



Flexible, educational childcare for modern families

## **Parent Handbook**

**Last Updated: May 25, 2019**

### **Buddings Broadway**

**info@buddings.ca**

**Centre: 604-569-3951**

**Mobile: 778-919-3951**

**203 – 950 West Broadway**

**Monday - Friday, 8am - 6pm**

**Saturday 10am - 4pm**

### **Storybook Buddings**

**storybook@buddings.ca**

**Centre: 604-559-8494**

**Mobile: 236-888-8494**

**1438 Cedar Cottage Mews**

**Monday - Friday 8am - 5pm**

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

# **Buddings Daycare Values**

Open Communication, Sustainable Teaching  
Supporting Autonomy, & Unconditional Positive Regard  
Safety: It's more than value; it's a lifestyle

## **Welcome!**

Thank you for reading our Parent Handbook!



...

But, seriously. THANK YOU for reading our handbook.

As you see above, our very first company value is Open Communication. Since the “co”, in co-mmunication, refers to back and forth between people, this handbook is written for YOU. So thank you for reading it.

Communication is a two-way street. When we share info, please listen (or, in this case, read), and when and however you share (via email, phone, website, or in person), we will listen, do, and document.

Buddings is based on all four of those founding principles and, to keep things clear, this document is broken into four parts:

[Philosophy and Values](#)

[Program Policies - How it works](#)

[Payment Policies](#)

[Daycare Routines](#)

[Staff Structure and Contact](#)

Jump around the sections by clicking the links above, or just follow along.

## Philosophy and Values

At Buddings, Open Communication starts with our website. That's where you can apply, find info, and of course, buy and book your hours. Our policies are posted there, at [buddings.ca/how-it-works](https://buddings.ca/how-it-works), and we ask you to please refer to the website and to your sign-up forms when you have questions about... how it works.

In real life, communication is the foundation of our relationships in society, and words give us our ability to think abstractly, and to imagine. Buddings programming encourages language and social skill development in a multitude of ways, and we share pictures and stories on our blog and social media channels.

## Protection of Privacy

Buddings collects, uses, and stores family information electronically, for purposes related to providing quality childcare according to VCH Licensing, maintaining billing and accounting, and marketing the centres and programs, including:

- Child and Guardian contact information, including email addresses
- Emergency Medical Consent Form
- Health Insurance Info
- Consent to Daycare Policies
- Payment Contract
- Immunization Declaration - with a record of vaccinations received
- Photo of children's faces - in case of emergency

In order to activate your account, we will also collect a credit card to be stored encrypted with [Elavon Merchant Services](#), and billed monthly for membership.

We maintain PCI Compliance and Provincial and Federal Privacy standards. We do not store, transmit, or accept credit card info electronically. Please **call** the centres to update credit card info.

## Photo Policies

Publicly, on Social Media and our website, Buddings uses “non-identifiable” photos - wherein faces are **obscured by more than 50%**. Children are present, but not the focus. We share their shining smiles **privately** to guardians via Google Photos, unless you ask us not to. You can change this any time.

When we say “Sustainable Teaching,” it means considering the outcomes of our actions, with regard to their impact on the Earth, and *teaching* kids and families to do the same. It means connecting with community, recycling, and loving bees. Teaching them to *LOVE* the Earth, through experience-based activities for all ages. Our newsletter has the details and you can [follow us on instagram!](#)

## **Our food connects us to the Earth!**

Snack time is a social gathering, to sit together, and eat. Making the snacks together, we try new things, and that includes the teachers! It's always vegetarian and we challenge ourselves to keep it interesting. We choose local, organic, healthy options, first (or the best combination we can find), reduce sugar and substitute ingredients as requested, and add crowd-pleasers, like dried cranberries. Food intake is tracked and shared with families at pick-up time. Menus are at [buddings.ca/snacks](http://buddings.ca/snacks).

When Buddings Supports Autonomy, for children, we mean fostering their big kid "I-do-it" attitude, while ensuring their health and care. Assessing their abilities, and setting them up to try new things, and supporting them appropriately *when they need it*. Among the staff, it means actively seeking to improve our practice and policies, and keeping ourselves healthy and inspired, and we support parents' autonomy, by providing a safe space for your kids, while you-do-it. :)

Unconditional Positive Regard means respecting individuals, materials, and the world, because they are special. We are an inclusive centre for children aged 18 months to kindergarten, and support their development from wherever they are.

