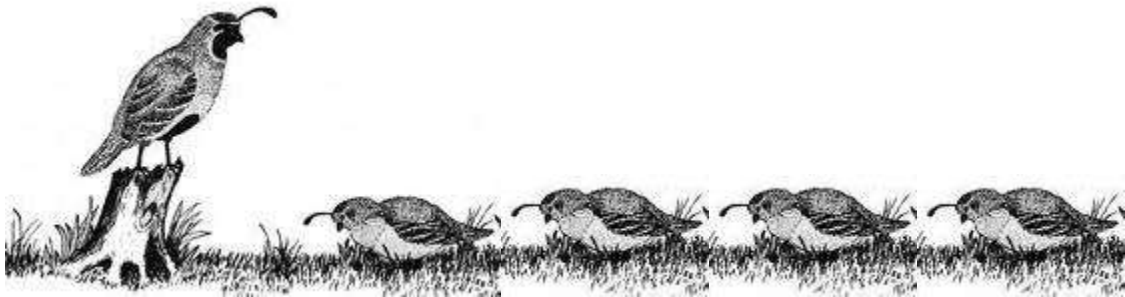


Quails' Nest Daycare

Policies and Procedures Manual



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Philosophy

I have chosen child-care as a life-long career due to my own passion for assisting children in finding their inner-self in a safe, caring, enriching environment. My childcare philosophy is one of development through interactive activities rather than inactive 'entertainment' via technology. I believe that children develop by means of guided exploration and experience, under safe supervision, with verbal and non-verbal encouragement and support. I am very flexible meeting the individual needs of the child(ren) entrusted to my care. I believe it is my role to promote the growth of physical, intellectual, creative, emotional and social development.

Through my work experience abroad and locally, I have been fortunate to have experienced a variety of care-giving techniques. These various methods have helped me to develop a healthy perspective on what constitutes a nurturing, enjoyable, positive environment for children. My calming disposition allows those in my care to pursue personal goals, be acknowledged for individual accomplishments, and cultivate group-dynamic skills which enhance character development.

After graduating from Mount Doug Secondary School, I travelled abroad and was employed for a year at Burton Hill House School in Malmsbury, England, working with young children with special needs. When I returned to Victoria, I worked for five years in pre-school and after-school care at "Kids Klub", working independently with up to ten children at a time. While employed at Kids Klub, I simultaneously went to school to complete my ECE certification, receiving top grades in all my course work and practicums. I then worked for a year for an independent home daycare while the owner was on maternity leave. At that time, I spent the full day with seven children aged twelve months to four years. From there, I moved to "Babies to Big Kids" in July of 2011, where I worked within a very caring environment.

And now, since September 2013, I own my own daycare facility, situated in a quiet, child-friendly neighbourhood, within a two-minute walk to a public park. Quails' Nest is an emotionally and physically safe environment. It is an enriching atmosphere for the children under my care, where all children feel welcome and their personal growth is developed through the promotion of independence by allowing individual choice and initiative. They are involved in a multitude of activities that are quiet and busy, individual and group, in both indoor and outdoor settings.

Mutual respect is paramount in Quail's Nest philosophy, as the children are being engaged in activities both new and routine for them. They will have solitary play, interspersed with cooperative and group play to learn the skills of cooperation and positive communication. The daycare is well equipped with a wide array and variety of toys and games and manipulatives to ensure that the children use their imagination, encounter solvable problems, encourage dramatic development, all the while increasing their various levels of motor and verbal skills.

Staff



Isaac Griffin

I am a certified ECE instructor, fully qualified to operate a licensed daycare facility. I have my Emergency First-Aid with CPR training. Any substitute instructors have VIHA mandated qualifications, which includes First-Aid training and a criminal record check. Shari Griffin assists on occasion, providing inter-active art and science lessons. She was an Educational Assistant for over 20 years in School District 61, working with elementary-age students, specializing in those with special needs. Adults at QND will:

- be respectful
- praise efforts, focusing on what children should do, rather than what they should not do
- set reasonable, age-appropriate limits
- use words as a method of problem solving
- encourage patience and kindness and sharing by modeling such behaviour
- use appropriate and calming language, without raising their voices

Hours of Business

Quails' Nest Daycare is open Monday to Friday from 8:00am to 5:00pm.

