



**GREENTREES
DAYCARE**

Parent Handbook

Updated: November 2025

GENERAL INFORMATION	3
ABOUT	4
INTRODUCTION & HISTORY	4
MISSION	4
PHILOSOPHY	4
NON-PROFIT STATUS	4
PROGRAM INFORMATION	5
REGISTRATION REQUIREMENTS	5
TOILETING	5
HOURS OF OPERATION	6
DAILY SCHEDULE	6
STAFFING	7
ADDITIONAL WORKERS	8
FINANCIAL INFORMATION	8
REGISTRATION FEE	8
FEE PAYMENT POLICIES	8
CHILDREN & FAMILY INFORMATION	9
GUIDING RULES FOR CHILDREN	9
QUIET TIME	9
NOTIFICATIONS	10
ARRIVAL	10
PICK-UP	10
UNAUTHORIZED PICK-UP	10
LATE PICK-UP	11
CUSTODY & ACCESS	11
CENTRE CLOSURE	12
CLOSURE BEFORE PROGRAM BEGINS	12
CLOSURE DURING PROGRAM	12
CHALLENGING BEHAVIOURS	12
BEHAVIOUR MANAGEMENT	12
SPECIAL NEEDS PARTICIPATION	13
CLOTHING	13
TOYS	14
SNACK & LUNCH	14
NUTRITION POLICY	14
HEALTH & SAFETY	15
HEALTH	15
CONDITIONS FOR CHILDREN TO BE EXCLUDED FROM GREENTREES DAYCARE	15
RETURNING AFTER ILLNESS	16
MEDICATION	17
SAFETY PROCEDURES	17
EMERGENCY COMFORT PACK	18
EMERGENCY FEE	18
PARENT INPUT	18
FINAL THOUGHTS	19

GENERAL INFORMATION

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Email: Manager: heoscmanager@gmail.com
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CRAFTS: <https://heosc.usecrafts.ca>

Facebook: Hillcrest Elementary Out of School Care & Ready Set Grow Preschool

ABOUT

INTRODUCTION & HISTORY

Welcome to Greentrees Daycare. To make yours and child's time with us fun and consistent, please take a few minutes to familiarize yourself with our policies and procedures as outlined in this Handbook.

In 2020, the initiation of establishing a daycare commenced when Hillcrest Out of School Care Society received approval for the Childcare BC New Spaces Fund. This fund, introduced in 2018, allocates resources to establish new licensed childcare facilities, aiming to enhance families' access to affordable, high-quality childcare and fortify communities throughout British Columbia. The Ministry of Children and Family Development, via the New Spaces Fund, aims to optimize childcare spaces in areas with high demand by emphasizing community planning and addressing childcare needs.

Greentrees Daycare officially opened for business in January of 2025. We are licensed through Vancouver Island Health Authority (VIHA) and are governed by a parent Board of Directors (see Non-Profit Status below for more information).

MISSION

Greentrees Daycare is committed to providing a safe and nurturing care environment for 3–5-year-olds that prioritizes the development of the holistic child through a child-centered, open-ended, and play-based approach to learning in Victoria, BC.

PHILOSOPHY

At Greentrees, we believe that children are capable and full of potential. Through positive support from our educators, we help children develop independence in their daily routines. We believe that through a combination of guided activities, open-ended exploration, and opportunities for free-play, children are best able to learn and grow. We encourage children to learn and explore their own and others' cultures through stories, songs, and play. We are committed to partnering with families to support the holistic development of every child, laying down the foundation for success in school and life.

NON-PROFIT STATUS

Greentrees Daycare is part of an incorporated non-profit society. This model helps keep fees low and provides parents with the opportunity to have significant input through the Board of Directors, which oversees the program.

An Annual General Meeting is held once per year, usually in October, and is open to all parents. During the AGM, we will ask parents and guardians to put their name forth to join our Board of Directors. Positions include President, Vice President, Treasurer, Secretary, and Members at Large. We strongly encourage parents and guardians to attend the AGM and become involved.

Regular Board meetings are held throughout the year, for Board of Director members only.