Our staff are trained in the use and philosophy of [Nonviolent Crisis Intervention](#). When appropriate for the age and development of the individuals, and as a last resort, we hold or move their bodies, with the least amount of physical restraint possible, and the goal of withdrawing completely as soon as possible. The final stage of such an intervention is Tension Reduction, which includes a return to rationality of the individual, and an important re-establishment of trust.

We provide written reports of behavioural and physical incidents that occur while children are in our care, make note of patterns, and work with families to create strategies for everyone's safe inclusion in our program.

We maintain a 1:4 ratio and welcome children of all abilities, but our license does not qualify for subsidies or extra support funding. [Read about our efforts](#) to change this, and please [contact your local MLA](#) to support.

## **Licensing - What it means to be a licensed facility**

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

Our records and annual inspection reports are available on their [website](#).

## Program Policies - How it works

1. Membership incurs a **monthly fee** to purchase and use **up to 40 hours** in calendar months, with as little as **1 hour's notice**, or up to 4 months in advance. You can also unbook your own hours online, or call us for day-of assistance.
2. Hours are purchased and applied for the selected calendar month and **can be transferred** between months, centres, or children, with a **2 hour admin fee**.
3. Unused hours are transferred on the 1st ~ *fee waived with notification of illness*.
4. Snacks, late pick-up fees, and other incidental invoices will be sent to you for payment from the Dashboard, **due on the 1st** of the next month. Invoices outstanding for 4 months will be billed to the credit card on file with membership fees. Incurs a \$30 fee.
5. Visits include **10 minutes on either end** for pick-ups and drop-offs. For more time, children will be booked in for the additional hour. I.e: 11 minutes after = 1 extra hour. Take your time 😊
6. To switch, exit, or add membership *without admin support*, submit the **Membership Change Form** from [buddings.ca/forms](https://buddings.ca/forms) to [membership@buddings.ca](mailto:membership@buddings.ca) by the **15th** of the month for changes to occur at the end of the month.
7. **Reactivation** within 3 months and admin support requests incur a **\$30 fee**

## Payment Policies

Membership fees are billed to the credit card on file on the 25th of the month, for the next month, according to the Payment Contract or Membership Change Forms on file.

Families purchase their hours from the website with a credit card, and receipts are sent to the requested billing email address.

Snack and Incidental invoices are payable from the dashboard, due on the 1st.

We do not offer refunds for unused hours or uncanceled accounts.

Upon cancellation, outstanding invoices are billed to the credit card on file.

Membership ends the last day of the month.

## Daycare Routines

Each centre has their own arrival/departure procedure ([find them here](#)). Always check in at the counter, to sign-in, permit fieldtrips, approve hours, and receive messages. When picking up your child(ren), sign out and initial the page.

The “Extra Safe” rules apply at both centres, and to all families.

### **1. “Extra Safe Feet” - Children must wear shoes**

With toys on the floor, and in case of emergency exiting, children must always wear shoes at Buddings. Indoor shoes, outdoor shoes, rainboots, or what-have-you. The options are endless... but mandatory.

### **2. “Extra Safe Snacks” - Children do not have unsupervised access to food**

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 - but food should only be accessible to adults, so please be sure to keep it in the tray, or in the fridge. **PLEASE LABEL EVERY PART OF YOUR KIT**. We reserve the right to do it for you.

Children wash hands before eating, all together, at the table. Teachers set snacks for sitting kids, with water bottles, and a cloth for wiping up after. We monitor food carefully, to prevent sharing, switching, and sickness. **Do not bring food into the play space**, unless an adult is available to supervise it.

### **3. “Extra Sun Safety” - Reapplication after 3 hours**

Please apply sunscreen prior to drop-off. We supply all natural non-toxic sunscreen in our welcome area, and will reapply sunscreen to kids after 3 hours.

### **4. “Extra Safe Doors” are always secured.**

Holding a door is polite, but at daycare, please close it behind you, and make sure it locks.

### **The Twice a Week Plan**

Our centres are loaded with engaging and curiosity-inspiring games and activities. When children attend twice a week, they meet and make more friends, adjust to routines, and feel more comfortable. Plus, if you use 24 hours/month, you get a [bonus for the next month](#)!

