .....	3
Insurance .....	3
Hours of Operation and Holidays.....	4
Staffing.....	4
Attention to Children’s Needs .....	4
Swipe Cards for the Door .....	4
Documentation on File with Buddings .....	4
Flexible Scheduling.....	4
The Buddings Account.....	4
Two Types of Membership – Starting at \$10/mo.! .....	4
Integration Within the First Month.....	5
Full Hours, on the Hour.....	5
Missed Appointments .....	5
Late Pick-Up – After 10 past.....	5
Unused Hours – New hours in the new month - minus 2 .....	5
Parking Spots Provided .....	5
“Extra Safe Feet” .....	6
Arrival/Departure Procedures .....	6
“Extra Safe Snacks” .....	6
Rest Time.....	6
Diapering and Toileting – Your potty training partner! .....	6
Mistakes and Accidents Happen .....	7
Toys From Home .....	7
Social Events .....	7
Respect - Everyone’s responsibility .....	7
Guidance Strategies and Supervision Practices.....	7
Subsidy .....	8
Parental Concerns .....	8
Buddings Respects Your Situation .....	8
Sick Children.....	8
Administration of Medication.....	9
Wrapping Up Your Membership .....	9
Refunds for Unused Hours .....	9
Observers and Visitors .....	10
Emergency Procedures .....	10
Responsibility to Report.....	10
Staff Structure and Contact .....	10

## Statement of Philosophy

For the first five years of life, the world is a giant mystery, and you learn from everything you see and do.

Our amazement at how well children store information when it's presented in the right way leads us to present the lessons we think are most important for a modern young person. About appreciating diversity, considering our resources, and living balanced, sustainable lifestyles. At Buddings, respect for each other and the environment is the standing theme for all we do.

We provide licensed educational childcare for children aged 18 months to kindergarten. Flexible hourly care means families can schedule time around the commitments in their lives, but child development occurs over time. Families and children benefit most from our program when they attend at least twice a week.

## Maximum of 40 hours per month

As an *Occasional* centre, we can provide a maximum of 40 hours of care/month.

## The Twice a Week Plan – Perfect for Toddlers!

Our centre is loaded with engaging and curiosity-inspiring games and activities for toddlers. When children attend twice a week, they meet and make more friends, adjust to routines, and feel more comfortable.

If you're looking for a social and educational environment for your toddler (that includes a few hours of free time for you!), building up towards two 3-hour visits per week is the best of both!

## Big Kids' Club – Afternoon adventures for 3 – 5 year olds!

The Buddings Big Kids Club is our afternoon program of structured play and learning for pre-schoolers! The weekly classes run seasonally, every afternoon from 1 – 4pm. This season's classes, and information about our teachers and presenters can be found at [buddings.ca/big-kids-club](http://buddings.ca/big-kids-club)

## Connect with Us Online

Buddings is active with social media. Follow us on Instagram and Facebook by searching for Buddings Daycare. Important information, about policies, events, and holidays are distributed in our weekly newsletter. Feel free to share! :)

## Licensing – What it means to be a licensed facility

Buddings is licensed with Vancouver Coastal Health, which means we follow recommended policies in creating a safe, healthy program that enriches the children's experiences, promotes self-guided learning, and establishes the healthy habits and behaviours that will help each child to succeed in later life.

## Insurance

Buddings is fully insured for liability, fire and theft.

## Hours of Operation and Holidays

Buddings is open Monday – Friday, from 8am to 6pm, and Saturday from 10am – 4pm. We are closed on statutory holidays and take the Saturday off on long weekends. **Find closures, events and important dates on our Google Calendar**, under “Events” on our home page, or [buddings.ca/events](http://buddings.ca/events).

## Staffing

All staff at Buddings complete our 6-week training program - a minimum qualification to work in an occasional daycare. Everyone has first aid, and clear criminal record checks, and teachers can develop their skills through training workshops, and guest presenters. Find the teacher bios at [buddings.ca/staff](http://buddings.ca/staff).

## Attention to Children’s Needs

We maintain a maximum of a 1:4 ratio for teachers to children, and we always have at least 8 spots per hour available for booking. In order to maintain our flexible service, we are usually over-staffed.

