

# XaXe SFELITKEL- Childcare Centre (Sacred and Precious, in Sencoten)



## Parent Handbook & Policies

*Working Document*

*Revised: July 2021*



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# XaXe SFELITKEL-Childcare Centre

## Mandate

The Victoria Native Friendship Centre's mandate is to meet the needs of Aboriginal people in the Greater Victoria area by providing services and information designed to enhance traditional values and cultures of the Aboriginal Peoples. XaXe SFELITKEL Childcare Centre strive to provide a safe, culturally relevant early learning opportunity for all children ages 0-5 years of age.

## Mission Statement

XaXe SFELITKEL-Childcare Centre, which means "sacred and precious" in the Sencoten language, recognizes that children are gifts from the Creator and these youngsters will be our future leaders. XaXe SFELITKEL-Childcare Centre programs provide a culturally appropriate space for children of all Nations to grow and identify with their Aboriginal roots. Our centre offers a "hands on" approach to learning and the program is designed to enhance children's creativity, interdependence, independence and to expand self-expression. The XaXe SFELITKEL Childcare staff encourages children to think for themselves, make decisions and work towards positive outcomes. They also acknowledge that each child is unique and works with the child's own patterns of social, emotional, spiritual and physical development, giving them the opportunity for success in the academic world.

## Our Program

The program will include the following components;

- Culture and language
- Education
- Health
- Nutrition
- Social support
- Parent involvement

Through stimulating curriculum with theme based activities in an environment that has a variety of learning centres for child initiated play.

## Hours of Operation

The XaXe SFELITKEL Childcare is open Monday to Friday from 7:30 a.m. – 5:00 p.m. We are closed for the following holidays;

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Remembrance Day
- Christmas break: to be determined annually by the board



## Attendance

For your child to receive the maximum benefit from the program, they should attend on a regular basis. If your child is going to be away for any reason, please advise staff as soon as you know so that they can plan the day accordingly.

For daycare children: To ensure that your child's first experience in care is positive we encourage a gradual entry if possible. This allows the separation between parent and child to be less of an issue and allows the child to become familiar with the staff and their new surroundings. We also understand that some children will not do well in group settings and will communicate with parents if the child is demonstrating the inability to participate in the regular daily program. We reserve the right to terminate care if resolution cannot be reached.

Your child will need to attend on a regular basis. If your child misses 10 (ten) days in a 4-week period, without communication with the centre, your child will be removed from the program.

## Arrival and Departure for Daycare

COVID-19 Protocol: Upon entering the centre, whoever is here for drop off or pick up will have to sign in at the front door and answer all screening questions provided for caregivers. The screening questions are to be answered regarding the caregiver's health.

Masks are required for all parents, caregivers and/or anyone entering the daycare (over the age of 6) for pick up or drop off.

Your child will need to be signed in at drop off by the caregiver dropping off. There is a child sign in sheet at each room. The sign in log has a variety of questions to help us with your child's needs when being left in our care. All these questions are important to answer. One of the questions in the log is "*Expected Time Out*", please be as accurate as you can for this section as we must follow ratios for the centre, and we will use this information to ensure we have the proper staffing in your child's room for that day. We understand circumstances change and if the "*Expected Time Out*" changes, please call the centre and let us know so we can change it on the sign in/out sheet.

In addition to filling out the sign in log, its important for the person dropping off and picking up to verbally connect with the educator(s) in the room your child is in. When you are dropping off your child, it gives the centre a better understanding on how your child's morning and previous night has gone to better help our educators prepare for the day your child will have. When you are picking up your child, it is great to connect to find out how your child's day went and to hear the successes and woes of the day. Its also great to role model communication to the children at the centre as we take great value in interactions with everyone involved in the children's life.

Please note anything of importance that you want the educators to be aware of in the 'note' section of the sign in sheet

**If you know that you are going to be late, please ensure the office knows as soon as possible by calling 250-384-3211, ext: 2401 for 0-4 rooms or 2214 for the 4-5 room.**



**“Sign In” is until 9:30 a.m.** No children will be accepted after this time. Please ensure that your child arrives with a clean diaper or pull up

- Children will not be allowed to leave Childcare Centre by themselves.
- Children will not be released to anyone who is not on the pickup sheet in the child’s file.
- Children will not be released to anyone under the age of eighteen (18).

Pick up times are as follows:

Infant Toddler Rooms: children must be picked up before 5:00 PM

3-5 (Year Old) Room: children must be picked up before 5:00 PM

Please be prompt when picking up your child from Childcare Centre. If you are late picking up your child, the following procedure will occur:

1. Caregivers will be charged \$25.00 for each fifteen-minute increment they are late. This amount will be due the following day unless otherwise arranged with a Childcare Centre Manager.
  - a. Late fees are as followed:
    - i. 5:01 PM – 5:15 PM \$25.00
    - ii. 5:16 PM – 5:30 PM \$50.00
    - iii. And so on
2. Staff will contact caregiver to confirm pick up within the first fifteen-minute increment.
3. If no contact has been made with the caregiver by 5:15 PM the emergency contacts listed on the child’s registration form will be contacted.
4. If no persons listed on the child’s registration form have been in contact with the Childcare Centre staff, a Childcare Manager will be contacted to determine the next steps.
5. Three occurrences of being late will result in a discussion with Childcare Management and possible grounds for termination of enrollment with the Childcare.

