

# White Bear Daycare Policy Manual

Our objectives here at White Bear Daycare are as follows:

- ~To ensure an enhanced future for the children of the community.
- ~To allow children to learn through play, interactions with their peers, and exploration.
- ~To support children and their families.
- ~To provide quality care for the children in a safe friendly, happy, loving environment.

## Hours of operation

Infant /Toddler Program  
8:00am-4:00pm

3-5 and Out of School Programs  
7:00am-5:00pm

Pre-Kindergarten  
4-year old's - 9:00am-12:00pm Mon to Fri

Children must be dropped off **no later than 9:30am**, this allows the child time to engage in play and learning before lunch and quiet time. We also need our final attendance to ensure proper staffing for the rest of the day.

## Holidays and Facility Closures

The center will be closed on all statutory holidays and will close for 1 week in July and 1 week in December for staff holidays. There will be up to 5 professional development days per year. You can see the full list of facility closures on our webpage and posted by the main entrance. These days of closure are all billable days. **The Affordable Childcare Benefit will not pay for holiday closure days, parents will be billed for these closure days no exceptions will be made.**

## Registration

Registration forms must be filled out completely before child may attend. **This includes a copy of the child's immunization record.** Parents are encouraged to bring their child in for a visit before the child attends on their own.

## Fees

Daycare fees are due in full before your child starts in the center, and on the last day of the month prior to service. Fees can be paid in cash, bank draft, or e-transfer to WHITEBEARDAYCARE@SHAW.CA. No personal cheques or credit cards will be accepted.

Your child will not be welcomed into the program until their fees are paid in full, or there is a current daycare subsidy authorization number in place. Invoices are e-mailed out the Monday before the month that care is to be provided. If your fees are not received in full by 6:00pm on the last day of the month prior to service month you will be charged a \$50.00 late fee, and services will be paused until fees are received. If fees are not received including late fee by the 5th of the month your space will be available to another family. There will be an additional \$5.00 per day late fee for unpaid fees.

Late pick up fee is \$5.00 per minute per child after scheduled closing of your child's program. Late fees are payable in cash to the staff that is on the closing shift. **Care will be terminated if parent is late for pick up 5 times. Please be respectful of our staff and arrive before closing.**

If you do not require summer care but need service to resume in September, **you are required to pay the summer fees to retain the spot in September, subsidy will not be billed to hold the spot.**

There will be up to a 10 percent increase in fees every year. Parents will receive a newsletter one month prior to rate increases.

Parents will be billed based on days of available care NOT ACTUAL ATTENDANCE. You will not receive a credit or refund for days that your child is away due to holidays, child being sent home for any reason, staff holiday closure, illness, self-isolation, or unforeseen center closure.

## Daycare Fees

Daycare fees remain the same for months during which there are holidays or a closure without exception.

### Infant and Toddler 0-36 months

Daily Drop-In Rate	\$60.00 per day
Full Time	\$1180.00 per month
Fee after CCFRI	\$280.00 per month

### 3 Years to Kindergarten

Daily Drop-in Rate	\$45.00 per day
Full Time	\$750.00 per month
Fee after CCFRI	\$205.00 per month

### Pre-Kindergarten (Monday to Friday 9:00am-12:00pm)

4-Year-old	\$286.00 per month
Fee after CCFRI	\$191.00 per month

If your child also attends daycare full time the Parent fee is \$175.00 per month.

Pre-Kindergarten will start the third Monday in September and Finish the Second Friday in June. Monthly fees remain the same regardless of the number of days class is in session.

There is a \$50.00 non-refundable registration fee for Pre-Kindergarten.

### Kindergarten

Kindergarten	\$448.00 Per Month + Pro-D Days (\$20.00 per day)
Fee after CCFRI	\$324.00 per month + Pro-D Days (\$20.00 per day)
Summer care	\$750.00 per month.

### Out of School Program

Before and After School	\$420.00 Per Month + Pro-D Days (\$20.00 per day)
Fee after CCFRI	\$362.50 per month + Pro-D Days (\$20.00 per day)
Summer care	\$750.00 per month.