Please drop your child off by **9:00am** at the latest, and please pick up promptly at **5:00pm**.



Program

Quails' Nest attempts to provide an array of activities and stimuli to promote and support each child's individual growth. The activities allow the children to follow their own interests, while pursuing new adventures both individually and in group activities. Inclusive in the weekly program:

- 🦋 manipulatives 🦋 dress up 🦋 seasonal craft making 🦋 book exploration 🦋 free play
- 🦋 puzzles 🦋 puppet shows 🦋 science experiments 🦋 water station (seasonal) 🦋 walks
- 🦋 songs 🦋 circle time 🦋 kitchen play 🦋 imagination play
- 🦋 story time 🦋 art exploration 🦋 art lessons 🦋 outside play, riding toys

Week at a Glance – Quails' Nest Daycare Itinerary (a guideline only):

8:00am - 9:30am	Welcome / Free Play (including self-directed art)
9:30am - 10:00am	Circle Time and/or Story Time
10:00am – 10:30am	wash hands / Morning Snack / wash hands
10:30am – 11:30am	Outside Play
11:30am – 12:00pm	Organized Activity: Kindergarten Prep. or Music or Science or Movie or Art or Puppet Show
12:00pm – 1:00pm	wash hands / Lunch / wash hands
1:00pm – 2:30pm	Nap Time (quiet time for non-nappers)
2:30pm – 3:00pm	wash hands /Afternoon Snack / wash hands
3:00pm – 4:00pm	Organized Activity: Music or Science or Imagination Play or Art or Puppet Show
4:00pm – 5:00pm	Outside Play Pick up!

Outside Time

On most days, we spend part of the morning and part of the afternoon outside. The outside play area is checked daily for safety to ensure it is free from harm. The QND outside area is completely fenced in, with only the main gate at the front of the house leading off of the property.

While outside, they participate in activities that allow them to develop their large and fine motor skills, listening skills, movement games, group dynamics, and imaginations. Some of these activities may include crafts, puzzles, songs, ball skills, painting, chalk play, and story time. They are given space and suggestions that encourage running, jumping, skipping, crawling, turning all types of movement and interaction. Outside time is cancelled only in extreme weather conditions that would make it an uncomfortable or undesirable experience. A little rain or snow will not be a deterrent ☺

Some of the equipment that is used at QND are riding toys, balls, cars, trucks, paints and brushes, water play center, chalk, playhouse, climbing apparatus, infant teeter-totters, puzzles, books, musical instruments, easels. At seasonal times, the children will have the opportunity to plant flowers and/or food seeds in planter boxes so that they can see and experience the development of growth in the natural world.

At QND, we “play hard” outside and clothes get stained and dirty. Also, during eating/art time, spills and stains happen as the children are encouraged to eat/create independently. So please send your child in clothes that can get dirty.

Exercise Policy

There are some regulations that are stipulated by VIHA that are incorporated into Quails' Nest Daycare day-to-day operations. One such regulation is with respect to exercise. Therefore, there is “a minimum of 60 minutes per day of outdoor active play (indoor active play is acceptable when weather is poor or outdoor physical space is limited.) Active play may be accumulated through 15-minute portions of time throughout the day or continuously.”



T.V. / Video Policy

There are some regulations that are stipulated by VIHA that are incorporated into Quails' Nest Daycare day-to-day operations. One such regulation is with respect to the watching of videos, TV, and other electronic devices. "Screen time is not offered to children under two years of age." For those over two, the limit is "screen time (TV, computer, electronic games) to 30 minutes or less a day."

Fees and Payment Schedule and Policy under 3: \$1,025.00; over 3: \$950.00 / month

As of April, 2018, Quails' Nest Daycare has opted in to the provincial **Child Care Operating Funding Program (CCOF)**. As a result, fees are reduced accordingly: for children under three, the fee reduction is \$600.00/month. For children three and older, the fee reduction is \$500.00/month. This amount is deducted directly from the amount you pay to QND by the first of each month. These government reduction fee is contingent on yearly approval by the government.

