



Flexible, educational childcare for modern families

A BC Benefit Company

## **Parent Handbook**

**Last Updated: Feb. 2021**

### **Buddings Broadway**

**broadway@buddings.ca**

**Centre: 604-569-3951**

**Mobile: 778-919-3951**

**203 – 950 West Broadway**

**Monday - Friday, 9am - 5pm**

### **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: 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-communication, refers to the back-and-forth between people, this handbook is written for YOU. So thank you for reading it.

Communication is a two-way street. ALL of our policies are kept up to date on our website, and the [How It Works menu](#) is your one-stop spot for rules and regs. Privacy is always considered by Buddings staff, and we document everything we do. Got questions (not answered on the website)? Just ask!

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](#)

[Daycare Routines](#)

[Staff Structure and Contact](#)

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

## Philosophy and Values

As a Benefit Company, Buddings is committed to operating in a responsible and sustainable manner, considering the impacts of our actions, and the welfare of everyone we reach. For all companies, that means staff, customers, suppliers, and support services. For a daycare centre, it means children.

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.

As educators of the next generation, we are committed to providing the kids with real, age-appropriate learning opportunities concerning the world they will grow into. Nurturing their love for nature, demonstrating sustainable living, and *learning with them* about the things we can do everyday to make sure our impacts are positive.

## 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
- 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

Buddings is social! Doing good work is our responsibility, but sharing it is our passion! We’re active on [Instagram](#) and [Facebook](#), and keep track of our projects on our [website](#).

On these public forums, our photos are “non-identifiable” - meaning children’s faces are **obscured by more than 50%**. We share their shining smiles **privately** with families via Google Photos, unless you ask us not to. It’s up to you!

## **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 (as part of our commitment to Sustainable Teaching), 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.

Buddings is not a nut-free environment. We rely on families to let us know if there are any foods or products that children should not have, in the "Allergies" field.

## **Our Values in Action**

When Buddings Supports Autonomy, for children, we mean fostering their big kid "I-do-it" attitude, while ensuring their health and care. Respecting their boundaries, and supporting them appropriately *when they need it*. Among the staff, it means ongoing commitment 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.

Further to our website, we Communicate in person when you pick up and drop off, and in writing when something exceptional occurs. 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. To activate your membership, we will send a link for you to create a password. The first month's membership fee is due upon registration, and recurs on the 25th of each month.
2. Members can schedule **up to 40 hours** of care in calendar months, with as little as **1 hour's notice**, or up to 2 months in advance. You can also unbook your own hours online, or call us for day-of visits.
3. Payment receipts and an annual tax summary will be provided to the Primary Guardian email address.
4. 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**.
5. Unused hours are transferred to active accounts on the 1st ~ *fee waived with notification of illness*. We do not unbook hours unless you ask us to.
6. **We do not offer refunds for unused hours or uncancelled accounts**
7. 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.
8. 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 😊
9. 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. After the 15th, they will be processed with an admin fee (save \$20).
10. Upon cancellation, outstanding invoices will be billed to the credit card on file, and accounts will be closed on the 1st. Unused hours are forfeited.

### One Time Per Year: Waive my Fees!

Every year, the first time you encounter any of our admin fees, we'll waive it off, and remind you of the ones to watch.

### Daycare Routines

To attend at either centre (or both!), families submit Licensing required documents, consent to daycare policies, and review our COVID-19 protocols video ([find them here](#)). A teacher will meet you at the entrance, to declare health, permit fieldtrips, approve hours, and receive messages. When picking up your child(ren), please sign out and initial the page.

# "EXTRA SAFE" RULES

WHEN IT'S THIS SAFE, WE CALL IT "EXTRA SAFE"  
AT BUDDINGS DAYCARE ;)

## 1. EXTRA SAFE FEET

KIDS MUST WEAR SHOES or boots, to protect their feet from pointy toys on the floor, and to exit quickly in an emergency.

## 2. EXTRA SAFE SNACKS

Snack times are at 10am and 3pm, and lunch is between 12 and 1pm.  
Children are never unsupervised with food.  
PLEASE LABEL EVERY PART OF YOUR KIT or we will do it for you.  
You do not need to send cutlery.



## 3. SUN SAFETY

Parents can apply sunscreen upon arrival. All natural broad spectrum SPF 30 provided. We will reapply after 3 hours unless you ask us not to in the Allergies Field

## 4. EXTRA SAFE DOORS

are always secured.

PLEASE CLOSE AND  
LOCK THE GATE



Please respect our house rules.  
If you have any questions, don't hesitate to ask a staff member.

## **Make Twice a Week a 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.

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

## **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. Tonnes of kids get the potty start at Buddings!

Check out our [Pee, Pee, Pee. potty training video](#) to learn the 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. During the COVID-19 pandemic, we require a daily declaration of good health. Specifically, we are asking that children do not exhibit combinations of any of: coughing, fever, shortness of breath, fatigue or gastrointestinal issues (bloating, diarrhea, vomiting, etc.) Please review our [Code of COVID Conduct](#) for more information.

If your child is unwell on the day of a planned visit, please call the centre and cancel your booking to have the hours returned to your account, and moved into future months, if you are not able to attend. **WE DO NOT OFFER REFUNDS.**

Further, **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 incorporate online learning into our programming, for presentations of up to 20 minutes and promise to make sure it's time well-spent!

These fun interactive sessions are led by the teachers, using a projector, and introduce the concepts of online learning - one of the new kindergarten skills.

## **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 [talia@buddings.ca](mailto:talia@buddings.ca), or 778-847-4992.