If there is **one** Pro-D Day / Half Day of school in the month there will be \$20.00 added to your bill to cover for the full day of care. If there is **more than one** Pro-D/Holiday fees will be calculated:

Number of School Days X Average Daily Rate = Total School Days  
Number of full care days X Drop-in Care Rate = Total Pro-D /Holidays  
School Days + Total Pro-D/ Holidays= Months Fees

**There are NO fee decreases for Pro-D Days, Stat Holidays and Staff Holidays. whether your child is in attendance or not.** The only exception to this is if the parent can find an alternate child to fill their child's space while they are away from the center. In that case the Parent will not be billed for the time their child is away.

## **Child Care Fee Reduction Initiative**

This is a yearly contract between White Bear Daycare and the Ministry. The contract runs from April-March and is approved based on parent fees and yearly rate increases. White Bear Daycare currently chooses to participate in the CCFRI to help reduce parent fees, if we are no longer able to freely make decisions, are required to change the make-up of our programming or the ability to increase rates to follow inflation to ensure our staff are compensated appropriately the decision will be made not to renew the contract and parents will be required to pay the full fees.

## **Affordable Child Care Benefit**

White Bear Daycare encourages all families to apply for the ACCB to help reduce parent fees. Please request a care provider form if you are going to apply for the ACCB.

## **Fees during Pandemic / Communicable Disease Closures / Evacuation Orders**

In the event of a short-term closure due to a pandemic, requirement to self-isolate due to exposure of a communicable disease or Evacuation order. Fees are due and payable as per usual operations. Fees during closures exceeding 30 days will be determined on a case-by-case basis.

Fee reductions such as the CCFRI or ACCB are provided through MCFD and may or may not be provided during required pandemic or communicable disease closures. Parents may directly contact the MCFD office at 1 888 338-6622, to discuss MCFD's policy regarding CCFRI or ACCB payments; this decision is outside of White Bear Daycare's authority.

## **Transportation**

Children will not be transported unless written authorization from parent is given.

### **Pick up and drop off at child's home or local school.**

If your child is approved to ride the bus to and from daycare you must ensure your child is ready and waiting 5 minutes before the bus is scheduled to arrive, this will allow for changes in the schedule on a day-to-day basis. **The bus will not wait if you are not outside.** The cost for home or school pick up /drop off is \$60.00 per month.

### **Out of School Transportation**

Due to the ever-changing cost of providing transportation service to and from school, the bus service is **not included** in the out of school care fees.

Bus service - \$60.00 per month billed at the beginning of each month.

The Daycare bus leaves the center at 8:10 am for school drop offs.

The bus only has a few minutes at each school during pick up times. Please make sure you call the center before 2:00pm, at 250-315-1331, or text 250-378-0151 to let us know your child will not need pick up from school. We do not have time to be calling around to track children down. **If your school aged child is away and you do not notify the center of their absence 3 times, we will discontinue bus service and you will need to find alternate transportation to the center after school.**

**It is very important that parents notify the center if their child is away as we need all children accounted for.**

Children WILL NOT be walked to or from their classroom. Please advise the Teacher to send children to the bus immediately after school. White Bear Daycare is not responsible for your child once they exit the bus at the school and will not be responsible until they arrive at the bus afterschool.

### **Professional Development Days**

White Bear Daycare will close for up to five (5) days for Professional Development in a calendar year. During these days staff will be at workshops or will have the day off in lieu of a workshop attended on a weekend.

### **Trial period**

There is a two-week trial period where either party can terminate service at any time during the two weeks. If this were to happen unused fees will be refunded to the parent within two weeks of last service date.

### **Termination In service**

If you no longer require daycare services, you are required to give **one month's notice on the First of the month** unless the spot can be filled immediately. This will also apply if you require change in services. If the daycare requires termination in service for any reason unused fees will be refunded or a one month's notice will be given.

### **Arrival/Departure**

Drop off and pick up will continue to happen in the play yard. This has proven to be an easier transition for children entering and leaving the center. Please call the center 5 minutes before you arrive to pick up your child. This gives us time to clean up and get them ready for your arrival.

