



**Childcare Handbook
July 2021**

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ABOUT US

OUR PROGRAM

Our childcare centre offers a full-day program for children aged 30 months to 5 years. Our licensed daily capacity is 20 children in full-time spaces. Our focus is on providing care for children who are deaf or hard-of-hearing, along with other children in our surrounding community.

This daycare will provide both American Sign Language (ASL) and English instruction (spoken and written) using a bilingual, bicultural approach. This unique environment will equip children with the knowledge and ability to learn to communicate in two languages, as well as strengthen language, social and emotional development in a group setting. Children attending our daycare will not need any prior ASL exposure or experience to join this program.

OUR MISSION

Bright Futures Specialized Childcare (BFSC) strives to help every child reach their fullest potential. We work to be an internationally recognized Centre of Excellence in providing care and services to children who are deaf and hard-of-hearing and their families, a pioneer in the use of technology and a strong example of a successful bilingual model.

For more information about BC Family Hearing Resource Society, our early intervention program for deaf and hard-of-hearing children throughout British Columbia, please visit our website: www.bcfamilyhearing.com.

ENROLLMENT & FEES

FEES

Full DAY (7:30am – 5:30pm)

5 days per week	3 days per week	2 days per week
\$1200/month	\$900/month	\$500/month

Additional children receive a 10% discount. The 10% applies to the child with the lower rate.

Depending on the parent's/guardian's financial situation, fee subsidies may be available through the Ministry of Child & Family Development.

POLICIES

- The childcare centre has the right to increase fees at their discretion at any time.
- GST is not charged on fees because childcare services are GST exempt.
- Receipts for childcare fees are sent annually in the first quarter of the year, for all fees paid during the previous calendar year.
- To ensure a full-time space is kept available for your child, the full monthly fees are in effect, even if your child ends up not being in the childcare centre all days of the month (whether due to illness, family vacation, etc.,). The fee remains the same for the months during which there are holidays and closures.
- Part-time families are required to register for consistent recurring days. We do not offer flexible part-time spaces.
- If your child is sick and has to stay home or is away on a family vacation, no credit or refund will be given.
- There is no credit or refund for statutory holidays for full-time families, as they are factored into the average monthly fee calculation.
- Full payment of the invoice is due within the first week of the month to which the fees relate.
- Acceptable payment methods: post-dated cheques
 - o "Not Sufficient Funds" (NSF) cheques will be returned with a fee of \$50. Immediate payment of childcare fees will be required within 48 hours or childcare will be suspended.

ENROLMENT

We cannot guarantee or provide childcare until all completed forms and required documentation have been received. We do encourage that a parent/guardian and their child(ren) visit our childcare centre prior to enrolment.

WAITLIST POLICIES

There are a number of priorities for enrollment. For example: deaf and hard of hearing children are given priority, along with CODA (child of deaf adult) families, and siblings of currently enrolled children. It is possible that in some circumstances this means that children may be added to the waitlist after you, but because of the priority structure they may gain a space before you.

In the event that a space becomes available, we will contact you directly (via both email and phone) to offer you a space. You will have 48 hours to respond to this attempt. If we do not hear from you within 48 hours, we will move to the next child on the waitlist.

Please contact the Manager if you have any questions about the waitlist policy.

ORIENTATION

We encourage each family to come for a visit and tour of the childcare centre prior to their child starting daycare. Please contact us to arrange a time to visit.

EVALUATION PERIOD

For all the children in our childcare centre, their happiness and wellbeing is our primary concern. To ensure that all parties are comfortable with the childcare arrangements, a two-week evaluation period exists prior to the finalization of care. If at any time during this two-week evaluation period you feel that the childcare centre is not meeting your needs, then you may withdraw your child(ren) and receive fees back based on the number of days unused.

Equally, if during the two-week evaluation period, or any time during their care, childcare centre staff feel that they are unable to provide quality care to meet your child(ren)'s specific needs, then they will inform you with notice. From that time you will have an additional week to find alternate care.

CANCELLING ENROLMENT

30 days' notice is required to cancel enrollment. Failure to provide sufficient notice will result in the full fee for the notice period still being due.

HOURS & CLOSURES

Current hours of operation are Mondays to Fridays, 7:30am – 5:30pm, except holidays and closures.