PROGRAM INFORMATION

REGISTRATION REQUIREMENTS

Children are eligible for registration if they are between the ages of 2.5 years (30 months) and 5 years (before Kindergarten starts). We may only accept 2 children under the age of 36 months in our group.

Registrations are through our online app, CRAFTS, and must be completed by the parent or guardian of a child before the child's first day in the program. The registration contains information required by Provincial legislation. Incomplete registration may delay a child's entry to the program. To ensure that information is kept current, new registration is required every year.

TOILETING

Children must be toilet trained to attend Daycare. Ratios are based on the expectation that children can consistently use the toilet, rather than rely on pull-ups or diapers. Children will receive reminders to use the toilet throughout the day, and if needed, will be assisted with their clothing.

We understand that accidents can happen. When these situations occur, staff will discreetly take child to the washroom and assist them in changing to dry clothing. We will advise families of the accident, and if there is soiled clothing to take home.

At Greentrees Daycare, we define being toilet trained as the following:

- Wearing underwear each day, avoiding pull-ups.
- Being aware of their body cues and recognizing the need to use the toilet.
- Being able to vocalize, or through gestures, that they need to use the toilet.
- Being able to wait until they are on the toilet to have a bowel movement or urinate.
- Independently being able to lower their bottom clothing and underpants, have a BM or urinate in the toilet, wipe, flush, and re-dress themselves.
- Consistently and successfully be able to use the toilet outside of the home without aid.

Should your child have accidents frequently, we may ask that your child reduce hours to a half day or stay home until they are consistent with their washroom use. Greentrees Daycare staff will endeavour

to work with each child's family to come up with strategies for success.

HOURS OF OPERATION

Monday to Friday – 7:30 a.m. to 5:30 p.m.

Drop-off and pick-up can be any time between these hours.

Registration options: 5 days per week (Monday to Friday) only.

Hours subject to change year to year.

We are closed on all the following Statutory Holidays:

- Labour Day – first Monday in September
- National Day for Truth and Reconciliation – September 30th
- Thanksgiving – second Monday in October
- Remembrance Day – November 11th
- Family Day – second Monday in February
- Good Friday – Friday before Easter Sunday
- Easter Monday – Monday after Easter Sunday
- Victoria Day – Monday before May 25th
- Canada Day – July 1st
- BC Day – first Monday in August

Annual closures:

- Winter Break – as per SD61 schedule
 - 2 weeks
- Spring Break – as per SD61 schedule
 - 1 week (second week of Spring Break)
- May Professional Development (Pro-D) Day
 - Friday before Victoria Day
- Last week of August
 - 1 week (prior to Labour Day)

Daycare remains open on most Professional Development (Pro-D) days. Please check the calendar of dates for any changes to the schedule.

DAILY SCHEDULE

The following is a typical day at Greentrees Daycare. We do our best to maintain consistency, so our children can feel confident in their daily routine.

1. Arrival and Greeting
 - Children are welcomed into the daycare, and there may be a brief period for parents to settle them in and for staff to greet both children and parents.
2. Morning Activities and Free-Play
 - The day often starts with some free playtime where children can engage in various activities such as drawing, building with blocks, or playing with toys. There may also be structured activities or group games led by daycare staff.
3. Circle Time or Group Activities
 - This is a time for group interaction and structured learning activities. It might include signing songs, readings stories, discussing a theme or topic, or engaging in group games that promote social skills and cooperation.
4. Snack Time
 - Children wash their hands and enjoy their snacks packed from home. Snack time is also an opportunity for socialization and learning about healthy eating habits.
5. Outdoor Play
 - The daycare will go outside whatever the weather and children need to be dressed for the seasons. Children typically spend time outdoors engaging in active play. Outdoor play is essential for physical development, exploration, and connecting with nature.
6. Structured Learning Activities
 - This could involve activities such as arts and crafts, sensory play, early literacy and numeracy activities, or science experiments. These activities are designed to stimulate cognitive development and creativity.
7. Lunch Time
 - Children wash their hands and enjoy the lunch packed from home.
8. Quiet Time or Rest Period
 - After lunch, there is usually a designated quiet time or rest period where children will have the opportunity to rest, nap, or engage in quiet activities such as reading or puzzles.
9. Afternoon Activities
 - Similar to the morning, there may be a mix of structured and unstructured activities, allowing children to continue learning and exploring in different ways.
10. Snack Time
 - Another opportunity for a snack from their lunch kit and social interaction.
11. Free Play
 - Children have more time for unstructured play, either indoors or outdoors, before parents begin to arrive for pickup.
12. Departure and Farewell
 - Parents pick up their children, and daycare staff may communicate with parents about their child's day, including any highlights, concerns, or important information.