Children need to arrive by 9:30 AM and picked up no later than 5:00pm and 4:00pm for babyland. If a parent is more than 30 minutes late and the staff cannot locate them or the emergency contact, the Ministry of Children and Families will be called to come and pick up the child.

### **Child pick-up**

If child is to be picked up by anyone other than the parent/ guardian, you must notify the staff with written notice. If staff is not notified your child will not be released, regardless of whom they are. This is to ensure your child's safety. Anyone other than the parent trying to pick the child up will be asked to show photo ID before the child will be released.

### **Accidents**

In the event of an accident involving injury to a child first aid will be administered. Staff will fill out an incident report and go over it with the parents. A copy of this form will be kept in child's file. Parents will be contacted immediately if a child requires medical attention.

### **Alcohol/ Drugs/ Marijuana**

If a parent comes to pick up the child and are believed to be under the influence of drugs or alcohol determined by smell, the staff will offer to call a cab or an alternate way to get home. If the parent insists on leaving with a child, staff will tell parent that if they insist to leave the center and put the child at risk, the RCMP will be called. Please do not risk it.

### **Smoking / Vaping**

Smoking / Vaping will not be permitted on the daycare property. This is a NO SMOKING facility.

## **Field Trips**

If the permission to be in Bus form is completed your child may go on any field trip within the city of Merritt and Lower Nicola without filling out a new form. If the daycare is going on a field trip out of town parents will have to fill out an additional permission slip

## **Supplies Required**

Children are required to have a pair of inside shoes with a rubber sole that they can easily put on and take off without help (Crocs or a similar type shoe is ideal). Children must also come prepared to play outside. Please send appropriate clothing for the day's weather e.g. snow suit, splash-mud pants, mittens, hat etc. Please send a spare change of clothes (shirt, pants, underwear) with your child to be stored in a Ziploc in their shoe cubby. If your child is in diapers, you are required to supply the diapers, wipes, and diaper cream. We will not use cloth diapers.

## **Potty Training**

We will register a maximum of 1 child in the 3-year-old program that requires potty training. Parents must be actively potty training the child for them to be admitted into the program.

## **Sunscreen**

**During the months of April-September parents are required to apply sunscreen to their child every morning before arriving at the daycare.** We will re-apply sunscreen after rest time and extended outdoor water play. The infant program will apply a cream-based sunscreen. Unless your child has an allergy and you can provide a note from your family Doctor, we will only apply the sunscreen that the daycare purchases for the season. There will be \$40.00 added to your May invoice for sunscreen. (We typically go thru 4 bottles of sunscreen per child per summer.)

## **Immunizations**

All children attending White Bear Daycare are required to have all childhood immunizations current or on a modified schedule that has been approved by the center. These diseases are becoming less common because people have been vaccinated against them, but cases still occur and children in childcare are at increased risk for many of these diseases because of the many hours they spend in close contact with other children.

## **Snacks and lunches**

2 Snacks will be provided by the center. Parents are required to pack their child a healthy lunch that includes a main meal, a fruit and or veggie, and ONE treat item (granola bar, fruit snack, cookie....) If your child is on a special diet or is allergic to any food, please notify staff. Parents are welcome to supply snacks for their children if they prefer as long as it is a healthy option. Make sure grapes, hotdogs, carrots, and other choking hazards are cut lengthwise. Do not send juice, pop or chocolate milk.

Infant Toddler Program -Parents are required to supply all food for their child for the day. This includes lunch and two snacks; the daycare will have small snacks on hand just in case your child is extra hungry one day.

If your child does not bring a lunch and the daycare must supply the meal for them, you will be charged \$10.00 each meal.

## **Nap and Rest Time Policy**

Children need time to rest and recharge their brains and bodies everyday especially in a busy group setting. **Babyland as well as the 3-year-old program** will have a nap time every day. During this time, the children will lay down on a cot with a blanket to rest and relax. **We will not keep children awake during nap time.** The 4-year-old program will have a quiet time with stories and center activities, some children will continue napping at this age.

**Children 6-12** will have quiet reading time.

## **Playground Safety**

Children are not permitted on the playground without adult supervision. This includes siblings who do not attend the center but come at pick up time. Do not leave your children unattended on the playground when you come inside the center.