LATE PICKUP OF CHILD(REN)

Opening and closing hours are firm with no children permitted to arrive earlier or stay later at the childcare centre. There will be a charge of \$50, per child, for children left longer than ten (10) minutes late to offset the cost of staff remaining late. Staff will ask parents/guardians to sign a “late form” to acknowledge the late charge, for which payment is due by close of business the following day. If payment is not made by the next day, care will be suspended for your child until payment is made. If parents/guardians pick up their children late on more than three occasions, the manager may ask you to find alternative care for your child(ren).

If circumstances mean that you are aware that you will be late to pick up your child(ren), please call to inform staff. *If a child has not been picked up by 5:45pm the manager will be notified and the Ministry of Children and Family Development, if attempts to reach parents/guardians or emergency contacts have failed.*

NOTIFICATIONS OF ABSENCE

If your child will not be attending the childcare centre due to illness or any other reason, please contact the centre directly. It is expected that the childcare centre staff will be notified no later than 10:00am on the first day an absence is expected, either by email (daycare@bcfamilyhearing.com) or telephone. Please leave a voicemail if no one answers as voicemail messages are routinely checked.

CLOSURES

- New Year’s Day (Jan. 1st)
- Family Day (3rd Monday in Feb.)
- Good Friday (Spring)
- Easter Monday (Spring)
- Victoria Day (3rd Monday in May)
- Canada Day (July 1st)
- BC Day (1st Monday in August)
- Last week of August (Monday through Friday)
- Labour Day (1st Monday in September)
- Thanksgiving Day (2nd Monday in October)
- Remembrance Day (Nov. 11th)
- Christmas Week (Dec. 25th through 31st)

PROGRAMS & SCHEDULES

PROGRAM GOALS

The primary goal of this program is to provide an enriched language environment for children aged 3-5. Both ASL and English (spoken and written) are provided by the Early Childhood Educators and Deaf and Hard of Hearing role models in the classroom. Early interventionists (Teachers of the Deaf and Hard of Hearing, Speech and Language Pathologists, and/or Listening and Spoken Language Specialists) will provide additional support according to the child's Individualized Family Service Plan (if applicable).

DAILY SCHEDULE (subject to change)

7:30am: Center Opens
7:30 - 8:30am: Drop Off / Free Play
8:30 - 8:45am: Clean Up Time
8:45 - 9:00am: Wash Hands / Get Ready for Snack
9:00 - 9:30am: Morning Snack
9:30 - 10:00am: Circle Time: Focus on language development & communication
10:00 - 10:45am: Theme Activity / Arts and Crafts
10:45 - 11:15pm: Music / Dance / Yoga
11:15am - 12:00pm: Outdoor Play
12:00 - 12:15pm: Wash Hands / Transition to Lunch
12:15 - 12:50pm: Lunch
12:50 - 1:00pm: Toileting / Getting Ready for Nap Time
1:00 – 3:00pm: Nap Time / Quiet Time (for those children that need it)
1:00 - 1:30pm: Circle Time: focus on language development & communication
1:30 – 2:00pm: Science & Explorations
2:00 – 3:00pm: Theme Activity/ Arts and Crafts
3:00 - 3:15pm: Toileting / Wash Hands
3:15 – 3:45pm: Afternoon Snack
3:45 - 4:15pm: Numeracy Activity
4:15 - 5:15pm: Outdoor Play
5:30pm: Pick Up Time / Center Closes

BEHAVIOURAL GUIDANCE

When undesirable behaviours occur and a child needs to be stopped or redirected, the following intervention methods may be used:

- Discussion of the issue between the staff member and the child or children involved;
- The child will be offered a choice of appropriate alternate activities. The staff member will encourage the child to become interested and settled in the new experience. The children will be encouraged to use self-discipline, self-control and problem-solving skills. The staff member will calmly discuss with the child how they feel and what would be the appropriate behaviour expected;

- Resolution to the situation is sought through fair and appropriate consequences dependent upon the child or children's actions. The children will be involved in deciding consequences for their actions;
- Should a child continue behaviour to the point where they are physically, emotionally or verbally abusive to other children and educators, dismissal may be discussed with the parent/guardian and the Manager;
- If, due to inappropriate behaviour, other children's safety may be at risk during a field trip or outing, the Manager may have to suspend the child for the day of the trip;
- Discipline procedures will first be handled by the staff member on hand. If assistance is required, the Manager will be consulted. If the educator believes the situation to be of a recurring nature, the parent/guardians will be notified of their child's behaviour.