STAFFING

Each staff member is required to have a clean Criminal Record Check and a valid First Aid certificate.

All staff in our Daycare are required through Child Care Licensing and Regulations to hold a valid Early Childhood Educator certificate, Early Childhood Educator Assistant certificate, or be a Responsible Adult.

Staff hiring decisions are based on relevant experience, educational background, and interest in working with children.

Please note that staffing can change without notice.

ADDITIONAL WORKERS

Parents, practicum students, observing students, and volunteers may be involved in the Program from time to time. They will be under the guidance of the Manager and/or Program staff and will be required to complete Criminal Record Checks prior to being with any child.

FINANCIAL INFORMATION

REGISTRATION FEE

Upon registration, each family pays a yearly \$75.00 non-refundable registration fee.

FEE PAYMENT POLICIES

- The fee schedule is determined each year by the Board of Directors. A copy will be provided to each family as an addendum to the Handbook.
- Fees are calculated as monthly averages for the year.
 - The average month is 20 school days.
 - We do not charge extra for those months over 20 days, nor do we have a reduced rate for those months with fewer than 20 days.
- Fees are due on the first of each month.
 - We accept post-dated cheques or automatic withdrawals.
 - Cheques can be made out to HEOSC.
- An emergency fee of **\$5.00 is required** and is paid in September.
- All NSF or PAD payments reversed due to lack of funds are subject to a **\$25 service charge** by HEOSC.

- There is a late charge of **\$5.00/day** for unpaid fees (past the first of the month).
 - Post-dated cheques are preferred as this cuts down on late fees.
- One calendar months' notice is required for withdrawal from Program or for change in registration status.
 - E.g. If a request or withdrawal is made on October 2nd for a change for November 1st, this is considered less than one months' notice, therefore full fees will be owed.
- Refunds are not available for going to a friend's house, days missed, statutory holidays, illness, vacations, extreme weather closures, closures due to staff illness, etc. Days missed or not used in one month cannot be carried over or accumulated for use in subsequent months.
- Tax receipts will be provided to families at the end of February, as long as all accounts are fully paid.

CHILDREN & FAMILY INFORMATION

GUIDING RULES FOR CHILDREN

We ask that the children adhere to three basic rules:

1. Take care of themselves by playing safely and following Program rules
2. Take care of others; to help and never hurt.
3. Take good care of the world around them; to look after equipment, the school, and the environment.

QUIET TIME

Quiet time is between 12:30 – 2:00 p.m. every day. Quiet time serves as an opportunity for children to physically relax and emotionally de-stress, offering a counterbalance to the day's active programming. While some children may opt for a nap, it is not mandatory for everyone. Instead, we encourage all children to take a short rest, engaging in quiet activities that create a conducive environment for those who choose to sleep.

If a child wishes to nap, they will receive their own mat, and families are asked to provide a crib sheet and small blanket. This will be sent home on Fridays for washing and returned on Monday. It is important to note that the children are always supervised during quiet time, and the duration may vary based on the child's age and individual needs.

NOTIFICATIONS

Parents are required to notify staff or submit through CRAFTS if:

- Their child will not be attending that day.
- Their child will be picked up early.
- The parent/guardian will be late to pick up the child.
- Someone not authorized is picking up the child.

Please email heoscmanager@gmail.com, and/or heosc.readyssetgrow@gmail.com.

ARRIVAL

As we are located on Hillcrest Elementary School grounds, we share parking and road space during the day. Please be mindful between 8:30 a.m. and 8:50 a.m. as there will be lots of congestion. Consider walking or riding to school.

As children arrive, they will be greeted by Daycare staff, who will then mark attendance on the Sign-In/Sign-Out sheet. Children put all their belongings in their assigned cubby area and change into their inside shoes.