**Flip Flops and scarves are not allowed on our Playground.**

## **Health and Wellness**

Here at White Bear Daycare, we want to make sure all necessary precautions are taken so children attending the center are healthy. If your child has any of the following, you are required to keep them home. If any of the following present while at daycare, you will be contacted to pick up your child immediately to avoid the spread of illnesses. If you cannot be reached within 30 minutes, we will call the child's emergency contacts to come pick up the child.

- o A temperature over 100\*f/ 37.7\*c (confirmed on 2 thermometers in the center)
- o Constant Runny Green / Yellow Runny Nose
- o Diarrhea (2 Bouts)
- o Stomach-ache
- o Undiagnosed Rash
- o Constant Cough or Wheezing
- o Vomiting
- o Nits or Head Lice
- o Pink Eye
- o Any Communicable Diseases
- o Inability to fully join the day's activities (Tired, lethargic, unwell)

Your child must be symptom free for **48 hours without** the aid of symptom reducing medication (Tylenol, Advil, Cough Suppressant etc.) before returning the center. If your child was sent home due to illness, they may not return to the center until they have been symptom free for 48 hours. We may request that children stay home for more than 48 hours symptom free if multiple children have the same illness.

**DO NOT SEND YOUR CHILD TO DAYCARE IF YOU HAVE GIVEN THEM SYMPTOM REDUCING MEDICATIONS IN THE PAST 48 HOURS.**

## **Medications**

Children with prescribed medication must be on it for 48 hours before returning to the center.

Staff can administer prescription medication, inhalers, and epi pens if a permission to administer medication form is filled out. Pain relievers will not be administered in the center. If your child needs pain relieving medication, they are not admissible to the center.

## **Staff responsibilities**

- ~ Notify Parents if health problems arise concerning their child.
- ~ Ensure the center is safe for all children by keeping dangerous materials, supplies, and equipment out of children's reach.
- ~ Ensure all toys and children's equipment is safe.
- ~ Handle emergencies in appropriate and efficient way.
- ~ Ensure children are happy and having fun.
- ~ Supervise children at all times.
- ~ Keep child and family information confidential.

## **Parent Responsibilities**

- ~ Fully complete and submit registration forms, including a copy of child's immunization records before child starts at daycare.
- ~ Provide staff with as much information about child as possible.
- ~ Ensure your child has all supplies needed for the day.
- ~ Keep child home if ill or pick up child if they become ill at the center.
- ~ Notify center if child will be home ill for the day.
- ~ Notify staff if child has or has been in contact with a communicable disease .
- ~ Pay fees on time.
- ~ Pick child up on time
- ~ Inform staff of changes in child's life
- ~ Bring children all the way into playground and sign them in.
- ~ Apply sunscreen to all exposed skin in the morning during April-September.
- ~ If requested to pick up child for any reason, arrive in a timely matter.

## **Child Guidance**

No child shall be:

- ~Physically restrained if incident requires child to be removed from the group as a safety precaution.  
Parents will be notified and immediate pick up required.
- ~ Subject to belittling treatment or humiliation whether verbal, emotional, or physical.
- ~ Deprived of snacks, lunch, water, rest, or the use of washroom facility.
- ~ Subject to shoving, hitting, spanking, or any other form of corporal punishment.

## **Screen Time**

At White Bear Daycare we believe that children learn best thru hands-on learning.

The children in the center will only have access to screen time for short periods of time (15-20 Minutes) during the following times.

- ~ When we are doing research on our theme of the week or something that interest the children.
- ~ On cold/wet days when we cannot go outside and play, we will set up "Go noodle" to get the children moving and active for 15–20 minute periods.
- ~ When we have active dancing/ movement breaks before mealtimes.
- ~ The last 15 minutes of the day when staff are finishing up closing requirements.
- ~ Children in our out of school program may watch a movie once a week.

## **Outdoor Play Policy**

White Bear Daycare recognizes the importance of physical activity for young children. Appropriate physical activity while in care supports the health and development of children, as well as establishes positive habits for the future. White Bear Daycare recognises the importance of outdoor play and experiences for all children and provides access to outdoor play each day weather permitting. We believe that outdoors is one of the best learning environments for young children. Our outdoor environment is accessed daily and offers diverse, creative, challenging, and enriching experiences for our children.