Starting slowly, with our [awesome integration program](#), and building up to two 3-hour visits per week is the best of both!

### **Big Kids’ Club – Afternoon adventures from 1 - 4pm!**

The Big Kids Club is our afternoon program of structured play and learning for preschoolers! The weekly classes run every afternoon from 1 – 4pm. Visit [buddings.ca/bkc](http://buddings.ca/bkc) for more information about this season’s offerings.

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

Children at Buddings visit the bathroom every 90 minutes, tracked on the chart near the door. Please send a diaper per hour, and as many changes of clothes as you like.

Buddings teachers are potty training experts! Check out our [Pee, Pee, Pee, potty training video](#) to learn their secrets.

## **Naps, by request**

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, sucky, etc., and let us know the routine. We have an excellent track record with naps, and guarantee at least 30 mins. of quiet time.

## **Active Play**

With a program that includes yoga, neighbourhood walks, dancing, and... putting all the toys away, Buddings is an active play space where children can move. We promote healthy bodies and minds, and offer lots of opportunities to explore.

## **Social Events**

At Buddings, everyday is special, and we'd be honoured to celebrate birthdays and other cultural holidays with you. In fact, we'll explore traditional celebrations all throughout the year! **Due to food sensitivities and allergies, we ask that parents not send food for other children.**

## **Toys From Home**

Bringing toys from home is A-OK, especially if it makes our Buddies more comfortable. Items from home should be appropriate for children aged 18 months and up. Please do not bring video games or devices of any kind to Buddings.

## **Administration of Medication**

A signed and dated consent form will be required for each day that your child is to be given prescribed medication. The “Permission to Administer Medications” form can be filled out when you arrive. We do not provide medication for children, for any reason.

## **Sick Children**

Time spent at Buddings is active, stimulating, and most of all, social. If your child has a runny nose, or a bit of a cough, but they are eating, sleeping, and running around like a whirlwind, it's probably fine to bring them in.

**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 diseases
- 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, stay home for 24 hours
- Diarrhea – 2 or more times in 24 hours, stay home for 24 hours
- Nausea/vomiting/abdominal cramps/diarrhea – or any combination.

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 an illness after spending time at Buddings. We will inform other families and try to minimize the spread, with privacy in mind.

### **Screen Policies**

The internet is a useful tool, for teaching kids about the world. We limit screen time 3 - 5 minutes, and promise to make sure it's well-spent.

### **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, including:

- Setting consistent age-appropriate limits around manners, health, and safety, and using modeling and directions to teach appropriate behavior  
For example: Reminding 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.



## **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 Ministry of Children and Family Services. Investigators will pursue the matter directly.

If you 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 feel more comfortable to report directly to VCH. In which case, the same procedure will be followed.

## **Emergency Preparedness Procedures**

Buddings has a comprehensive Emergency Preparedness Plan which includes procedures to deal with evacuation of the centre, medical emergencies, and other incidences. We practice monthly fire drills, and annual earthquake drills.

In any situation, if it is safe to do so, our first choice is always to stay at Buddings, so families can find us. In the case where we must relocate, we have two back up locations arranged. These are posted in the centres.

## **Staff Structure and Contact**

Buddings is a private care centre and our staff are wearers of many hats. For our license, everyone has an up-to-date criminal record check, first aid, and a “Responsible Adult” certification. Find their bios at [buddings.ca/staff](http://buddings.ca/staff).

If you have specific questions about privacy, policies, website, or the daycare in general, you can address them to our Daycare Administrator and licensee, Talia Erickson. You can reach her at [talial@buddings.ca](mailto:talial@buddings.ca), or 778-847-4992.

Sarah MacDonald is the daycare manager at our Broadway location, and the keeper of the keys when it comes to billing, account activation, and emergency documentation. Storybook members may also like to reach her, at [sarah@buddings.ca](mailto:sarah@buddings.ca) or 604-569-3951. She and Talia can be reached at [info@buddings.ca](mailto:info@buddings.ca). To text Broadway, use 778-919-3951.

At Storybook, Ehlssie Marquez is the manager, and can be reached with Talia at [storybook@buddings.ca](mailto:storybook@buddings.ca), or independently at [ehlssie@buddings.ca](mailto:ehlssie@buddings.ca).

The centre phone number is 604-559-8494 and you can send text messages to 236-888-8494.