Please ensure that you park only in the designated spots assigned for Childcare. Failure to do so may result in your vehicle being towed at your expense.

### **Drop off and Pick up times**

XaXe STELITKEL acknowledges days can be very long for little ones, which can be very taxing for them. We require all caregivers to communicate their working hours and ask that children are not in care for more than an hour in addition to the work hours.

Upon starting with the centre, you will be asked what hours your child will be at the centre. if these hours change, you will be asked to notify the centre in writing ([daycare@vnfc.ca](mailto:daycare@vnfc.ca)) of the change, with as much notice as possible. This is very important as we operate on a ratio of educator to children, and we staff according to this.

### **Probation Period**

Each new child is accepted on a two-calendar month (approximately 40 working days) probationary period. During this time XaXe STELITKEL-Childcare Centre reserves the right to refuse care. If a child is not able to participate in the regular daily program, the caregiver(s) will be asked to meet with management and alternative care will be discussed. It will be up to the caregiver(s) to arrange alternate care for their child and the probationary period will be



outlined in a letter which will be sent home.

Should the probationary period need to exceed the regular time frame the caregiver/guardian will be notified in writing.

### **Attendance for Supported Children/Support Staff**

If your child is supported with a one-on-one worker, it is key to communicate with that worker and Childcare management staff regarding days, hours, and absences. In the unfortunate situation where the support staff falls ill and is not able to support your child at Childcare, the Childcare management staff will look at all options we can provide within the centre, unfortunately, you may be required to find alternative care for your child for that day.

### **Emergency Centre Closure**

In the event of XaXe SFELITKEL-Childcare Centre having to close due to reasons beyond our control (including but not limited to snow days, earthquakes, fires, floods, health emergencies) you will be contacted to pick up your child immediately. There will be no refunds for emergency closures. However, in the event of more than 5 business days of emergency closure, fee credits will be calculated and will be applied to your next invoice.

Please see more detailed information in our new section of Emergency Management on page 14.

### **Nap and Quiet time**

Each child is helped to relax and encouraged to rest their body during the day. We allow a special stuffy or small pillow to make this more comfortable.

In room 2, our 3 to 4-year olds, quiet time follows lunch for approximately 45 minutes. If the child is not sleeping, a teacher will guide the child to a quiet activity or outside play.

When a child is resting their body, we allow their body to rest the best way for the child. This could be (but not exclusive to); reading/looking at a book on their cot, writing/coloring in their journal on their cot, enjoying a quiet toy on their cot, resting their eyes, sleeping.

### **Childcare Centre Meals**

The Childcare Centre will supply a morning snack, lunch and afternoon snack for children eating toddler foods. Parents of infants are responsible to supply all food and drinks that their baby will eat until this transition happens. You **MUST LABEL** all food and drinks with your child's full name and the time they are to eat this item. These meals are provided in accordance with the Canada Food Guide and the according to First Nation's cultural backgrounds. Lunch is usually a hot meal and snacks are most often fruit and other healthy foods. Food and drink are given in sufficient quantity and quality to meet the developmental needs of growing children in our care. Milk and water are supplied throughout the day. Breastfeeding mothers are welcome to attend during the day to nurse if so desired.

The Childcare Centre will do their best to accommodate children with allergies and religious beliefs; however, there may be times when the parent will be asked to provide their child's



food.

Please note that we are a '**junk food and peanut free zone**' and promote healthy eating and nutritional habits without our program for our children and staff. We discourage juice, chocolate milk, and any form of fast, junk food. We will offer sample menus of the foods offered to your children and will be happy to meet with you if you have specific questions. Please note that our policies include;

- No child is fed by means of a propped bottle.
- No child is forced to consume food.
- No child is left unsupervised while eating.
- Food is not used as a reward or punishment.
- Safe drinking water is available for all children at all times.

### Immunizations

XaXe STELITKEL is required by the Child Care Licensing Regulations to keep a record of the child's immunization status in case an outbreak should occur.

Before the child is enrolled at the centre, XaXe STELITKEL will require a copy of the current immunization records. If the child has not been inoculated the parent will be required to sign a form accepting responsibility for their child's health. In addition, should an outbreak occur, the parent will be asked to remove the non-immunized child from the centre until it has been deemed that all children are no longer at risk.

### COVID-19 Sick Policies

While we are under a pandemic by the World Health Organization, we will have a heightened sick policy. This policy is as follows:

- **In addition to** our regular policies outlined below under "Illness";
- We will be calling for pick-up of low-grade fevers of 37.7C or above
- If we should have to call you for a pickup, you will be required to do so within the hour of the phone call. This is in respect to others in the centre, children and adults
- We ask that the child be symptom free before returning to daycare

If your child is displaying any of the following symptoms, please keep them home:

COVID-19 test is recommended	One symptom, stay home till you feel better. Two or more, monitor, if persist over 24 hours COVID-19 test is recommended
Fever Chills Cough Loss of smell or taste Difficulty breathing	Sore throat Loss of appetite Headache Body aches Extreme fatigue or tiredness Nausea or vomiting Diarrhea

If any of these symptoms develop at daycare, we will call for a pickup.

**IMPORTANT: If you OR your child has been in contact with someone being tested for COVID-19 within a**





**14-day period, your child CANNOT attend the centre until the person being tested has received a negative result or you have been cleared by VIHA as low risk.**

If there is a confirmed case of COVID-19 with a staff member or a child who attends the centre, we will close the centre for 14 days.