Our goal is:

- To provide a stimulating, enjoyable and safe environment for children to play, investigate, explore, problem solve and use their imagination and creativity in an outdoor environment: • To ensure that the children have plenty of opportunities to develop their large motor skills
- To provide active learning experiences for children so that they have plenty of opportunities to practise their developing skills, making them feel good about themselves and enriching their understanding of the world around them.
- To encourage the children to have respect for the outdoor environment and to care for living things

- To provide the children with the opportunity to relax and to release built up energy throughout the day
- To provide the children with opportunities to co-operate with others and to build on their social skills • To stimulate their senses by offering different sights, sounds, smells and touching/ feeling opportunities. • To provide children with space to take part in energetic, noisy, large scale activities as well as opportunity for quieter play
- To plan a balance between child-initiated activities and adult directed activities.
- To ensure that all staff understand the value of outdoor play and are enthusiastic and active in their approach to learning outside

## Daily play

Children spend on average 90 -120 minutes per day in the outdoor playground from April to November, and 30-45 minutes per day in the from December to March (weather permitting) this is often broken up into two sessions, one in the morning and one in the afternoon. This is a good opportunity for children of all ages to have the opportunity to interact with each other. This helps to develop their social skills and is also a great opportunity for children who have siblings in other classes to see each other. The Infant and Toddler Program spend on average 30-60 minutes per day in the covered Deck area from April – November and will spend time engaging in large motor activities indoors during December-March when it is too cold to be outside.

## Environment:

### Playground

Outdoor play incorporates a variety of activities including running, jumping, bicycles, ride-on toys, climbing, crawling, balancing, slides, teeter totters, sand and water play, role play, ball games, story time and gardening. There are also a lot of open-ended materials in the playground which encourage children to further develop their imagination. Children are encouraged to engage in self-paced play, unstructured outdoor play and are free to use their imagination. During unstructured outdoor times Staff interact with children and support children's play and learning. Some indoor activities are conducted outside, weather permitting and include small group work for art and craft activities, play dough, painting, etc.

### Risky Play

Risk in the playground is essential for children's growth, creating challenges which allow children opportunities to succeed and/or fail based on individual reasoning and choices helping them to learn risk management appropriate of one's own abilities and limitations.

Staff position themselves in the playground to be close to risky play but not hovering. Instead of using "No", "Stop", "you will hurt yourself/others" Staff will ask questions including "Are you feeling safe...." "Is there another way you could...." "Have you tried. it this way." "I wonder if you tried...." "If we worked as a team, do you think we could..."

### General Safety in the outdoor playground:

- Children are always supervised, and adult child ratios are also adhered to in the outdoor playground.
- The playground is fenced with 2 gated exits.
- Staff ensures as part of their daily outdoor time that all areas of the outdoor playground are thoroughly checked each day and if anything needs repair or replacement it is logged in the communication book.
- The climbers, slides, and spring mobiles are secured and placed on an impact absorption safety surface.
- The children and staff are required to clean up the outdoor play area after they have used it. The children are involved in taking care of their outdoor environment, as they are of their indoor environment.
- When the children go out to the playground, the phone, iPad, tissues, and water bottles are brought out as well.

#### Safety in the sand box:

- Staff encourage the children to keep the sand in the sand box.
- When weather permits Staff encourage the children to remove shoes and socks to explore the sandbox.
- Staff are encouraged to bring water into the sand box to add to the play.

#### Safety on the climbers and slides:

- Staff encourage the children to make sure the slide is clear before going up or down.
- Toys are not permitted on the Climbers.
- Staff get the children involved in drying the equipment if it has been raining before outdoor play time.
- Children are encouraged to use large motor skills and climb, slide, jump at levels that they are comfortable with.
- Children must be able to “Do it themselves” Staff will not lift a child onto a climber but will be close by to help support the child when learning new climbing skills. Staff will assist children to climb down from climbers if needed.

#### Safety when bringing the indoor equipment outdoors:

- Indoor equipment is to be used under direct staff supervision.
- Indoor equipment will be returned to original location at the end of use.
- If the children are having snack or lunch outside they must have the option to be sitting in a shaded area.