## Swipe Cards for the Door

The front door at Buddings is always locked and we’re pleased to provide swipe cards to families so you can pick-up and drop-off your child smoothly.

Please let us know if you lose a card so that it can be deactivated. Doorcards should be returned when you leave the program. Lost cards may be subject to a \$25/card penalty.

## Documentation on File with Buddings

In order to complete your membership application, we’ll need to collect:

- A copy of your child’s immunization record and a photo of them
- The CareCard Number, or equivalent health insurance number
- Signed Emergency Consent Card
- Credit Card authorization form and Consent to Policies

## Flexible Scheduling

You can book and unbook your time at Buddings with as little as one hour’s notice, with no penalties for unbooking or changing your times. For “unavailable” hours, you can call the centre to enquire about reserve spots.

## The Buddings Account

Purchasing and booking hours and tracking invoices can all be completed anytime from anywhere through the Buddings Account. We will ask you to periodically verify that your profile information, allergies, and people authorized for pick-ups is all current and up to date.

## Two Types of Membership – Starting at \$10/mo.!

Many children and families attend Buddings regularly, for early learning in the social context. Others attend occasionally, and we have options for each. In both

cases the monthly membership fee covers first month integration hours, access to the centre and website, tax receipts and account maintenance.

Occasional Membership is \$10/mo. and \$20/hour – for families using up to 10 hours per month. To switch up for one month, just buy Regular Hours, and we'll bill you for the membership automatically.

Regular Membership is \$60/mo. and \$15/hour.

Any membership fees due, plus snacks and requested additional hours are billed on the 25<sup>th</sup> of the month.

Credit Card information is kept on file, encrypted, until you end your membership.

### **Integration Within the First Month**

Welcome to the Membership! We make every effort to help families adjust to the new experience and our 3-hour Integration Program is the way to go. For children under 3, or those for whom separation is a new experience, we may require that you undertake the Regular Membership "integration."

### **Full Hours, on the Hour**

Buddings hours are 80 minutes long because we include a 10-minute window on each side of your hour for pick-ups and drop-offs. 1:50 - 3:10 is included in your 2pm booking. Feel free to use the whole time!

### **Missed Appointments**

Until we hear otherwise, if your child is booked in, we assume you are on your way. You can cancel bookings online, or by calling the centre, with at least 1 hour's notice.

### **Late Pick-Up – After 10 past**

If you are running late for pick-up (after 10 past), you will be booked into the next hour. We always keep two extra spots per hour, to ensure that we have space for emergencies and late pick-ups.

### **Unused Hours – New hours in the new month - minus 2**

Hours are for the calendar month, and should be used in the month for which they were purchased, but we understand that sometimes plans can change, and you may end up with too many hours.

Unused hours will be credited to the next month on the 1st - minus 2 hours. This deduction is waived when you let us know visits were missed due to illness.

### **Parking Spots Provided**

The medical district has very strict and frequent parking enforcement. Buddings provides two parking spots for drop-off and pick-up. Stall #13 on the alley between Broadway and 10<sup>th</sup> Ave., and stall #54 in the lot downstairs, accessible if you are heading east on Broadway.

### **“Extra Safe Feet”**

While at Buddings, for health and safety reasons, children need to wear shoes or slippers. Please be sure to bring a pair of suitable footwear to change into when children arrive.

### **Arrival/Departure Procedures**

The cubbies at the entrance of the centre are shared and cleaned regularly. Upon arrival, grab two name tags, and leave one hanging in the cubby with outside stuff and all food. Bring the second one, plus diaper kits, water bottles, and other treasures, into the cubbies by the bathroom.

### **Food stays in the cubbies in the front, or can go in the fridge.**

Please check in at the kitchen counter, to sign-in, permit fieldtrips, approve hours, and receive messages. When picking up your child at the end of their stay, sign out and initial the page.

### **“Extra Safe Snacks”**

Our snack menu is always vegetarian, always changing, and always fun! Opting in to the snack plan is a great way for kids to try new things, for just \$2 per snack. The snack plans are billed monthly to the card on file.

Snack hours are 10am and 3pm, and you can choose whether you want to participate, or send a snack from home. If your child is attending between 12 - 1pm, please send a lunch.

There are no banned-foods at Buddings. Send your child’s favourites!