PICK-UP

When picking up your child, it is important to connect with an educator to ensure they know you have arrived. If a child is being picked up for an appointment and then returned, we ask that you ensure they have had their lunch or snack before returning if they are out of program during lunch or snack time.

Only those listed as an authorized pick-up person may take the child without further permission.

UNAUTHORIZED PICK-UP

In the case an unauthorized person arrives to pick up the child, the Manager or ECE Supervisor will attempt to contact the parents or the emergency contacts for permission. If no one can be reached, the child will not be released REGARDLESS OF THE RELATIONSHIP TO THE CHILD until someone is reached that can authorize the release.

Any late fees incurred because of the situation will be the responsibility of the parent and are subject to all the terms outlined in the Fees section. A letter will also be sent informing the parent of the incident.

LATE PICK-UP

We would like to remind our families the importance of being prompt when picking up children from the centre. Our Educators need time to prepare for the next day, have their breaks, and be able to leave for home at the end of their shift. Children need consistency and security knowing that their parent/guardian will arrive on time. If you are unexpectedly delayed, please call ahead of time to inform the staff.

Greentrees expects your child will be picked up by 5:25 p.m. – the centre is closed, and staff are leaving at 5:30 p.m. If your child is not picked up by 5:25 p.m., the staff are required to follow these guidelines:

- After 5 minutes (at 5:30 p.m.) – Phone all contact numbers of parent/guardians. If no answer, leave voicemail messages.
- After 15 minutes – Phone all alternative pick-up and emergency contact numbers
- After 30 minutes – Phone Program Manager and/or Executive Director
- After 60 minutes – Contact Ministry of Children and Family Development

If your child is late to be picked up, the following fees will apply:

- \$25.00 per each 15 minutes late (or portion of)
 - 1 – 15 minutes = \$25.00
 - 15 – 30 minutes = \$50.00
 - 31 – 45 minutes = \$75.00

Any extra fees owing will be billed on the next month's invoice, except in June when it will be billed prior to the end of the month.

If you have any questions about your fees, please speak with the Manager. Please also speak with the Manager if you will be late with fees during a particular month, as this will cut down on late charges.

CUSTODY & ACCESS

If parents live separately, the Daycare staff expect that the information provided by the enrolling parent is accurate. Without a custody and guardianship agreement or court order on file at the Program, staff cannot deny access to the non-enrolling parent. If one of the parents is not authorized to pick up according to the custody and guardianship agreement or court order on file, the policy on unauthorized persons will be followed.

If custody has not been legally determined and conflict between parents and/or their family members is evident, the Program may not be able to care for the child unless both parents and/or other family members sign a written agreement confirming details regarding authorization for pick up and access to information about the child.

If a family has a custody and guardianship agreement or court order, a copy must be provided and

placed in the child's file.

CENTRE CLOSURE

In the case of fire, extended power or heat failure, extreme weather conditions, or an evacuation due to the safety of the facility, the Program may have to close.

CLOSURE BEFORE PROGRAM BEGINS

In cases of extreme weather, such as snowfall, families are required to check their email before heading to Daycare. This is our primary mode of communication. Our centre staff are located across Greater Victoria and rely on public transport or clear roads to get to work. With heavy or continuing snowfall, this may not be possible.

If SD61 closes Hillcrest Elementary, then Greentrees Daycare will also be closed. Families will be notified via email before 7:00 a.m. Please check the SD61 website for updates.

<https://www.sd61.bc.ca/>

CLOSURE DURING PROGRAM

If we close during Program, centre staff will contact families or emergency contacts and care for children until they are picked up. We ask that the children be picked up as soon as possible in this situation.

CHALLENGING BEHAVIOURS

Every effort will be made to work with parents and counsellors to help a child in our daycare with behavioural challenges. However, we do not have the extra staff or other resources to support a child that chronically harasses and/or abuses other children and staff. Children with chronic and/or severe behavioural challenges may not be allowed to attend without additional support.

The Board of Directors, along with senior staff, will assess on a case-by-case basis and may withdraw services if needed. Please see "Special Needs Participation".