## Illness

The Childcare Centre policy regarding health is based on the following criteria:

- Preventative public health practices;
  - The comfort and safety of the child who is sick;
  - The staff's ability to accommodate or look after a sick child;
  - The protection of the other children, staff, students and parents from communicable diseases and conditions.
1. The parent is encouraged to submit a photocopy of the child's immunization record at the time of the enrollment and must update Immunizations as indicated in the basic B.C Ministry of Health schedule; See <http://www.bchealthguide.org/immunization.stm> for more information from the B.C. Ministry of Health.
  2. The parent must report to the Childcare Staff any communicable disease or condition that their child contracts within 24 hours of diagnosis;
  3. The child may return to the program after an illness:
    - a. 24 hours after receiving an antibiotic;
    - b. When the child is no longer contagious. The parent shall consult with staff prior to returning the child to the program to ensure that the Vancouver Island Health Authority (VIHA) policies regarding Communicable Diseases are followed;
    - c. When a parent gives a staff member a note from a qualified medical practitioner stating that the child can attend the Childcare Centre;
    - d. 24 hours after the last bout of diarrhea;
    - e. 24 hours after the last time vomiting;
    - f. 24 hours of being below a temperature of 37.5C or 99.5F.
  4. Health practitioners for the Public Health Office of the VIHA may examine the children for routine screenings such as hearing and vision.
  5. The parent must not send the child to the program if the child is **not well enough to take part in the regular program of the childcare**. A list of symptoms that would indicate that the child is not well enough to attend the Childcare Centre is available from the staff.
  6. If the child becomes ill during the day, a staff person will:
    - a. Contact the parent(s) to take the child from the program;



b. If the parent(s) cannot be located, will contact the Alternate Person listed on the Enrollment Form to take the child from the program. **PLEASE NOTE:** The Childcare Centre DOES NOT have FACILITIES or EXTRA STAFF to care for sick children.

7. Parents must phone the Centre to leave a message for the staff **EACH DAY** that their child will be absent from the program.

**Illness that a child should be kept home for:**

- Vomiting: 2 or more times in a 24-hour period
- Rash, lice (*please see pg. 7 for full head lice policy*), or nits: body rash especially with a fever or itching.
- Diarrhea: 3 or more watery stools in a 24-hour period
- Eye infection: thick mucus or puss draining from eye(s)
- Skin infection: including scabies, impetigo.
- Sore throat: with fever or swollen glands
- Lethargic: unusually pale, tired, lack of appetite, confused or cranky
- Fever: temperature of 101 degrees (f) or more, with temperature taken under the arm and/or sore throat, rash, vomiting, diarrhea, earache or just not feeling good.
- Communicable diseases: chicken pox, measles, etc.

**The Common Cold**

Children with colds may attend Childcare Centre if they feel well enough to take part in activities.

**Influenza**

Children with influenza may attend Childcare Centre if they feel well enough to take part in activities.

Should 30% of our registered enrollment become ill at the same time, the centre will shut down for one business day to sanitize the centre from top to bottom.

**More Than the Common Cold or Flu**

When it comes to illness more than the common cold or flu the Centre's policy varies on each illness.

**Chickenpox and Shingles**

Children with chickenpox should not go to the childcare centre or school for five days after the beginning of a rash or until blisters have crusted over. During this time keep the child away from others in the community as much as possible.

A person with shingles can attend the childcare centre or school, if they feel well enough and the blisters are completely covered or have crusted over

**Cold Sores (Herpes Simplex)**

Children with a first attack of herpes simplex that causes drooling from the mouth should not go to the childcare centre or school until the sore is crusted over



### Croup

Children with mild croup can attend childcare if they feel well enough to take part in activities

### Ear Infections

Children with ear infections can attend childcare if they feel well enough to take part in activities

### Fifth Disease (Parvovirus B19)

Children with fifth disease can attend childcare if they feel well enough to take part in activities

### Hand, Foot and Mouth Disease

Children with hand, foot, mouth disease can attend childcare if they feel well enough to take part in activities and any open sores are crusted over

### Impetigo

If your child's health care provider has prescribed an antibiotic, your child should use the antibiotic for at least one full day (24 hours) before returning to childcare

### Measles

Children with measles should not attend childcare until at least four days after the appearance of a rash and only when they can take part in activities

### Meningitis (Bacterial)

Children with bacterial meningitis should not attend childcare until they have been cleared by their health care provider to do so

### Meningitis (Viral)

A child with viral meningitis may attend childcare if they feel well enough to take part in activities

### Methicillin-Resistant Staphylococcus Aureus (MRSA) (Staph)

A child with a Staph or MRSA infection may attend childcare if the infection is not draining and is covered by a dry dressing or once the sores have crusted over. The child should avoid physical activity or sports that involve skin-to-skin contact until the infection is completely healed

### Molluscum Contagiosum

A child with Molluscum contagiosum may attend childcare

### Mononucleosis (Mono)

Children with mononucleosis may not feel well enough to attend childcare for some time, but may return when they feel well enough to take part in activities

### Mumps

Children with mumps should not return to childcare until nine days after their glands



begin to swell and only if they feel well enough to take part in activities, unless otherwise directed by the health care provider