To complete the Registration process, please see the detailed information in the Registration Form Contract.

- ✦ **Please note ... if there is a fee increase, this will only apply to "new" clients. Whatever the rate is when your child starts at Quails' Nest Daycare remains the same for the duration of your stay, based upon age.**
- ✦ Fees are charged for the full month, regardless of the number of days in attendance. There is no reduction for missed days due to illness or family issues, nor for the holidays in that month as stated in this package.
- ✦ Fees are due on the 1st of the month; e-Transfers are preferred method of payment.
- ✦ There will be a late fee of \$25.00 if the fee is not paid by the 8th of that month.
There is also a \$25.00 charge for any NSF cheques.
- ✦ A one-month notice, in writing, is required from parents/guardians when withdrawing a child from the daycare.
- ✦ One month's notice will be given by the daycare if a child needs to be withdrawn from the daycare if a mutually positive relationship is not established.
- ✦ There is a one-month trial period for both the child and the caregiver. The month will be used by both parties to determine if the daycare's policies and procedures are a good "fit" for the child. Parents/Guardians have the right to withdraw their child during this trial period. For the welfare of all children attending the daycare, Management reserves the right to end enrollment, at any time during the one-month trial period, should the child not be able to adjust and adapt to the services being provided. If the child leaves before the 30-day trial period is over, the family will only be charged for the days in attendance IF the daycare is able to fill that particular spot with a new client. Otherwise, the month's payment will be retained by the daycare.
- ✦ When pre-payment is made to "hold" a spot at the daycare, the money will be put towards the first month's payment. Should the family decide later not to attend the daycare, the money will be refunded if the daycare is able to fill that particular spot with a new client. This is due to the fact that the available spot was taken off the market due to the pre-payment.
- ✦ When a family gives one month's notice that their child will be leaving the daycare, the original Registration Fee is applied to the amount owing. If one month's notice is not given, the Registration Fee is NOT returned to the parents.

Field Trip Policy

On occasion, we walk to one of the two neighbourhood parks (Chancellor Park or Helmcken Centennial Park), or to Eagle Creek Village, as part of the day's activities. (There is a permission form included in the Registration Package that parents/guardians need to sign.) The primary focus is the children's safety while travelling to and fro, as well as maintaining close proximity to each other while at these locations. The children will be closely monitored as to age-appropriate use of the facilities. On occasion, extended field trips occur by taking public transit with 2 QND adults. Parents/guardians would be notified in advance for these excursions, and a specific Permission Form would need to be signed.

Nap Time Policy

Quails' Nest Daycare goes "quiet" from 1:00-2:30 every day. Any children who are sleeping are left asleep until they awake on their own, or are woken up by staff around 3:00, unless otherwise instructed by the parent/guardian. At 2:30, we start Story Time for those who did not nap on that day, or for those who have woken up from their nap. Children are not forced to sleep; if children need to sleep, they will fall asleep naturally. However, they are certainly encouraged to remain quiet during this time of the day. Those unable to sleep will sit quietly in the reading area with an abundant supply of age-appropriate books or puzzles. Children who nap will have either a crib, or on a linen-covered sleeping mat. The children need to bring their own special blanket, and may also bring a special stuffed animal to create a comfortable environment. These possessions will be stored at the daycare for daily use. Children do not change clothes for their nap, unless their clothing that day is uncomfortable and they wish to switch to one of their other sets of clothes stored at Quails' Nest. The children are never left alone during this quiet time. Also, it is requested that if parents/guardians drop in during the day, that they do not do so during this time (1:00-2:30) unless the daycare has been notified ahead of time. This will support the notion of quiet time. Thank you in advance for your cooperation with this schedule.



Toilet Training Procedures

A child may attend QND in underwear once they have gone accident free for two weeks at home and at the daycare. VIHA states that the daycare must be clean from feces/urine as it is a health hazard. We will work along with the parent(s)/guardian(s) to help the process of self-toileting by giving the child regular toilet sittings, using pull-ups, etc. Once the child is "trained", they still might need to wear a pull-up during nap/quiet time if needed to adhere to VIHA's rules..