Discipline will never result in the mistreatment of children such as physical or mental punishment. All disciplinary action will be age appropriate. The goal of the discipline policy is to encourage self-esteem and self-control.

Each September, a group meeting is held with all the children in the program to go over the rules of the program. If problems do arise within the group, a staff member will sit down and discuss the problem with the children and how they can resolve it. If the problem is more specific and involves only a few children, then they will be reminded of the guidance policy and talked to about the consequences of their behaviour.

Whenever guidelines and rules are broken an incident report is filled out and must be signed by the parent/guardian. If problems persist then it may be necessary to setup a contract with the child, manager and parent/guardians stating procedures and consequences.

ACTIVE PLAY GUIDELINES

Engaging in outdoor play and exploring nature are a key component of our program. Time will be spent outside every day, except in the cases of extreme weather. Please ensure your child/children has the necessary clothing to be outside each day.

Summer/Hot Weather: During extreme heat, outdoor play may be limited at the discretion of the staff. Staff members will ensure that children are well hydrated at all times and given the option to cool down as needed. Please provide a labelled sunhat, sunscreen and insect repellent during sunny weather.

Rainy Weather: Children will continue to engage in outdoor play, even during rainy weather. Appropriate, labelled, outdoor clothing is required to keep your child(ren) dry such as rain boots, waterproof pants and a rain jacket with hood.

Winter/Cold Weather: During extreme cold and/or snowy conditions, outdoor play may be limited at the discretion of the staff. Please provide labelled winter clothing such as winter jacket, snow pants, snow boots, waterproof gloves and a toque/hat.

SCREEN USE GUIDELINES

We believe young children learn primarily through play and social interactions. Therefore, children are encouraged to keep cell phones or any electronic devices at home including iPads, iPods, hand held game systems, etc. If these items are brought to the childcare centre, we ask that they are stored in your child's backpack. Please note the childcare centre will take no responsibility for the loss or damage of any of these devices.

HEALTH & WELLNESS

AUTHORIZATION FOR RELEASE OF CHILDREN

Only people who have been authorized via documentation will be allowed to pick up children from the childcare centre. Please inform the staff who, from those authorized, will pick up your child(ren) on any given day. Your authorized alternate may be required to show picture ID. The alternate must be on file authorized to pick up your child(ren) or the child(ren) will not be released to that party.

If an authorized person comes to the childcare centre to pick up a child(ren) and is deemed by staff to be incapable of providing safe care, then staff will suggest calling an alternate to pick up the child(ren). If they insist on taking the child(ren) we will release them to their care and call 9-1-1.

MEDICATION

Medication will only be administered by staff if:

- It has been prescribed by a qualified medical practitioner;
- It is in its original pharmacy container, displaying the child's name, medication name, dosage and frequency of administration;
- The childcare centre has a signed consent form from the parent/guardian with directions and
- It is oral medication with the exceptions of EpiPen for emergency purposes and insulin and asthma inhalers if staff have received specific training around their use and administration
 - o If the medication requires special staff training and those staff members who are trained are on vacation or sick, then your child may not be able to attend the childcare centre on those days.

Staff will complete a medication administration tracking form that will track the date, time, medication and dosage, and the person administering the medication. Staff will not administer Tylenol, Advil or any other over-the-counter medication.

All medications must be stored in a locked cupboard while at the childcare centre. Parents/guardians are responsibly for asking staff to return the medication at pick up.

IMMUNIZATION

It is not a requirement of the childcare centre that your child(ren) be immunized, however we do need a copy of any immunizations that have been administered. In the event of a disease outbreak, if your child(ren) is/are not immunized or we do not have a record that they have been immunized, you will be asked to temporarily remove your child(ren) from the childcare centre. Fees will not be refunded or returned for any time away from the centre. Your

child(ren)'s return to the childcare centre will be based on recommendations by the local Health Authority.