#### Norovirus

Children and staff who are sick with vomiting and diarrhea should stay at home until 2 days after their symptoms go away. Even when diarrhea and vomiting have stopped, the virus can still be in the bowel movements

#### Petussis (Whooping Cough)

Children with whooping cough should not return to childcare until 5 days after they begin treatment with antibiotics and only when they feel well enough to take part in activities

#### Pinkeye (Conjunctivitis)

When your child has pinkeye, your health care provider can tell you if your child can return to childcare or should stay home. If your child's health care provider has prescribed antibiotic drops or ointment, your child should use the antibiotic for a full day (24 hours) before returning to childcare

#### Pneumonia

Children with pneumonia may attend childcare when they feel well enough to take part in activities

#### Roseola

Children with roseola may return to childcare when the fever and rash are gone and they feel well enough to take part in activities

#### Rotavirus

Children and staff of the childcare centre who are sick with vomiting or diarrhea, should stay at home until 2 days after their symptoms go away

#### Rubella (German Measles)

Children with rubella should not go to the childcare centre for at least seven days after the rash appears and only when they feel well enough to take part in activities. Children who have been in contact with someone with rubella and who have not been immunized against rubella, should not attend the childcare centre until they are immunized or until their health care provider says it is safe for them to return

#### Streptococcal Infections (Strep)

Children with a strep should not return to the childcare centre until they have completed 24 hours of antibiotic treatment and only when they feel well enough to take part in regular activities

#### Thrush and Candida Diaper Rash (Yeast Infection)

Children with thrush or candida diaper rash may attend childcare if they feel well enough to take part in activities



## Medication

No medication will be given to a child without completion of the *Permission to Administer Medications* forms.

i) Prescription Drugs: medication must be brought by the parent to the Centre in the original container from the pharmacy; the parent must record the following information on the Permission to Administer Medications form:

- the name of the medication
- the date and time the medication is to be given
- the amount of medication to be given
- sign the permission form.

ii) Non-Prescription Drugs: medication must be brought by the parent in the original container with a note from a doctor that includes amount to be given and duration of treatment. The parent must record the following information on the Permission to Administer Medications form:

- the name of the medication
- the date and time the medication is to be given
- the amount of medication to be given
- sign the permission form.

The note from the doctor will remain at the Centre as part of the child's medication record; the staff will follow the parent's instructions as recorded on the Medications Form, will sign their name when medication is given, and will record any unusual effects of the medication.

## Hand Washing

To help control the spread of illness, children are required to wash hands upon arrival at the centre, before eating, after toileting and at other times throughout the Centre's Program. Washing hands is the best way to prevent the spread of illness.

## Toilet Training

When you feel your child is ready for toilet training, we ask that you begin teaching at home during a weekend or vacation. **PLEASE NOTE: We will only assist your child in toilet training if you have successfully begun training at home for one week prior.**

We will follow through and encourage your child while in care. Toilet training will be done in a relaxed manner with the cooperation of the family. We require that the child be at least 2 years of age and **must also** show signs of readiness (Please read the Toilet Training Readiness Checklist below). Positive reinforcements and consistency must be continued at home. We do not agree with a reward system for using the bathroom. Toilet training is kept positive and we know that they will have accidents and we will not shame them for not being able to hold their bladder/bowels for long periods.

The child **must** be kept in pull-ups at all times. Please keep in mind that the activity level here at the centre can distract your child from responding to an urge to use the toilet, more so than at your home. Therefore, we will use diapers until your child can and will announce that he/she must use the bathroom and can control his/her bladder and bowels for a few minutes beyond



that announcement. It is required that parents provide pull-ups, diaper (until child is ready for pull-ups only) and a few extra changes of clothing.

### **Required Supplies**

The following items are to be left at the childcare and replaced as needed. Soiled clothes will be returned in a plastic bag at the end of the day.

Two (2) changes of clothing including socks (an extra pair of shoes if available) A bag of pull-ups – you will be notified when the supply is running low.

### **Toilet Learning Schedule**

For the first week, the child will be scheduled to use the Toilet at consistent times of the day whether the child indicates the need to use the Toilet or not.

- Upon arrival at the centre
- Before and after snack
- Before and after lunch
- Before and after nap
- Before and after going outside
- Just before going home

### **Toilet Training Readiness Checklist**

#### **Verbal Stages of Readiness**

Basic verbal skills. The child is able to speak in three to four-word sentences

- Stage 1        The child tells you he/she has a wet diaper, recognized when he/she is wet.  
Stage 2        The child tells you he/she is wetting, recognizes the sensation of being wet.  
Stage 3        The child tells you he/she will wet, can control himself and uses the toilet.

#### **Physical and Psychological sign of readiness**

1. Stays dry for a long period of time (the child can “hold” his/her urine and bowel movement).
2. Can recognize when diaper is wet or soiled.
3. Has bowel movement at regular times (child chooses when to move its bowels)
4. Adult can recognize when child is moving his/her bowels (Child is deliberately moving bowels)
5. Can undress and pull up his/her own pants (Important because this is the work of the child not the caregiver)
6. Initiates interest in using the toilet and asks to wear underwear.
7. Wants to be independent which is very important for the learning process.
8. Child is emotionally ready and is open to learning (is child generally cooperative?)
9. Child has an awareness and knowledge of the world beyond himself. (This sign may seem unrelated to Toilet training, but it is a behaviour that has been seen in children ready to use the Toilet)
10. Can follow three and four step instructions (this is critical for learning to urinate or move bowels, wipe himself and wash hands)
11. Can use consistent words or gestures to communicate.
12. Can physically get to the toilet and sit on it without help.
13. Must show a willingness to want to sit on the toilet and understand its function.



