



Flexible, educational childcare for modern families

WELCOME TO BUDDINGS!

School Age Care Parent Handbook

Aug. 2024

Welcome to Buddings School Age Care Program, we look forward to working with you and your family to provide quality care for your child(ren) in a safe and nurturing environment. 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 also 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.

Hours of Operation

Storybooks School Age Program is open Monday – Friday, from 7:30am - 9:00am and 3 - 5:30pm (with the exception of Statutory Holidays and weekends) from September to June. **Find closures, events and important dates on our Google Calendar**, under “Events” on our home page, or buddings.ca/events.

Payment Policies

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. A monthly fee costs \$400 including walks with unlimited hours between 7:30am & 9am / 3pm & 5pm
(Missed bookings, late pick up & snack fees, and All Day Kinder Care are additional)
3. All day care will only be available to children who are in Kindergarten during school closure days (ex. pro d day, winter break or spring break)
4. Members can book online with as little as **12 hour's notice**, or up to 3 months in advance. You can also unbook your own hours online, or call us about day-of visits.
5. Payment receipts and an annual tax summary will be provided to the Primary Guardian email address.
6. 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.
7. **We do not offer refunds for unused hours or uncancelled accounts**
8. 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.
9. 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 💎💎
10. The membership is a 1 year contract.
To switch, exit, or add membership *without admin support*, submit the **Membership Change Form** from buddings.ca/forms to 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).
11. To cancel the membership in the middle of the school year, a month cancellation fee (\$400) will be applied.

12. 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.

Pick Up and Drop Off

The front doors at Buddings will always be locked. Please use the door code box to enter. It will always be the last four digits of the primary guardian phone number.

Before School Care: Parents or guardians must accompany the child inside the centre. Signing in with the time is required upon arrival.

After School Care: Parents or guardians must pick up their child from the centre. Signing out with the time and signature is required at the time of pick up.

Safe Release: 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. Children will only be released into the care of authorized adults (over the age 19), capable of providing safe and adequate care for them.

Communication: Families are responsible to inform the center by 10am if a child is not going to be in attendance for the day.

Missing Child: In the event that an expected child does not show up for pick-up at school by 3:10, teachers will call the family to confirm their attendance. If they are supposed to be there, the group can wait 5 more minutes before calling the school administration for more information (ex, when and where they were last seen, a description of the child and what the child is wearing, any other relevant information). If the child cannot be located by 3:30, the teacher will call the police to report the child missing. At that point:

The daycare teacher on site will call the center manager to request additional support, if needed and submit an incident report to notify Child Care Facilities Licensing Office within 24 hours.

Daily Schedule:

Buddings staff will drop off and pick up the children to their registered schools and pick them up at the arranged meeting spot.

The schedule may be subject to change due to weather conditions.

8am - 8:15am	Children are dropped off at the centre
8:20am - 8:30am	Get ready to leave the centre and walk to school
3pm	Staff pick children up from school
3:00pm - 3:45pm	Outdoor play
3:45pm - 4:00pm	Walk back to the centre
4:00pm - 4:30pm	Snack time
4:45pm - 5:00pm	Indoor activities
5:00pm	Centre is closed

Continued Safety Supervision

Buddings is licensed to provide care for up to 16 children at a time, and maintains a teacher to child ratio of 1:12 for our School Age Program, according to the Childcare Regulations, including while walking to and from the schools. In order to maintain supervision of the group, children will be asked to use the washrooms before leaving the school grounds, to head to the playground.

The program manager will remain at the centre with children who are dropped off, and will be the point of contact for any incidents and emergencies that arise. All staff maintain valid first aid certification and review safety protocols as necessary and Emergency Medical Consent forms for each child are always on hand, should a release to a medical professional be required.

Children who attend will be taught safe habits, including waiting on the bench or side while teachers inspect the safety of the play areas and bathrooms, and will be instructed to hold hands and walk safely on the sidewalks and streets.

We appreciate that children are learning, but safety is a priority. Teachers will inform parents of any behaviour that challenges their ability to supervise the group and look for solutions. If a child has extra support needs a plan will be created with the family to ensure their safety, depending on the situation. For example, if a child refuses to hold hands, the parents may be asked to walk or drive the child to daycare.

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.

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.)

If children are 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 more than one 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 in our care, 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.

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.

Screen Policies

We believe 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.

Active Play

Children will be encouraged to play outside for at least 30 minutes each day, weather permitting. With a program that includes indoor and outdoor time, you will see the children using their bodies and being active daily.

Outdoor & indoor activities such as neighborhood walks, dancing, making obstacle courses, kicking and throwing balls, musical chairs, scavenger hunts, following the leader, acting out children's story books, building forts, ten pin bowling, parachute games, what time is it Mr. Wolf, duck duck goose and.. Putting all the toys away. Kids Club is an active play program where children can move and create. We promote healthy bodies and minds, and offer lots of opportunities to explore.

Social Events

At Buddings, everyday is special, and we'd be honored 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. Please do not bring video games, devices, or toys with a violent suggestion.

Protection of Privacy

Buddings collects, uses, and stores family information electronically, for purposes related to providing quality child care 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
- Daycare Directions - regarding foods, products, and preferences
- Immunization Declaration - with a record of vaccinations received
- Photo of children's faces - in case of emergency
- Care Plans if applicable
- Custody Forms if applicable

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 centre 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!

Custody Agreements

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.

Communication

Communication between families, staff, substitutes and volunteers will be shared through email, in person, communication books and posted in our centre.

Emergency 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.

Buddings will also keep evacuation plans posted in the centre for all the staff, volunteers or other personnel to read. There will be a backpack with all of the emergency supplies stored near the exit.

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.

Email: Info@buddings.ca

Centre Phone Number: 604 559 8494

Centre Mobile: 236 888 8494

Address: 1438 Cedar Cottage Mews, Vancouver, BC