Washroom Policy

Children may use the washroom at any time during the day. Also, they are encouraged to use the facility after snack, after lunch, when they first wake up, and prior to any walks or field trips. They will also wash their hands after outside play.

Children are supported in their independent personal hygiene learning. When developmentally ready, they are encouraged to wipe themselves and change their own clothes. (Wearing loose-fitting clothing certainly helps the children with this frequent task.) Becoming self-reliant is always the goal.

When children have accidents during the day, they will be assisted in changing their clothes. Wet and/or soiled clothing will be double-bagged and sent home with the child. This is why each child needs **two sets of clothes permanently stored at Quail's Nest**. If clothes come home, please be sure to send a new extra set the next day.

ALL children are required to wash their hands after using the bathroom. Parents are to inform the staff if special soap is required, and parents need to supply the necessary alternative.

If your child has certain bathroom needs, routines or issues, please let us know. It is understood that for some children, this is a new independent experience. The utmost care, privacy and support will be given to ensure this latest development in their learning and growth is a positive and healthy one.

Food and Beverage Policy

Children will wash their hands before and after eating.

Due to varied dietary restrictions, food allergies, and stages of development, our philosophy is to have the parents/guardians be responsible for their child's food choices. Therefore, parents/guardians are responsible for providing their child's food and drinks: morning snack / lunch / afternoon snack. It is expected that the food and drink will be in a self-sufficient container (with ice packs as is necessary for the content to stay fresh and food-safe for the duration of the day).

We encourage healthy food and drink choices, with limited sugar intake. Fruit, vegetables, sandwiches, muffins, yogurt, cheese are suggested foods. Milk, juice or water are suggested drinks. Treats are okay in moderation as something to have after the healthy food. For more ideas, check out the Canada Food Guide: www.hc-sc.gc.ca.

Please inform the daycare of any food allergies your child may have. All parents will be notified of any allergenic foods, which will be prohibited from the daycare.

All packaging will be returned to the child's food container for recycling/disposal at home. Tupperware-type reusable containers will help lessen the garbage issue. Please make sure that containers are washed each evening when the child returns home. **Please put your child's name (in permanent ink) on ALL food containers.**

Food Choices

With 8 children and 1 adult, eating three times a day, the routine can be a difficult experience with certain foods. It would be appreciated if you would take this into account when preparing your snacks / lunch for your child. Finger food is the best! It is more difficult to manage food when it needs heating, or if it involves sauces. Rice is also an issue due to it ending up everywhere. If in doubt, please ask! We can offer other ideas to help you out. Thank you in advance for trying to plan accordingly. It makes a significant difference for the caregiver of eight children.





Arrival and Departure Policy

Children are to be dropped off in the morning at the gate to the property. If no QND adult is outside when you arrive, please text Isaac (778-350-5399) to let him know you have arrived. On the days when Izzy is working, text 250.893.5398. When picking up your child, please wait at the outside gate, and if no one is in sight, text to announce your arrival. Once through the outside gate, children are to be held by the hand until they reach their vehicle.

Children are to be dropped off at 8:00am, and no later than 9:00am (in case we go for a walk). They are to be picked up by 5:00pm promptly. Please phone if there is a change regarding the arrival or departure of your child. (There is a \$10.00 late fee charged for every 15 minutes late picking up your child.)

Quails' Nest will NOT release a child to anyone other than the child's legal parent/guardian:

- ✦ If you wish other adults to be permitted to pick up your child, you must present a list of names, along with their picture, that will be kept on file. This letter must also have your signature. **This is a licensing requirement.** A phone call will not suffice to alter this policy. The individual MUST present photo I.D. when they are picking up the child.
- ✦ Children will not be released to anyone under the age of 18.
- ✦ If any person (including the child's legal guardian) arrives to collect a child and the QND staff has reason to believe that the adult is under the influence of alcohol or illegal drugs, we are within our rights, under provincial legislation, to refuse to release the child. If it is believed that a child will be at risk, an offer will be given to call a relative or a friend who is on the registration form as a pick-up person. If the alleged impaired person is driving a vehicle, police will be notified.
- ✦ *The intention of these policies is to protect children from potentially dangerous situations or who are at risk of abduction or in a custody situation; it is not to make parents'/guardians' lives difficult.*

Saying goodbye in the morning may not be easy for the parent of the child. Establishing a positive routine will help alleviate concerns from either party. Let your child know you will be back ... **but do leave.** Rest assured that the staff at Quails' Nest has the experience to deal with children's angst, and the transition will be a smooth one.