#### **Clothing**

Parents must supply appropriate outdoor clothing for the days weather along with a full change of clothing. If your child is potty training please send 2-3 changes of clothing.

Staff will ensure that children are dressed appropriately for different weather conditions.

#### **Hot weather:**

- Parents are required to apply sunscreen to their child before coming to the center during April-September, if you forget we will have some cream- based sunscreen for parents to use.
- Sunscreen is provided by the center at a cost of \$40.00 per year per child.
- Staff will apply lotion sunscreen to the younger children before going outside after lunch.
- Out of School Children will be encouraged and helped to apply sunscreen themselves.
- All children are required to wear an appropriate hat for the season.
- **NO Flip Flops** as they are dangerous and do not provide proper support for running and jumping.
- If the weather is too hot, the children will be brought to a shaded area or brought inside to cool off.
- Children will be required to drink extra water while playing outside, Staff will call children over to have a drink every 30 minutes.

#### **Cold weather:**

- All children must have an outdoor coat, hat and preferably gloves or mittens.
- If there is snow on the ground every child is required to bring full snow gear as we will go outside until the temperature is -15c.

## **Behavior Management Policy**

In the situation where it has been determined that discipline is required, the following steps will be taken.

1. The child will be approached by the nearest staff member. The staff will get down to the child's level, make eye contact and speak in a calm and non-threatening manner, directly to him/her.
2. Staff will actively listen to all parties involved.
3. Staff will encourage and assist the child with solving the problem as well as coming up with a workable solution for all.
4. The staff will explain (if necessary) and ensure that the child understands what is expected of him/her, and why his/her actions were in question.
5. The staff will redirect the child by offering choices.
6. If the behavior continues, the staff will give one warning to the child. The warning will be direct and with a natural consequence.
7. If the behavior continues or puts another child/ staff in an unsafe situation or infringe on the rights of others, the child will be removed from the situation. The time removed will be based on the child's development level. As soon as the child is showing signs, he/she is ready the staff and child will discuss the incident together. He/she will then be directed to another activity.
8. Should the unacceptable behavior continue throughout the day, and if it is of an aggressive nature, White Bear Daycare's "Aggressive Behavior Policy" will be implemented.

It is expected that Children who attend White Bear Daycare do their best to listen to the staff directions, requests and expectations of the facility. If Children refuse to follow expectations parents will be called to pick their child up from the center for the day. If the behavior continues care may be suspended or discontinued at the discretion of the facility.

Please note parents will be informed of incidents that inflict injury upon another person, or that are recurring in nature. In the case of recurring behaviors, it may be necessary to invite the parents/ guardians to meet with the staff to discuss the situation and to develop a plan of action that can result in success for the child.

## **Aggressive Behavior Policy**

It is our responsibility to ensure the physical safety and well-being of all children and staff in our facility. White Bear Daycare has adopted the following policy regarding aggression:

Aggression means, any physical, emotional or verbal act which may result in placing another person within the centre in an emotional, physical, or unsafe situation. In dealing with aggressive behavior, the following procedures will be followed:

1. The child will be removed from the group and the centre's BEHAVIOR MANAGEMENT POLICY will be implemented by staff, to redirect the child and to stop the aggressive behavior.
2. If the aggressive behavior continues throughout any part of the day, the parent/guardian or alternate pick-up person (in that order) will be contacted to immediately pick up the child. The child will not be welcomed back into the center that day.
3. Once the parent has been called on occasions relating to aggressive behavior, the parent will be informed of impending decisions.

White Bear Daycare has the right to:

- a) impose a suspension of daycare privileges.
- b) consult a Behavior Management Specialist
- c) limit the child's hours / days of attendance.
- d) terminate care immediately. (The one-month notice period would be void)

Any aggressive, violent, or intentional aggressive behavior that endangers the child, other children, staff, equipment, or building will not be tolerated. In this case, the child will be automatically suspended for three days or have their spot permanently revoked without warning or notice.