BEHAVIOUR MANAGEMENT

The purpose of behaviour management in this program is provide a safe and healthy environment where each child can feel secure, respected, and valued. Each child will be encouraged to develop

positive relationships with peers and staff. Staff will strive to be appropriate behavioural models, showing respect for children, parents, coworkers, and their environment. Parents can expect that staff will:

- Provide clear, simple, and consistent limits regarding appropriate behaviours within the Program. Such limits will be offered in a positive manner. Harsh or belittling language will not be used at any time. Physical punishment will not be used at any time.
- Demonstrate appropriate affection and caring for your child.
- Attempt to meet the needs of children as means of preventative discipline.
- Ask the child to think of a better way to solve their problems in the future and/or engage the child in a discussion on this subject. Sometimes this is effective simply as a means for the child to cool off, after which they can often resolve their difficulties on their own.
- Give the child time away from an activity, if need be, to help them get back in control of themselves.
- As a final resort, staff may contact families for immediate pick-up of their child if the behaviours become unmanageable. It is expected that families will arrive as soon as possible.

Parents are encouraged to bring their concerns about the handling of any incident within the Program directly to the Manager.

SPECIAL NEEDS PARTICIPATION

Greentrees Daycare believes in integrating children with special needs when appropriate support is available.

Children with special needs may be accepted into the Program upon evaluation of the impact on the Program and upon the hiring of a Supported Child Development (SCD) worker, if required. Parents may be eligible for funding of an SCD worker, but if not, parents will be required to pay for such a worker. Parents will be required to pay for the cost of any special equipment and personnel needed to support their child in the Program.

On days with field trips, children with special needs may attend the Program if an SCD worker is available, and the activities are such that they child can participate in the planned activity.

CLOTHING

We play outside in all weather (unless extreme). Please send appropriate clothing for our west coast elements – rain gear on wet days, good walking shoes for outdoor running and jumping (no laces), warm winter coats for chilly days, sun hats for bright days, etc.

Please send your child in clothes that you do not mind getting dirty.

We require two full changes of clothing for each child that can be left in their cubbies for unexpected accidents. Please label all items clearly to help prevent loss.

Please provide a pair of non-skid indoor shoes (crocs are great). We play hard when outside and would like to keep our floors clear of debris for inside play.

TOYS

A child occasionally wishes to bring a toy to program, either because it is a favourite or because it is a show-and-tell day. Please discuss with your child the possible consequences of bringing toys to Daycare. We can take no responsibility for lost or damaged toys. Chronic problems with certain toys and equipment will result in them being banned from Daycare. Special arrangements can be made for special toys or games.

If your child is bringing a toy or special item to Daycare, we encourage you to label them clearly to help prevent loss.

SNACK & LUNCH

Parents and guardians are responsible for providing lunch and enough snack for our two snack times (morning and afternoon). The easiest way to do this is to have three labelled containers – two snack and one lunch – as some children like to eat all their food at first snack!

If your child has any food allergies, particularly if they are life-threatening, please let us know so we can make the necessary arrangements to ensure that your child does not come into any form of contact with the food item.

WE ARE A PEANUT AND TREE NUT FREE FACILITY.

NUTRITION POLICY

Mealtime at Greentrees is a valued time for both children and educators. It is a time for connection and nutrition as we all sit together to eat our meals. Our educators strive to promote healthy eating habits during mealtime through modelling and natural discussions.

At Greentrees Daycare, we adhere to the Division of Responsibility philosophy regarding healthy eating habits. We do not direct children on what they can and cannot eat during eating breaks. If treats have been included in their lunch, they may enjoy this at any of our eating breaks (snack or lunch). While parents and guardians are responsible for what is packed, it is the child's job to determine what parts of

their lunch they will eat, how much of it they will eat, and in what order they will eat it.

Although we have a microwave, heating lunches for multiple children can be tricky as it removes an educator from the program and delays many children from enjoying their meals. Please pack hot lunches in a thermos! Pro tip: Boil water and seal it in the thermos for 5 minutes BEFORE emptying and filling with food. This helps keep the food hot for longer!