Parents are welcome to visit Quails' Nest at any time of the day. Please be sensitive to the "quiet time" hours (1:00-2:30).

Administering Medication Policy

The parents/guardians need to inform the Daycare – first verbally – and then by the "Permission to Administer Medication" form, about administering medication to the child. If this form is NOT signed by parents/guardians and the documentation is not appropriate or accurate, the Daycare will not administer any medication.

ALL medication given to a child in a licensed daycare facility must either be prescribed by a doctor, or provided by a parent/guardian. Prescribed medication MUST be in the same container as issued by the pharmacist. The licensee shall ensure that all medication is given to the child in the amount and at the time **specified in writing** by the parent/guardian. The child's parent/guardian must sign the specified instructions on the "Permission to Administer Medication" form, which will remain at Quails' Nest.

If they wish, parents/guardians may come to the Daycare and administer the medication to their child – in the presence of a staff member. Any medication that is given will be recorded in the Daily Log Book at Quails' Nest.

All medication will be kept in a latched container located on a shelf above the fridge in the daycare. **PLEASE DO NOT LEAVE ANY MEDICATION IN YOUR CHILD'S LUNCH BOX OR BACK PACK.** The staff member who administers the medication will indicate the time when the medication was given, and also sign the "Permission to Administer Medication" Form.

The instructions above also apply to Tylenol and Advil and similar medication, as well as all homeopathic remedies. If your child has been prescribed anything else, such as an inhaler for asthma, it is mandatory that this is available to your child at all times.

There are no exceptions to this policy.



Guidance Policy

The Ministry of Health has guidelines for “Guidance and Discipline with Young Children”. Quails' Nest Daycare follows these recommendations, with further detailed information as follows:

Quails' Nest Daycare believes in positive reinforcement for expected behaviour rather than punishment for inappropriate behaviour. Should the latter occur, natural consequences are our method of response. A variety of techniques will be used for positive guidance with behaviour and language expectations when a child's actions are inappropriate. Circle Time and Story Time are two obvious opportunities to have discussions with the children about appropriate and inappropriate actions. These two activities are early in the morning; there will also be times during the day to reinforce that day's message.

Discussions will also occur, when necessary, about acceptable ways to deal with feelings and emotions, and that it is okay to have a positive or a negative reaction to situations. Sadness, anger, loneliness, fear, and joy, for example, will all be discussed – what they look like, how they come up, and how to deal with them.

Strategies to deal with children's behaviour include (but are not limited to):

- ✦ Anticipation. Acting rather than reacting can often eliminate problems before they occur. This transpires as guidelines and rules are established and reinforced, children are reminded of appropriate actions, and the children's needs are listened to while the other children under care are still being supervised.
- ✦ Diversion. If a child is struggling with a specific activity or toy, the individual is diverted to another activity or toy. Verbal cues are used: “You and I are going to check out the farm animals.” This also allows for a possible conversation to occur, which may help the child understand the problem.
- ✦ Reminding. A child often needs repetition of expected behaviour for positive outcomes to occur on a regular basis.
- ✦ Choices. Children often want some control over the activity, so by giving them two or three choices, it can eliminate walls being developed when they are simply told what to do.
- ✦ Clarity. The message needs to be spoken at the child's level (physically and verbally) so that there is minimal misunderstanding of the expectations. Along with “reminding”, this ‘broken-record’ approach has long-term positive outcomes.
- ✦ Consequences. When all else fails, the child may be removed from the activity, or the object in question may be removed from the child, for a very temporary time, in order to reinforce that not following acceptable behaviour standards has a natural and related consequence.

Should consequences ever be required, the child will have it explained as to what the problem was, what the natural consequence is, and what behaviour or language is needed to avoid future consequences. The “time out” – if needed – will not be humiliating or embarrassing, and the child will not be out of sight of the supervisor.