HEALTH POLICY

Staff must notify the parent/guardian/emergency contact when a child has any of the following:

- A fever of 38° Celsius or higher
- Consecutive bouts of diarrhea
- Skin infections, undiagnosed rash, sore infected eyes or signs of any contagious disease
- Persistent cough
- Any parasite-related condition
- Non-clear runny nose
- Vomiting

If your child demonstrates any of the above symptoms, or is appearing general unwell, we will call you to come and pick them up. If you are unavailable, we will call the alternate/emergency contacts. Children who become ill while at the childcare centre will need to be picked up as soon as possible after you are notified of their illness. Your child will be placed in a separate area, under close supervision of staff and out of the play area while waiting for you.

ILLNESS POLICY

To help reduce the spread of illness in our childcare centre, children with the following conditions will need alternative care until their health improves. Please ensure that you have alternate care arrangement for the following situations:

- An acute cold affecting your child's ability to participate in regular daily activities
- Wheezing or persistent cough
- Fever
- Sore throat causing difficulty in swallowing
- Infection of eyes or skin
- Undiagnosed skin rash
- Headache and stiff neck
- Nausea and/or vomiting
- Unexplained diarrhea or loose stool
- Severe itching of body and/or scalp
- Known or suspected communicable disease
- Thick green/yellow runny nose

If your child has vomited during the night or evening before, please do not bring them to the childcare centre until 36 hours after their last episode of vomiting.

If your child is sent home with a fever, vomiting or diarrhea, they will be unable to return for the next 36 hours.

If your child is sent home because of a suspected communicable disease, we require a doctor's note stating that your child is not contagious and is healthy enough to return to the childcare centre, before they can come back.

Please do not bring your child to the childcare centre with any illness where your child is unable to participate in regular daily activities even if they have none of the above symptoms. If you need to give your child Tylenol, Advil or other over-the-counter medication, that is an indication that they are probably not healthy enough to participate.

Please promptly inform the childcare centre of a serious illness or contagious disease in your household. This permits us to take appropriate actions to protect the health of other children and staff at the childcare centre.

MINOR INCIDENTS

The staff are committed to providing a safe and healthy environment for all children and persons on the premises. Staff are required to complete an Incident Form for any accident that requires first-aid treatment (i.e., bandage, ice-pack). The form will be signed by the staff member who administered the treatment and by the manager or another staff member in the absence of the manager. It will be presented to the parent/guardian for signing and then placed in the child's file. Parents/guardians are to be informed of the injury at an appropriate time (which depends on the extent of the injury), and confidentiality of all concerned parties will be maintained.

REPORTABLE/CRITICAL INCIDENTS

A critical/reportable incident is an event where a person in care has become ill or injured, has been seriously or adversely affected, or has gone missing while under the care of supervision of the childcare centre.

In the event of a medical emergency involving your child we will call 9-1-1 and then call you. If you are unavailable we will call the alternate/emergency contacts. A staff member will stay with your child until an authorized person arrives to care for your child.

Once the parent/guardian/emergency contact arrives at the childcare centre, it is the parent's/guardian's responsibility to accompany the child to receive emergency treatments. If the child's condition is believed to be life threatening and the parent/guardian/emergency contact cannot be reached immediately, a staff member will accompany the child to the hospital. At the hospital, the child will receive treatment when the parent/guardian arrives and gives consent for the treatment.

All reportable incidents will also be reported to Fraser Health Licensing within 24 hours, or immediately with a high-risk incident. An incident report will be completed, reviewed with parents, discussed with staff members and forwarded to Fraser Health.

MISSING CHILD

In order to keep each of the children safe, no child will ever be left alone and children are to be accounted for at all times. If a child becomes lost, staff will quickly check all areas of the childcare centre and property. If the child cannot be found, the police will be called immediately and then the child's parent/guardian/emergency contact will be notified and a critical incident will be reported.

ABUSE POLICY

"Everyone who has a reason to believe that a child has been or is likely to be physically abused, sexually abused, emotionally abused, and/or neglected is legally responsible (under the Child, Family and Community Service Act) to report the matter to a child protection worker. In British Columbia, a child is anyone under the age of 19" (from the B.C. Handbook for Action on Child Abuse and Neglect).

If any staff member has any reason to believe that a child is being or is likely to be physically abused, sexually abused, emotionally abused, and/or neglected, we are obligated to report it.