Water bottles are required for all children in our care. Please ensure your child can use the chosen bottle without aid, and that it is leakproof. Please leave a water bottle at Daycare that will be washed daily and refilled by staff.

HEALTH & SAFETY

HEALTH

Children who are ill should not attend the Program. Parents will be notified if their child becomes ill during program hours (temperature of 38° or higher, vomiting, suspicious rash, diarrhea, listlessness, etc.) and will be called to pick up their child immediately.

GREENTREES DAYCARE WILL ADVISE ALL FAMILIES OF ANY ILLNESSES CURRENTLY ACTIVE IN THE FACILITY VIA EMAIL.

CONDITIONS FOR CHILDREN TO BE EXCLUDED FROM GREENTREES DAYCARE

Acute Cold: Contagious with obvious discharge of infected green or reddish-brown mucus. Return when discharge has subsided.

Cough: 3-5 times per hour, especially if choking and/or vomiting accompanies the cough. A child may return when the coughing has subsided.

Difficulty breathing: or wheezing

Fever: 38 Celsius (101 Fahrenheit) or higher – children may return when they have been without a fever for 24 hours or more.

Vomiting: Children may return after 24 hours of the last bout of sickness.

Sore Throat: any undiagnosed pain, sore throat, or trouble swallowing.

Diarrhea: Must be symptom-free for 24 hours and have had one solid bowel movement.

Antibiotics: Child may return after 24 hours since first taken.

Infected skin or eyes: A doctor must examine undiagnosed skin irritations, and medical clearance for return is obtained. Conjunctivitis (pink eye) is very contagious and must be treated and eyes cleared before the child may return.

Earaches & Infections: VIHA says untreated ear infections can lead to hearing loss and are potentially infectious, we require children to see a doctor for direction. Children must stay home for a minimum of

24 hours with or without antibiotic medication. This allows for the children to be monitored and assessed. Children may then return when symptoms such as fever and ear tugging have subsided.

Lice: Children may return once the child has been treated with effective treatment and all lice and nits have been combed or picked out of hair. Follow-up shampooing must be administered to complete treatment.

Communicable Diseases: Communicable diseases such as chicken pox and measles must be reported to Greentrees Daycare as soon as they are diagnosed by a medical practitioner. The duration of the child's treatment and exclusion from the program will depend on the VIHA's communicable disease recommendations, as provided by staff.

General Unwellness: Child is not well enough to take part in regular program.

WE DO NOT HAVE FACILITIES OR EXTRA STAFF TO CARE FOR SICK OR INJURED CHILDREN.

RETURNING AFTER ILLNESS

IF YOUR CHILD HAS A FEVER, PLEASE KEEP THE CHILD AT HOME, OR WITH ALTERNATE CARE, UNTIL THE CHILD HAS BEEN WITHOUT A FEVER FOR 24 HOURS.

Children returning to the Program after having a communicable disease must have met the criteria for treatment as prescribed in the Island Health booklet, "A Quick Guide to Common Childhood Diseases". A copy of this booklet is on file at the Program. In some cases, a note from the child's doctor may be required for returning to the Program.

Parents are required to inform the Manager if their child has contracted a communicable condition (chicken pox, pink eye, Fifth's disease, impetigo, scarlet fever, head lice, etc.).

The requirement that parents keep an ill child at home is based on protecting other children and staff from communicable diseases. It also helps ensure the comfort and safety of the child who is ill or injured, as we cannot adequately care for ill or injured children. Parents should arrange alternate care when their child is not well enough to attend Daycare, is still in a contagious stage, or seems unable to fully recover. Children are asked to stay home an additional 24 hours after starting an antibiotic treatment (if prescribed by a doctor).

Sometimes, a parent will send a note requesting that the child not go outside. Please be aware that this is not possible to accommodate. One staff member would need to stay inside with the child. We must maintain certain staff-to-children ratios, and one staff member may have too many children to have one child inside and to maintain our ratio. This would mean that the whole group needs to stay inside because one child cannot go outside. If a child cannot fully participate, it is recommended that the parents make alternative arrangements until the child is fully recovered.