## Diapers

The caregiver is responsible to provide the centre with diapers and wipes for their child. It is required for your child to have at minimum 10 diapers at the centre at the beginning of each day. If we do not have 10 diapers for your child at the beginning of the day, you will be required to pick your child up for the remainder of that business day. If a situation arises where we must “borrow” diapers, you will be required to bring in your child’s 10 diapers plus replacements for any diapers borrowed.

The centre does allow cloth diapers, the same rules apply where we need 10 diapers at the beginning of each day and the caregiver must provide a wet bag to place the dirty diapers each day.

## Head Lice

Our Childcare Centre completes regular head checks of all children in the program to ensure that we minimize the spread of lice and to ensure that no one child is centered out in the program. If a child is found to have lice, we will call the parent/caregiver to pick up the child and begin treatment.

There are several treatments available and if you are unsure please feel free to talk to the centre staff. Centre staff can also provide you with a sheet of what to clean in your household from lice and some FAQ’s.

The child can return to childcare once treatment of the child’s head and home has been completed.

## Allergies

From time-to-time children that attend our program manage life threatening allergies. As we are inclusive of all children we will, if necessary, restrict items from entering the Centre. For example, our Centre reserves the right to be designated “peanut and nut safe”. This means that all staff and children attending the childcare centre are asked to bring lunches free of peanut butter, peanuts, peanut oils or nuts and nut oils.

If your child is anaphylactic, you will be asked to complete an Anaphylaxis form to describe your child's allergies, and an *Anaphylaxis Action Plan* to describe procedures to be followed in the event of an incident.

The staff of Centre may consult with the prescribing physician and or other qualified medical personnel where, in their judgment, there is reasonable concern as to the appropriateness of administering the medication supplied by the parent. Such consultation may result in a refusal to administer medication, in which case, the staff will attempt to contact the parent(s) to inform them of this situation, and/or call 911 in the event of an emergency.

## Medical Treatment

In the case of an emergency and medical treatment is required, the staff will contact the parent/caregiver(s). If the parent/caregiver(s) cannot be located, staff will take the following actions:



- i) take the child to nearest emergency service;
- ii) call the Emergency Contact Person listed on the Registration Form;
- iii) continue to call and locate parent/caregiver(s)

If the situation is very serious, 911 will be called and the child will be transported to the hospital by ambulance and a staff member will join the child. The staff member will also continue to call the emergency Contact Person listed on the registration form if the parent/caregiver cannot be located.

## **Parent Conduct**

Parents and employees are to be respectful in communication to ensure the centre remains a safe place for all involved. Comments and questions are encouraged, and concerns must be relayed to employees in a way that respects our setting. Harassment towards employees or other parents will not be tolerated. Employees include the Victoria Native Friendship Centre as a whole.

Harassment is defined as the belittling or threatening behaviour directed at an individual worker or a group of workers whether it be intentional or unintentional, that creates an uncomfortable or intimidating atmosphere.

Examples of harassment may include, but are not limited to:

- Written or verbal abuse or threats
- Unwelcome remarks, slurs, jokes or suggestions that are related to any characteristic identified in the definition of discrimination
- Unwelcome physical contact such as patting, touching, pinching or hitting
- Unwelcome sexual remarks, contact or invitations
- Abuse of authority that undermines someone's performance or threatens their career
- Bullying
- Negative comments
- Physical or sexual assault
- Humiliating or embarrassing an employee in front of co-workers
- Displays of sexually explicit, sexist, racist or other offensive material
- Practical jokes that embarrass or insult someone or could result in bodily harm or injury
- Slander on social media sites

If a parent harasses an employee:

- They will be reminded of their signature on the parent handbook agreeing they have read and understood the document.
- They will be notified how their behaviour constitutes harassment.
- The event will be documented and copied to Childcare Management and to the child's file for record keeping.





If a second event of harassment occurs:

- All personal effects of the parent's children will be collected.
- A document with the date of the first harassing incident, a copy of the parent conduct and the policy and grievance process will be given to the parent.
- Parent will be escorted off the premises by staff.
- The parent's children will be automatically withdrawn from the program.
- Any fees or deposits paid to the day care are forfeited.

If the parent wishes to appeal the process, they will have 30 calendar days to submit an appeal in writing to Childcare Management. If the centre has not received anything in writing after 31 calendar days, they hereby release the day care from any further obligation.

### **Emergency Management:**

The following section will include various emergency situations and how we will respond.

***Muster Point:*** in the event of an emergency and the need to evacuate the building, the children and staff will meet on the Gorge soccer field, directly behind (south side) the childcare centre.

### **Evacuation:**

In the event of an emergency that requires the staff and children to evacuate the Centre the following procedure will be followed:

- Upon hearing alarm bells Childcare Staff will walk over to the room door exit and grab the emergency backpack and attendance sheet.
- Childcare Staff will calmly direct children to line up with them at the cloak room door.
- With one Childcare Staff Leading in the front, the other staff and children will exit the room. The Leader will lead staff and children out the nearest door to building exit.
- Once staff and children have safely exited the building they will walk safely and quietly to the muster point, which is in the soccer field directly behind the daycare building.
- The Leader will read out attendance to confirm all children have safely exited the building.
- Families will be notified at the soonest possible time.
- Childcare staff will remain at muster point until all children have been picked up by legal guardian.