PANDEMICS AND PUBLIC HEALTH EMERGENCIES/OUTBREAKS

All facility/society policies, procedures and guidelines must be followed in the event of a pandemic of public health emergency/outbreak. Families will need to ensure they are aware of and review regular correspondence from the childcare facility sent via email and stay up to date with announcements on our website and social media channels regarding updates in keeping with PHO guidelines.

Communication

During the hours of operation you are always welcome to give us a call to see how your child is doing, to ask us questions or discuss concerns. In return we ask that you please try not to interfere with the care we are providing to the children.

We also want to maintain open communication between the childcare centre and parents/guardians. We will take time during pick up to inform you of how your child(ren)'s day has gone and we ask that you do the same when you drop off. If you have any specific concerns or questions regarding the care of your child(ren) please speak with staff members first and if you feel your concerns have not been addressed, please bring the issue to the manager.

If there is something you wish to discuss privately, please call ahead or email so that we can arrange a time when a staff member is available to speak with you.

If you have any concerns or feedback regarding the childcare centre as a whole, please bring those directly to the manager.

COMMUNICATIONS POLICY

We value professionalism and positive communication; our employees are expected to communicate with parents/guardians accordingly. In return, we expect that parents/guardians will communicate with our employees professionally and positively. We will not tolerate yelling, swearing, or any behaviour that is discriminatory, abusive or profane.

If for any reason employees or parents/guardians feel they are not being treated with respect and fairness, please contact the manager directly.

COMPLAINTS POLICY

We value the partnership between BFSC and Parents and Caregivers and therefore do our best to ensure all concerns are addressed to each family's satisfaction. The following steps summarize our Complaint Resolution Process.

1. You are encouraged to first approach the staff person involved to share your concerns. However, if you feel this would be uncomfortable for you, you can go to the Daycare Manager.
2. If you do not find your concerns are addressed to your satisfaction, you can then contact the Executive Director. The Executive Director will meet with you within five working days or at a time mutually agreed upon.

3. If you do not find this meeting satisfies your concerns, you can contact the President of the Society. The President or another member of the Board Executive will meet with you within ten working days or at a time mutually agreed upon.
4. If, following this meeting, a satisfactory solution has not been found, you can take your concerns to the Ministry of Children and Family Development as described in the Ministry of Children and Family Development Complaints Process.
5. You may bring an advocate or a legal representative of your choice to any meeting.

CONFIDENTIALITY POLICY

The Executive Director, Daycare Manager, all employees, volunteers and practicum students will respect the confidentiality of family records and information and will not divulge any of this information, for any reason, unless they are entitled to do so under the following conditions:

- a. The individual has given permission, in writing, for such information to be disclosed, or
- b. There is a legal requirement that the information be disclosed, or
- c. There is nothing in the information that will allow the individual to be identified.

Where there is a legal requirement to disclose information, for example under subpoena or where there is a Duty to Report child welfare concerns, the disclosure will be made under the direction of the Executive Director. Records relating to such disclosure will be kept in the Executive Director's care and not in the client record.

GENERAL CENTRE POLICIES

WHAT TO BRING

- Snacks & lunch each day
- Refillable water bottle
- Weather appropriate clothing (for the outdoors)
- Sunscreen/hat for warmer weather
- Complete change of clothes (that can be left in your child's cubby)
- Blanket (left in your child's cubby and sent home for regular laundering)
- Diapers/wipes (if needed)

Please be sure to label everything with your child(ren)'s name(s).

NUTRITION

Children develop best when they are properly nourished. Parents/guardians are responsible for providing nutritious lunches and snacks for the day. The only beverage provided is water which is available at all times.

Food should be cut up into appropriate sizes for your child for easy consumption and to reduce choking risks. Please do not send juice boxes, pop, chips or candy as these items provide no nutritional value and will be returned home, unopened. Please do not send any items that contain or may contain nuts due to allergies.

MEAL TIME

Staff will allow children to eat snacks when they indicate they are hungry and will encourage them to eat their healthy snacks first.

Eating Procedures:

- The tables are sanitized before and after each mealtime.
- The children's hands are washed before and after mealtimes.
- The children are taught to use good table manners and to clean up after themselves.

To prevent any choking accidents:

- Children are closely supervised.
- Children sit down while eating.
- We ask that foods such as grapes and hot dogs are cut in half lengthwise to prevent choking.