There are two specific areas of concern that may lead to a child's removal from Quails' Nest Daycare:

1. **Extreme negative behaviour**. This is when the actions of a child interfere with the well being of the entire group or an individual, and may include running away, putting oneself or another in danger, violent physical or verbal outbursts, extreme disrespect, or other behaviour deemed completely unacceptable by the staff of QND. Once options have been explored and exhausted, the child's removal may occur.
2. **Difficulty with social adjustment**. A child may have difficulty adjusting to the program. This may include, but is not limited to, extremely immature behaviours or persistent actions that interfere with the function of the program. Staff may need to devote an inordinate amount of attention to one child over a lengthy period of time. Once options have been explored and exhausted, the child's removal may occur.



Misc. Health Issues

NOTE: You will be called whenever your child is hurt; (this is not the case if it is minor cuts or scrapes). This is to allow you to make informed decisions as to the level of care needed. It is difficult to state whether or not your child is “fine” to your standards, as the staff does not have medical training, with the exception of being qualified First Aid attendants. The staff will let you know what happened, and how your child has reacted. In addition, all accidents will be recorded in the Incident Log. Also, any injury that occurs at Quails' Nest that required the medical attention of a doctor will be reported to daycare licensing (VIHA).

Minor Cuts and Wounds

If your child happens to receive a minor cut or abrasion while at Quails' Nest, the wound will be cleaned with saline, and if needed, have a band aid applied. Minor incidents will be recorded in the daily log. For anything of a more serious nature, you will be notified immediately as to what happened.

Head Injuries

If your child receives a head injury that results in excessive prolonged crying, deep bruising, a large bump, bleeding, dizziness and/or sleepiness, **you will be called immediately to come pick up your child.**

Sunscreen

Unless we have been advised otherwise, during hot and sunny weather, the sunscreen you have provided for you child will be applied to your child's exposed skin prior to outside play. In summer months, please apply sunscreen to your child prior to arrival.

Missing Child Policy

In the event that a child goes missing from QND, the staff will immediately put into place the following protocol:

- a quick but thorough search of the facility;
- a quick but thorough search of the facility's property;
- if the child has not been found, the RCMP will be called to begin a full search of the area;
- parents/guardians will be called; if unable to get a response, the Emergency Contact person will be contacted;
- all other children will be kept inside the QND facility until the missing child is found.

Child Protection

Any incident of suspected child abuse will be documented and reported to the Ministry of Children and Family Development: Child Protection. This will occur immediately and without reservation.

Staff are not permitted to subject children to any form of physical punishment (shaking, shoving, spanking, hitting, etc.) or verbal or emotional abuse (belittling, degrading, humiliating comments, etc.) or deny physical necessities (food, toileting, etc.) as a form of punishment or consequence. Staff may on the very rare occasion need to physically restrain a child if he/she is out of control and presenting a danger to themselves or others. This restraint will be in the form of holding, and will only be used until the child has regained self-control.



Emergency Procedures

Emergency drills (earthquake and fire) are practiced once a month. Evacuation procedures are part of that process. We know that young children can be nervous about or frightened by loud alarms, as well as even the discussion of disasters. Therefore, we use a “low key” but serious approach. We remind them that we are practicing what to do “just in case” something happens one day.

Note: Any time that a child is picked up due to an Emergency Procedure, the parent/guardian will need to sign the “Emergency Release” form, and note the time of pick-up.

FIRE

In the event of a fire, the children will know to gather by a fire exit. QND staff will conduct a head count to assure that all children are present. The staff will grab the emergency backpack (which has the children’s emergency cards with medical and contact information), the attendance sheet, and cell phone. Then everyone will calmly but quickly exit the building and gather at the pre-determined Meeting Place on the property. The staff will then call 911.

The children’s Comfort Kits (see below) will be distributed as needed.

The Comfort Kits are stored in a container located next to the sheds.