### **Fire:**

In the event of a fire at the VNFC the Childcare staff will follow the detailed evacuation plan listed above.

### **Earthquake:**

In the event of an earthquake, the educators will assist the children in the following:

- **TAKE COVER** under desks or tables
- **FACE AWAY** from windows
- **ASSUME "CRASH" POSITION** on knees, head down, hands clasped on back of neck or head covered with book or jacket
- **STAFF WILL COUNT ALOUD to 60** -- earthquakes rarely last longer than 60 seconds and counting is calming.



- When safe to do to, the childcare staff will follow the evacuation procedure and proceed to the muster point.

### **Hold & Secure**

A 'hold & secure' should be used when it is needed to secure the centre due to an ongoing situation in the area but not directly related to the centre (e.g., a robbery near by, a cougar has been sighted in the neighbourhood). In this situation, indoor programming continues as normal, with the exterior doors being locked until such time as the situation is resolved. In the event of a hold and secure parents will be notified by email from management.

### **Lockdown**

A 'lockdown' is only be used when there is a major incident or threat of violence within or in relation to the centre. We will follow established lockdown procedures, which includes exterior doors locked and no bodies near windows. In the event of a lock down parents will be notified by email from management.

In both the hold & secure and a lockdown situation, caregivers will not be able to pick up until deemed safe to do so.

### **Extreme Weather**

When possible, the centre will follow any weather-related closures with the closures of School District 61.

If School District 61 is not available for a closure, a closure based on the following:

#### **Heat:**

- Outdoor temperature of 33°C and higher or 29°C with 70% humidity (this will be determined by the website of Environment Canada [https://weather.gc.ca/city/pages/bc-85\\_metric\\_e.html](https://weather.gc.ca/city/pages/bc-85_metric_e.html))
- PLUS, indoor temperature of 24°C

*\*Note: unfortunately, currently the XaXe STELITKEL Centre does not have air conditioning in the centre.*

*\*Note: we try to maintain our nap room temperature to around 20°C - 21°C. In the event the nap room temperatures rise above 24°C we would call parents to notify them and request a pickup.*

#### **Snow/Snowfall:**

If the Victoria Native Friendship Centre calls a closure of programming. This would include the childcare centre.

### **Emergency Preparedness:**

To ensure a smooth evacuation, practice drills will be practiced with XaXe STELITKEL Childcare Staff and children various times throughout the year, depending on the drill.



In addition to drills, we have two big yellow bins at the front entrance for Emergency Preparedness. One bin is an emergency preparedness kit for 100 people for four days. It includes items such as food, water, foil blankets, toilets, first aid kits and more. The second bin is where we store all the children's comfort kits, should you choose to supply one for your child.

### **Emergency Backpack:**

Each of the rooms have an emergency backpack will be hanging by the door. The contents of the emergency backpack are as follows:

- Children's emergency identification cards
- First aid kit
- Non-perishable snacks

### **Additional Safety Precautions:**

In addition to our emergency preparedness, we continually follow the additional safety precautions:

- Between the months of October and March there will be an outdoor cleanup crew ensuring the outside grounds of the VNFC (including the daycare) are clear of any debris before the Childcare centre doors open at 7:30 which will include our onsite play areas
- In addition to the morning check, before the children are allowed on to any playground, whether it be our own playgrounds or playgrounds off site, our staff do a complete check for any debris. A monthly log is completed with all the locations and all the checks completed
- Emergency drills are done on a regular basis and a log is kept in each room of all the drills done. The drills consist of Fire Drills, Earthquake Drills, and Lock Down Drills
- Our staff do regular counts of all children in and out of the classrooms
- We are in code with VIHA Standard childcare ratios (ages 0-3 ratio is 1:4, ages 3-5 ratio is 1:8)

## **Clothing**

Clothing that children wear to the centre should be comfortable, easy to put on and remove, easy to care for, and labeled with your child's name. Please send your child in **play clothes**. We offer art activities, water, sand, and outdoor play, so children need to wear clothing that allows them to move about freely and get dirty. Children do not always recognize their own clothing. In order to eliminate confusion, it is requested that all clothing be clearly labeled with your child's name. **Every child needs to have an extra set of labeled clothing, including pants, shirt, underpants, and socks.** Please check periodically to make sure they are seasonally appropriate and also to be sure your child has not outgrown the clothing. It is also important to replace items once they are used i.e., diapers and wipes.

*Please note: The XaXe SFELITKEL Childcare Centre is not responsible for items that may become damaged, lost, misplaced or stolen.*



## Supply List for Daycare Children

The following is a list of items that your child will need at the daycare daily:

- |   |  |
|---|--|
| <input type="checkbox"/> muddy buddy (rain gear)                      | <input type="checkbox"/> an extra set of clothes |
| <input type="checkbox"/> rain boots                                   | <input type="checkbox"/> pull ups if needed      |
| <input type="checkbox"/> sunhat                                       | <input type="checkbox"/> diapers and wipes       |
| <input type="checkbox"/> change of appropriate seasonal wear clothing | <input type="checkbox"/> indoor shoes/slippers   |
|   | <input type="checkbox"/> 3 years +: Water Bottle |

## Child's Comfort Kit/Earthquake Kit

As part of XaXe SFELITKEL Childcare Centre emergency preparedness program, we ask you create a "Comfort Kit" for your child.