**Fees will not be refunded if your child is sent home for aggressive behaviours.**

**If service is terminated by White Bear Daycare the remaining fees for the month will be refunded.**

**Once again, the number one priority is the welfare, safety, and security of ALL children and staff within our program. We retain the right to terminate care immediately if we feel the health and well-being of another child or staff member is threatened by a child.**

### **Pandemic / Communicable disease Outbreak**

Childcare programs in BC are licensed and regulated through the Ministry of Education, Childcare licensing. As a result, White Bear Daycare may be directed by a Childcare Licensing Officer to close operations during a pandemic or other communicable disease outbreak.

White Bear Daycare will follow all directives provided from the Ministry of Education. The legal authority to close a childcare program for public health reasons falls under the purview of the local Medical Health Officer and the Provincial Health Officer and their decision overrules any decision to stay open that an individual daycare or parents may wish to make.

Childcare ratios are required during operation, regardless of a pandemic or communicable disease outbreak. In the event that multiple employees are unable to come into work or are in a quarantine and ratio is not able to be met, White Bear Daycare may require to reduce operational hours, rotate days off between children or in worst case scenario close until staff are able to return. This decision would be made as required, and would be communicated with parents in writing, via email. Childcare fees will not be refunded.

### **Evacuation Order**

White Bear Daycare will follow all evacuation orders put out by the City of Merritt.

### **Health and wellness policy**

Our health and wellness policy continues to apply during a pandemic or communicable disease outbreak; however, additional restrictions may apply, based on government / licensing officer directives. This may include, but is not limited to, extending our required at-home “symptom free” time following any symptoms or requiring children with symptoms – even if “they are feeling well and have plenty of energy” - to remain at home. Any temporary changes to our health and wellness policy during a pandemic / outbreak will be communicated in writing, via email and posted on the main entrance doors.

### **Additional cleaning**

In the event of a pandemic or communicable disease outbreak, White Bear Daycare, while in operation, will follow additional cleaning measures.

This includes:

- Using a Ministry of Health-approved sanitizing solution within the program twice a day, to sanitize the facility and equipment.
- Any food provided by our program will be served directly to children rather than a family-style or buffet style snack or meal service.
- Increasing handwashing with direct teacher instruction to promote healthy handwashing habits.

### **Fees during Pandemic / Communicable Disease Closures / Evacuation Orders**

In the event of a short-term closure due to a pandemic, requirement to self-isolate due to exposure of a communicable disease or Evacuation order. Fees are due and payable as per usual operations. Fees during closures exceeding 30 days will be determined on a case-by-case basis.

Fee reductions such as the CCFRI or ACCB are provided through MCFD and may or may not be provided during required pandemic or communicable disease closures.

Parents may directly contact the MCFD office at 1 888 338-6622, to discuss MCFD's policy regarding CCFRI or ACCB payments; this decision is outside of White Bear Daycare's authority.

### **Individual exclusions**

In the event the Ministry of Health provides a regional or provincial quarantine recommendation for individuals - be it due to international travel, linked to potential exposures, or linked to individual symptoms, White Bear Daycare will require all families and children to comply with this recommendation. In the event this occurs, the Ministry of Health will provide our childcare program with written information; this recommendation will be shared directly with families. These exclusions will apply equally to all children, families, and employees.

### **Authorized sources of information**

A pandemic or localized communicable disease outbreak is subject to governance by official sources: our childcare licensing officers, the Ministry of Health, Ministry of Children and Families, and the federal government. While we appreciate that social media and news sources provide an extensive amount of information, we will respond to official, authorized sources of information only.

### **A non-biased, inclusive approach**

Fear-based responses in times of pandemic or communicable disease, have historically led to actions stemming from bias and self-protective measures. Not only can these measures lead to conflict between parents, childcare educators, and community members, but they can also lead to actions rooted in racism. White Bear Daycare has an inclusive-based approach and works to be a safe space for all families and children; we will not tolerate acts of racism or bigotry towards any parent, child, employee, or community member. Any such acts may be subject to an immediate dismissal from our program.

This policy book will be updated every 3 months and posted on the daycare webpage [www.whitebeardaycare.com](http://www.whitebeardaycare.com), Parents are expected and required to keep updated on policies.