EARTHQUAKE

In the event of an earthquake, the children will be instructed to “duck and cover”, and hold on to the table with one hand while covering the back of their heads with the other. Staff will constantly be verbally reassuring the children as to what is happening. When the initial aftershock has occurred, the staff will take attendance and check for injury, and provide any necessary first aid treatment. When the children are settled and safe, internal building damage will be assessed to determine if it is safer to remain inside or to move to the children outside. If required, the children will be relocated to Chancellor Park, a two-minute walk from QND. If this move is required, a notice will be posted on the main door at QND as to our new location in order for authorized individuals to be able to pick-up the children. All efforts will be made to contact parents/guardians by phone. Appropriate authorities will be contacted to report the emergency evacuation. The children’s Comfort Kits will be distributed as needed.

EMERGENCY CLOSURES

On rare occasions in Victoria, the region experiences extreme weather conditions. Even rarer still, natural disasters or other emergencies may occur. During these events, we may not be able to open, or we may need to close the daycare early. Examples of these emergencies may include, but are not exclusive to blizzards, earthquakes, fire, floods, water outage, communicable diseases, pandemics, or power outages. If an emergency of this magnitude occurs while your child is at QND, we will attempt to contact all parents/guardians and make arrangements for pick-up. If an extreme emergency occurs outside of normal operating hours, QND may not open until the situation returns to normal. If in doubt, please phone at any time.

COMFORT KIT

In the event of an emergency, the children may need to know that “everything will be all right”. Having the items listed below may help to lessen any angst being felt during this time. Please put the following in a tightly sealed ziplop bag (with your child’s name clearly visible from the outside):

- 🦋 a comfort letter from the family. Possible suggested phrases:
 - *You are safe. We will come and get you as soon as we can.*
 - *We love you.*
 - *Please listen to the adults in charge of you right now. We trust them to take good care of you.*
- 🦋 a picture (or pictures) of the family
- 🦋 juice box / granola bar / favourite non-perishable snack
- 🦋 small game or toy or stuffy
- 🦋 “light” stick or small flashlight



Confidentiality

QND staff are committed to ensure the protection and privacy of personal information received from parents and children. Only information that is necessary for the delivery of services will be collected, and this information will be treated as confidential, and securely stored to ensure privacy. No information will be released without first receiving permission from the parent/guardian, unless required by law (reporting abuse, legal investigations, etc.), during medical emergencies, or when necessary to collect debt.

Health and Sickness

It is expected that all children have their immunizations up-to-date before they attend Quails' Nest. A copy of your child's Immunization Record needs to accompany the Registration Package. Children are natural carriers of germs and illnesses. Quails' Nest will attempt to keep the Daycare as healthy as possible, with daily cleaning and sanitation practices as stipulated by VIHA. In addition, the following guidelines will be adhered to:

- instruct, model, and emphasize preventive public health practices;
- determine if any child is too sick to stay at the Daycare for that day;
- protect other children (and other adults) from communicable diseases.

Illness Policy

Quails' Nest Daycare does not have facilities or extra staff to care for sick children. If your child has any communicable infections or diseases, it is imperative that you make other arrangements for your child until they are healthy enough to return to Quails' Nest. Please contact the Daycare as soon as you know your child will NOT be attending, as well as contacting the Daycare when you know your child will be returning.

If your child becomes ill during the day while at Quails' Nest, you will be contacted immediately. At that time, discussion will happen to determine if the child needs to be picked up right away, and whether the symptoms suggest that the child stay at home until healthy enough to return. (In the event that the child's parents/guardians cannot be reached, the alternate contact person will be called.)

The Ministry of Health has established guidelines regarding communicable diseases. Should any of these apply to your child, please keep them home **for at least 48 hours after** these symptoms have subsided. The dozen demons are:

1. **pink eye or conjunctivitis** – an inflammation of the membrane that lines the inside of the eyelid and the surface of the eye. Bacteria and viruses, allergies, pollution, or other irritants can cause pinkeye. The child should be away from the Daycare for 48 hours after treatment has started.
2. **acute cold with fever** – severe coughing, sore throat, runny eyes and nose. Once temperature is back to normal (37° Celsius / 98.6° Fahrenheit), along with well being and energy level back to regular levels, the child may return to the Daycare.
3. **difficulty in breathing** – wheezing or a nagging cough.
4. **fever of 101 F or over** – accompanied by symptoms such as listlessness, lack of appetite, etc. This may be an sign to contact a physician. When the temperature is back to 37° C. / 98.6° F. without the aid of medication, the child may return to the Daycare.
5. **severe sore throat** – or trouble swallowing.
6. **infected skin or eyes** – or an undiagnosed rash.
7. **pain / headache / stiff neck** – any unexplained or undiagnosed complaints of pain; should see a physician.
8. **severe itching of body and/or scalp.**
9. **diarrhea** – especially when combined with nausea, vomiting or abdominal cramps. The latter indicate bacterial or viral infections which are easily passed from one child to another. The child may return to the Daycare when ALL symptoms have stopped.
10. **nausea or vomiting** – The child may return to the Daycare 24 hours after the last symptoms have occurred.
11. **communicable diseases** – chicken pox, hand/foot/mouth disease, measles ... MUST be reported to the Daycare as soon as possible. Public Health Standards need to be followed before the child returns, and a doctor's note may be required.
12. **head lice** – A child who has contracted lice can return to QND when they have had two shampoo treatments. This must be done so that they are lice and nit free. The shampoo treatments must be seven days apart. Earliest return date is after the second treatment AND your child is completely lice and nit free.



Return to Daycare after Illness

All in all, the overall care and well-being of the child is the parents'/guardians' responsibility. When a child has been away for health issues, it is imperative that they return only when they are healthy and do not have contagious illnesses. Minimally, this should be 48 hours after receiving an antibiotic: 48 hours for fever, and 48 hours for vomiting and/or diarrhea. In addition, if they are in attendance at the Daycare, then they will be deemed healthy enough to participate in that day's activities, indoors and outdoors.

I will use my discretion in furthering exclusion based on illness and symptoms. Parents need to be aware that QND policy may differ from the child's doctor's recommendations, but we reserve the right to exclude children for the safety and health of all involved – children, families, staff. QND will always get the final say in whether or not the child should be at daycare.

Sibling Illness

If your child who is attending Quails' Nest has a sibling who has a type of contagious illness, please contact the daycare and inform us of the level of contagion and the current level of the illness. This could include, but is not restricted to pink eye, lice, fevers, flu, ...

Days of Closure





Quails' Nest Daycare will be closed on the following dates:

January: New Year's Day	May: Victoria Day	October: Thanksgiving Day
February: Family Day	July: Canada Day	November: Remembrance Day
Mar./Apr.: Good Friday / Easter Monday	August: B. C. Day	December: Christmas Day, Boxing Day
	September: Labour Day, Truth & Reconciliation Day	



QND will close for three one-week periods during the calendar year. Typically, one week is during Victoria School District's Spring Break, one week is during Victoria School District's Christmas Break, and the third week is usually during July or August. If needed, the Manager may take six sick-days in the calendar year. Previous night's notice would be given, by phone, by 10:00pm.

Final Reminders:

-  Drop-off between **8:00-9:00am**; pick-up by **5:00pm promptly**.
-  Fees are due on the 1st of the month.
-  Pack food **and drink** for your child, in reusable containers. (morning snack / lunch / afternoon snack).
-  **Personal items that stay at Quails' Nest Daycare** to be provided by the parents/guardians:
 - diapers (if required); creams; ointment; handi-wipes; disposable latex-free gloves; special soap if needed
 - sleeping blanket and one personal stuffy
 - two sets of a complete change of clothes (including extra socks)
 - light coat, outside shoes, sun hat, sunscreen (spring / summer)
 - warm hooded coat, winter boots, hat / toque, mitts, scarf, muddy buddies (fall / winter)
 - two facecloths
 - personal medication – **in original container** – if required (along with “signed” written instructions)
 - “In the Event of Emergency” Comfort Kit
 - **PLEASE NOTE:** *Electronic games or devices are not to be sent to, or remain at, the Daycare.*

Personal toys should be limited to one item, but we prefer them not to come at all. Thank you.

Please put your child's name on each item!

Quails' Nest Daycare:

(250) 721-2342 for messages ... any time.

Daytime / Emergencies: (778) 350-5399