All items should be placed in a Ziploc bag with your child's name written on it with a permanent marker.

- Emergency foil blanket (for warmth)
- Warm hat
- Kleenex pocket packs
- Family photo
- Small comfort items (e.g. paper and pencil, mini stuffed animal, favorite book, etc.)
- A note from you to your child for reassurance – suggestions include:
  - It's okay to be afraid
  - Listen to the teachers and stay with the group
  - The teachers will take care of you until I/we are able to come for you
  - Special saying or nick names shared in your family

## Guidance and Discipline Policy

We believe that children are gifts from the Creator and in honoring this gift we strive to ensure that all children are treated with respect and dignity. We believe that effective child guidance techniques begin with developmentally appropriate expectations for young children. We realize the importance of providing all children 0-5years old with a balance between active and quiet activities, and a balance between child-directed choices times and educator-directed times. This allows children to make positive, appropriate choices within a safe and secure environment. In addition, our team of educators works cooperatively at setting consistent, firm limits on inappropriate behaviour such as hitting, kicking, inappropriate use of language, or misuse of books, toys and other materials. Guidance techniques used are designed and carried out in such a way as to help the individual child develop self-control, sensitivity for others and to assume responsibility for his or her actions.

Some of the guidance techniques regularly used at XaXe SFELITKEL-Childcare Centre includes:

- Setting up a developmentally appropriate environment and creating regular routines to eliminate many potential problems. The toys are all age appropriate and we provide ample amounts for all of the children. If we observe an area under used or used inappropriately we may rearrange or modify the environment as needed.
- Redirection, along with a simple explanation
- Natural and logical consequences



- Limits and boundaries are set and remain consistent between educators, children and events
- Educators' model appropriate behaviour and children are shown with their peers how to respond/act in a specific situation
- Developmentally appropriate choices are given and children are encouraged to choose for themselves
- Positive encouragement, reinforcement and facilitation are given
- Communication and problem solving are encouraged. Children are brought together to work out conflict with educator support and facilitation. Children are encouraged to talk about their feelings, actions and plans to work towards solutions. Through these actions children learn to cooperate, compromise and have empathy for others.

Young children need the experience of interacting with other children on a consistent basis. Learning how to share and cooperate with others is an ongoing process for young children, consequently some aggressive behaviour will occur (i.e., hitting, yelling, name calling, biting, pinching, kicking, etc.). Although we do not allow this behaviour to persist, it takes time for a child to learn a more acceptable way of dealing with his/her anger and frustration (i.e., using appropriate words to express his/her feelings). For more in-depth information on guidance strategies used at the XaXe SFELITKEL Childcare please go to the Community Care Facilities website and read through the online booklet entitled "Guiding Children's Behaviours".

## Biting

**\*\*\*\*\* Please note our biting policy is set in place for children who are developmentally passed the "biting phase". There is no set age or time frame for the "biting phase" of a toddler so if a child is biting, this will be monitored and taken into consideration before taking the steps below into action. \*\*\*\*\***

Biting is unfortunately not an unexpected behaviour for toddlers. Some children and toddlers communicate through this behaviour. However, biting can be harmful to other children and to staff. This biting policy has been developed with both ideas in mind. As a childcare centre, we understand that biting is, unfortunately, is a part of a childcare centre. Our goal is to help identify what is causing the biting and resolve these issues. If the issue cannot be resolved, this policy serves to protect the children that are bitten. We are required to advise parents of the bitten and biter and have you sign an incident report.

### When Biting Does Occur:

Our staff strongly disapproves of biting. The staff's job is to keep the children safe and help a child that bites learn different, more appropriate behaviour. We do not use techniques to alarm, hurt or frighten children such as biting back or public shaming.

#### For the child that was bitten:

1. First aid is given to the bite. It is cleaned with soap and water. If the skin is broken, the bite is covered with a band aid
2. Parents are notified
3. The incident report is completed by documenting the incident

#### For the child that bit:

1. The teacher will firmly tell the child, "Teeth are not for biting"



2. Encourage child to show empathy and apologize to the bitten child
3. Parent(s) will be notified
4. The incident report is completed by documenting the incident

#### **When the biting continues:**

1. The child will be shadowed to help prevent any biting incidents
2. The child will be observed in the classroom staff to determine what is causing the child to bite (teething, communication, frustration, etc.) Management staff may also observe the child if the classroom staff is unable to determine the cause
3. The child will be given positive attention and approval for positive behaviour

#### **When Biting becomes excessive:**

1. A child who bites twice in a 4-hour period, the child will be required to be picked up from our care for the remainder of the day. This will not count towards the 2-day suspension
2. If a child inflicts 3 bites in a one week period in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, a conference will be held with the parents to discuss the child's behaviour and how the behaviour can be modified
3. If the child again inflicts 3 bites in a one week period in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, the child will be suspended for 2 business days
4. If a child once again inflicts 3 bites in a one week period in which the skin or another child or staff member is broken or bruised or the bite leaves a significant mark, the parents will be asked to make other childcare arrangements

**If a child, who has been through steps one and two, goes three weeks without biting, we will go back to step one if the child bites again.**

### **Behaviour Management Policy**

As Early Childhood Educators, it is our responsibility to ensure the physical safety and total wellbeing of all children within our care. The centre has adopted the following policy regarding aggression:

Definition of Aggression: a physical, emotional or verbal act which may result in placing oneself, other children and/or staff members within the centre in an emotional, physical, harmful, hurtful or unsafe situation.