As a general rule, children may return to the Program:

- 24 hours after receiving an antibiotic, or
- when the child is no longer contagious

MEDICATION

Some children require medications either on a temporary or long-term basis. Use of medications must be governed by the information provided by the parent on the “Permission to Administer Medications” form and in accordance with the following policy.

All medications with a Drug Identification Number, including most common remedies, are required by Provincial regulations, to be given to the Program Manager upon the child’s arrival. The Program staff will be in control of all medications and medications will be kept in a locked box. A child will be given their medications as indicated on the written instructions sent by parents. If the child requires medication in the Program for an extended time, it is required that a supply of medication be given to the Manager. This supply is returned at the end of the year or when no longer needed.

Authorization to give medication must give specific directions as to the reason for the medication, name of the medication, dosage, method of storage, method of administration, known side effects, and treatment of side effects. If there are health or behavioural consequences in missing medication, or in receiving it too early or too late, this should also be explained in the instructions. The name and number of the prescribing physician should be indicated so that the Manager can refer questions about the medication to the doctor.

The administration of medication is done as a service to children. It is not a regular part of the Program. If such administration is too complicated or specialized, the child may be unable to participate in the Program. Please see “Special Needs Participation”.

SAFETY PROCEDURES

In the unlikely event of a disaster, Greentrees Daycare has emergency procedures in place to mitigate any negative impacts as best as possible. Our primary concern is the safe release of the children in our care to their parents and guardians. If the disaster impairs your ability to get to the centre quickly, we are prepared to remain with the children for up to 3 days with enough food, water, emergency blankets, and shelter to sustain us.

Children will only be released to parents, guardians, and authorized pick-ups as per current registration forms.

Our policies regarding safety procedures and disaster plans are similar to the policies designated by the elementary school. Our rooms all contain emergency procedures posted in a clearly defined space along with first aid kits and emergency bags for grab-and-go ease. We practice the fire drill once a month, and earthquake drills at least twice per year. We participate in drills that are run by the elementary school during daycare times as we are able.

EMERGENCY COMFORT PACK

Upon registration, each child will be required to provide a labelled emergency pack in a large Ziplock bag containing:

- Family photo
- Comfort toy or book
- Spare clothes (socks, pants, sweater, underwear)
- Special snacks that meet your child's dietary requirements (with an expiration approximately 1 year away)
- Emergency Release Form
 - This is a requirement and must be returned immediately. This document will contain a current photo of your child and emergency pick-up and contact information.
 - Children will only be released according to the information on this form.
 - This form will be kept in a binder alongside all emergency packs. Each June, the forms will be shredded for security.

EMERGENCY FEE

A \$5.00 emergency fee is applied annually for each child. This fee is used to maintain our perishable emergency supplies, and purchase batteries, flashlights, blankets, tarps, emergency first aid kits, and other essential items relevant in an emergency.

Greentrees stores enough food, water, blankets, and shelter to maintain all staff and children for up to 3 days in the unlikely event of a disaster.

PARENT INPUT

OUR SUCCESS IS DEPENDENT UPON YOUR INVOLVEMENT AND INPUT.

Greentrees Daycare supports an "open door" communication policy. This means:

- Parents are welcome to drop in and either participate or observe the Program at any time. If consultation with staff is desired, please let us know ahead of time so that a staff member can give you their undivided attention, if possible.
- Parents can expect ongoing communication with staff concerning:
 - Their child's progress
 - Behaviour concerns, problems with peers and/or siblings
 - Program activities
 - Program operation

- Parents can expect individual parent/staff meetings if concerns arise.
- Parents are asked to make themselves familiar with this Handbook as it states the Program's policies and procedures.
- Parents concerned with the care of their child, or any aspect of the Program, are urged to speak with the Manager.
- Parents are encouraged to become involved as Board members and are invited to become an active member at our next AGM.
- Staff welcomes the interest and concern of parents on any topic. Your suggestions and comments are valuable to us.

FINAL THOUGHTS

Please note that this Handbook may be updated periodically to reflect and clarify our policies and practices. Updates will be communicated via our website, www.heosc.com, or will be sent out via email. Should you notice sections that need clarification, please email heoscmanager@gmail.com.

Thank you, and welcome to Greentrees Daycare!