BIRTHDAY AND HOLIDAY CELEBRATIONS

You are welcome to bring nut-free treats to share with the group for your child's birthday. Please ensure there are enough treats for all the children in your child's classroom.

There will be ongoing themes of learning during the year which will incorporate major holidays. We recognize that all families come from diverse cultural backgrounds; if your family is celebrating a holiday that is not included in these themes, we encourage you to share information about your celebration with the daycare staff.

DIAPERING

Diapers are checked at scheduled times and children are monitored to ensure diapers are changed when soiled.

- Staff will let parents know when their children are getting low on diapers.
- Staff will wash child's hands as well as their own after diapering
- Change table will be disinfected after every use
- Staff will keep track of wet/dry and soiled diapers

TOILET TRAINING

Children who are in the process of toilet training need time, attention and care. This isn't a time that should feel rushed or pressured for the child.

When a child is ready for toilet training, we encourage the following:

- Start toilet training at home; continuity between home and the childcare centre is critical for success.
- Using words such as "pee", "poop", "potty" and "bathroom" for communicating with the child about toilet training.
- Decide how the child will use the toilet, i.e., potty seat on toilet or potty chair.
- Dress child in loose clothing that they are able to manage easily and independently. Pants or shorts with all-elastic waist are the best choices.
- Diapers or pull-ups can be used for naps.

We require at least 2 complete sets of clothes, including socks, every day during toilet training. Due to health and sanitation concerns, wet garments will be put in a plastic bag for you to take home and launder. The staff will ensure the children properly wash their hands after using the washroom.

NAPPING

A nap time is scheduled for each afternoon. Staff will encourage napping until they have been advised by a parent/guardian that naps are no longer required (in which time the child will have "quiet time" in lieu of a nap). Staff will make a note if the child is having any problems with napping and report that to the parent/guardian.

TOYS FROM HOME

Please keep your child's personal items (toys) at home as sharing them can be very stressful for your child.

VOLUNTEERS

On occasion there will be volunteers involved in our program. Volunteers go through an extensive interview and reference check process, and criminal record checks are completed before they are eligible to join the classroom. Volunteers will always be under the supervision of an Early Childhood Educator.

EMERGENCY PREPAREDNESS

CLOSURES DUE TO WEATHER

We recognize that parents/guardians rely on the childcare centre to be open during its regular hours. There may be times, due to certain weather condition when it is unsafe to open.

Reasons for closure may include, but are not limited to:

- Insufficient number of employees to safely operate.
- Weather forecasts, current weather and road conditions.
- Power and/or water outages.

A decision will be made by 6:30am if the childcare centre is to remain closed for the day and will be communicated to parents/guardians by that time. If the centre has opened for the day but needs to close early due to changing weather conditions, parents/guardians will be contacted as soon as possible.

EMERGENCY EVACUATION

In case of an emergency such as fire, natural gas or earthquake we are prepared to respond appropriately. The Society has an emergency evacuation plan that is reviewed, practiced and recorded on a regular basis. Children will be taught what to do in case of an emergency.

In the event of an emergency requiring the evacuation of the building, we will meet at the entrance or our property, by the gates on 92nd Avenue. In the event of an emergency evacuation of the area we will proceed to the parking lot of Surrey Christian High School at 15353 92nd Avenue.

LOSS OF SERVICES

If the childcare centre loses heat, water or electricity at any time during the day, staff will evaluate the situation to see whether care can be provided without undue loss of quality. If safe, quality care cannot be provided under the circumstances, staff will notify each family and you will be credited for days that the childcare centre is closed due to loss of services. The childcare centre will remain closed until safe, quality care can be provided.

APPENDIX A:
CONTACT INFORMATION

Bright Futures Specialized Childcare

15220 92nd Avenue,

Surrey, B.C., V3R 2T8

Phone: 604-584-2827

Email: daycare@bcfamilyhearing.com

Daycare Manager: *Charmaine Francis*

Phone: 604-584-2827, ext. 226

Email: cfrancis@bcfamilyhearing.com

Executive Director, BC Family Hearing Resource Society: *Dr. Noreen Simmons*

Phone: 604-584-2827, ext. 223

Email: nsimmons@bcfamilyhearing.com