Children wash hands before eating, all together, at the table, to prevent choking. Teachers bring food from the outside cubbies, to prevent sharing, snatching, switching, and sickness. **Please do not bring food into the playspace.**

Staff keep a written log of children’s daily food intake, and offer food and water to all attending children at regular snack times, and at our discretion.

### **Rest Time**

There is no set “nap time” in our day, but we have facilities for napping and families can make the request on drop off. Please bring blankie, stuffie, etc., and let us know the normal routine. We have an excellent track record with naps, and promise to spend at least 30 minutes of quiet time.

### **Diapering and Toileting – Your potty training partner!**

We are as excited for your child to make the big move from diapers to underwear as you are! Let us know, and keep us in the loop about what’s working at home, and any changes in the routine so we can keep up the consistency.

Children in diapers, and in stages of potty training will be invited/encouraged to visit the bathroom every 90 minutes, tracked on the chart near the bathroom.

## Mistakes and Accidents Happen

Buddings stocks a supply of diapers and wipes, if you forget, or run out. Due to the number, and varying sizes, of the children in our centre, families should supply their own whenever possible.

Buddings also stocks a small wardrobe of “loaner clothes” for emergencies. These are labelled with our name, and if your child goes home in them, please wash them and bring them back next time you come. 😊

## Toys From Home

Bringing toys and other items from home is A-OK, especially if it makes our Buddies more comfortable with being away from the family for a short time. Items from home should be appropriate for children aged 2 and up, and should not have a violent suggestion. Please do not bring video games or devices of any kind to Buddings.

## Social Events

At Buddings, everyday is special, and we’d be honoured to celebrate your child’s birthday and other cultural holidays with them. In fact, we’ll explore traditional celebrations all throughout the year!

We’ll have exciting crafts and exotic activities to celebrate the occasions, and as much as we want our Buddies to share their special day with all their friends, **we ask that parents not send food for the other children, due to food sensitivities and allergies.**

## Respect - Everyone’s responsibility

For staff, that means listening to our Buddies and giving them the time and means to express themselves. **We will never use any form of physical discipline** (including withholding food or drinks), ostracization, “time-out”, or shaming, as we do not believe these encourage self-confidence.

For our Buddies, it means sharing, using manners, playing nicely, and keeping the centre tidy and ready for action.

Even families have a part to play, being punctual, considerate, and positive role models for all the kids while at the centre.

## Guidance Strategies and Supervision Practices

Experimentation is the best way to figure out how things work, and Buddings is all about learning, but when explorations might lead to trouble, or someone might be hurt, teachers need to step in.

We use the following Guidance Strategies:

- Setting consistent age-appropriate limits around manners, health, and safety, and using modeling and directions to teach appropriate behavior  
For example: Teaching the children to eat properly at the table so that they don’t choke, and teachers always modeling polite eating habits.

- Recognizing and acknowledging high emotional states, and making sure quiet, safe spaces are available for children who need to calm themselves. For example redirecting a child away from a high-action area, when they are becoming too excited to play safely.
- Documenting disruptive pattern behaviours, and applying research and training to engage family members in the child's care. For example, inviting family members to meet, share, and sign off on successful care strategies, and evaluating them regularly.

We are an inclusive centre, where we ensure that children have opportunities to develop and grow at their own pace. We encourage exploration and experimentation, but do not tolerate aggression directed towards other children.

### **Subsidy**

Daycare subsidy does not apply for occasional care. While we know that childcare is expensive no matter how infrequently you use it, families do not qualify for subsidized reimbursement for care at Buddings.

### **Parental Concerns**

We are always open to hearing from families, especially if you have concerns. We treat all requests for a formal meeting with utmost seriousness and confidentiality.

If the matter concerns a member of our staff, we will meet with you first, but will always give the staff member a chance to explain the situation before taking any action.

### **Buddings Respects Your Situation**

Family structures change, and we know how challenging it can be for everyone. We hope all children have nurturing relationships with their parents and guardians, but we recognize that it's not always possible. If there is a custody arrangement in place, a copy of the terms must be provided for our files. We will follow the order to the letter.

### **Sick Children**

Time spent at Buddings is active, stimulating, and most of all, social. If your child is sniffing, coughing, or sneezing, but running around the house like a whirlwind, it's probably fine to bring him or her in, but be considerate to other families and try to keep them at home during the contagious stages of any illness.

Do not bring your child to Buddings if they have one or more of these conditions:

- Pain – any unexplained or undiagnosed pain
- Acute cold – fever, sore throat, green/yellow runny nose/eyes
- Contagious or communicable disease
- Unusual difficulty breathing
- Fever – 38.3 degrees Celsius or higher

- Sore throat and/or trouble swallowing
- Severe body/scalp itching
- Infected skin or eyes or an unusual rash
- Severe headache or stiff neck
- Vomiting – 2 or more times in 24 hours
- Diarrhea – 2 or more times in 24 hours
- Nausea/vomiting/abdominal cramps/diarrhea – or any combination thereof. Please.

In the event a child becomes ill while at Buddings, the family will be contacted immediately. Depending on the duration of the reservation, and how sick the child is feeling, either resting in a quiet area, or an emergency pick-up will be required.

Let us know if your child develops a serious illness or communicable disease after spending time at Buddings. We will inform other families and try to minimize the spread. Your child's name will not be passed on.

### **Administration of Medication**

A signed and dated consent form will be required for each day that your child is to be given prescription medication. The "Permission to Administer Medications" form can be filled out when you arrive, or downloaded from the About Us Section and filled in at home. Please be sure that information regarding the time of the last dosage is clearly written on the Permission Form so we can maintain the dosage schedule.

Prescription medications must be in their original bottles, with the child's name on the original label. Only medications in the original packages, with the directions on the bottle, will be accepted and the directions will be followed. Buddings will not administer non-prescription medication.

Buddings does not provide medication for children, for any reason.

### **Wrapping Up Your Membership**

To end your membership with Buddings, please complete the Membership Cancellation Form from the website, and submit it to us 15<sup>th</sup> of your last month. Forms received after the 15<sup>th</sup> will be cancelled the following month.

The swipe card(s) assigned to your family while registered with Buddings must be returned on or before the last day of the month. Lost cards may be subject to a \$25/card penalty.

### **Refunds for Unused Hours**

While we encourage families to use the hours they buy within the calendar month, we recognize that plans do change. Since hours can be rolled into later months, we do not, under normal circumstances, issue refunds for unused hours.

## **Observers and Visitors**

Practicum students and volunteers will sometimes be placed in our daycare. They enhance our program by helping to develop and participate in activities. They are supervised by staff at all times and also required to have a clear criminal record check before entering the program.

## **Emergency Procedures**

Buddings has a comprehensive Emergency Preparedness Plan which includes procedures to deal with evacuation of the centre, medical emergencies, and lock down. We practice fire drills every month, and earthquake drills once a year. We have two evacuation points:

Our first location is IHOP, across the hall, at 950 West Broadway.

For an emergency that affects our whole building, we will move to Bean Around the World, at 820 West 10<sup>th</sup> – at the Blusson Spinal Cord Centre building.

## **Responsibility to Report**

All licensed daycares have a strict responsibility to report cases of disease outbreak, suspicions of abuse, etc., to the proper authorities.

If a child discloses abuse at home to a staff-member, we must notify the investigators at the Ministry of Children and Family Services, who pursue the matter directly.

If you ever feel that a staff-member has been negligent or abusive, physically, emotionally, or otherwise, you can let the daycare manager know. The complaint goes to the investigators at Vancouver Coastal Health, who will work with the centre manager to verify the report and recommend changes. You may also feel more comfortable reporting to VCH directly, in which case, the same procedure is followed.

## **Staff Structure and Contact**

Buddings is a small private care centre and our staff are wearers of many hats.

If you have specific questions about application, payment, website, or the daycare in general, you can address them to our Daycare Administrator, Talia. You can reach her via email at [talia@buddings.ca](mailto:talia@buddings.ca), or by calling 778-847-4992.

Since 2015, Sarah MacDonald is the daycare manager reachable at [sarah@buddings.ca](mailto:sarah@buddings.ca).

We occasionally host students, volunteers, and run an internship for new educators. Everyone in contact with the children have cleared criminal record checks, in accordance with the childcare regulations. You can find more information about the teachers at [buddings.ca/staff](http://buddings.ca/staff).