In dealing with aggressive behaviour, the following procedures will be followed:

1. The child will be removed from the group and using Positive Behaviour Support Strategies the staff will redirect the child and to stop the aggressive behaviour.
2. If the aggressive behaviour continues throughout any part of the day, the parent/guardian or alternate pick up person (in that order) will be contacted to immediately pick up the child. An incident report will be completed, and the parent will be asked to sign.
3. Once the parent has been called on occasions relating to aggressive behaviour, a letter will be sent home to the parent/caregiver regarding the ongoing behaviour and a plan will be outlined in the letter. The plan in the letter could range from a "*planning meeting with*



*supports for the child” to “withdrawal from the childcare centre” depending on the severity of the behaviour.*

The childcare centre has the right to:

1. Impose a suspension of childcare privileges;
2. Consult a Behaviour Management Specialist;
3. Limit the child’s hours of attendance;
4. Terminate the space. In case of termination, the 30-day notice period would be waived.

Please note: Any aggressive, violent or intentional aggressive behaviour that endangers the child, other children, staff, equipment, or building cannot be tolerated. In these extreme cases, the child will be automatically suspended for three days or have their spot permanently revoked without warning.

Once again, we state that the number one priority is the welfare, safety, and security of all children and staff within our program.

Children face many challenges throughout their lives. Learning acceptable behaviours and being able to regulate their own behaviours in different social and emotional environments, or when interacting with their peers or adults, are two of those challenges. Our child behaviour management policy is focused on the importance of respect and dignity for the child, acknowledging and accepting children’s feelings and encouraging these feelings to be expressed.

## **Staff**

All staff have a criminal record review, first aid/CPR, are over 19 years of age and have a Doctor’s note stating they are in good health and able to work with children. All staff has a minimum of 20 hours of child related education, some have their Early Childhood Assistant, Early Childhood Educator, Infant Toddler and or Special Needs. Some have other degrees and additional training. All are required to continue their professional development on an ongoing basis. If you have any questions or concerns, please talk to childcare Management.

## **Students and Volunteers**

The Centre is a practicum setting for Early Childhood students, nurses and volunteers seeking certification as qualified Early Childhood Educators and health care professionals. As such the Director will regulate participation for these individuals, for security and well-being of the children in the Centre. Each participant will have a short bio out for parents to read.

## **Communication**

It is vital that parents keep us informed of any changes in a child’s life, no matter how small. Health records change of address and phone numbers should be kept updated on registration form as they occur. It is very important that we have current phone numbers where you or your contact person can be reached. XaXe SFELITKEL Childcare Centre promises to let you know of any changes in behaviour we notice in the childcare centre. Please feel free to speak to your child’s caregivers about any questions or concerns you have. We would like to work with you to ensure the very best for your child.



## Parent Check-In/Child Progress

Parents are welcome to make an appointment with the childcare Management or Staff to discuss their child's development, ways to contribute to the child's progress, or inform staff of changes of routines or events at home that might affect the child's behaviour at the childcare centre. The intention is to work collaboratively with the family to ensure a positive experience at childcare centre for both the child and the family.

## Items from Home

The childcare centre maintains a generous supply of materials, toys and equipment for the children to use. However, we do understand that at times a transitional item may be needed to feel safe and secure in the childcare centre. Such an item can ease that transition from the well-known environment of the home to the childcare environment. For many children this will be a blanket or a toy. Therefore, we do allow children to bring items from home. If we find that the item is causing difficulty between children or that the child is not engaging in the surrounding environment, we will ask the child to put the item into their cubby or backpack.

Please keep in mind that your child is entering a large group of children, it is possible for anything they bring into the centre to get lost or broken in our active environment. If your child wishes to bring an item, please choose with practicality and safety in mind. We also ask that you do not bring swords, guns or other weapons into the environment. Parents will not send gum, chips, pop, sport drink or candy with their children to the childcare centre.

## Birthdays and Celebrations

Birthdays are an incredibly significant and special part of most children's lives. In the daycare for birthday celebrations, a birthday hat is made to acknowledge the special day and families are welcome to provide a special treat for the room to share. We ask if a treat is provided that the caregiver ask if they room has any allergies as we want to make sure all children get to take part in the celebration.

Holiday celebrations are an excellent way to celebrate diversity and learn about other cultures and religions. Some holidays are appropriately celebrated with a special snack. Others may be best honored through special activities such as food drives, charitable collections, or visits by special guests. If your family celebrates a holiday that you would like the centre to celebrate, please see a staff member to discuss appropriate ways in which to celebrate at the centre.

## Photos

XaXe SFELIŦKEL Childcare Centre will hold events from time to time where we will invite the families of our children to join us. At these events, parents are welcome to take photos. However, please keep in mind you cannot post pictures of other families or children to social media or any public forum without their written consent. If you do wish to post pictures on the internet and other families are in the picture (and you do not have written consent to post) you can crop the photo or blur out the faces of those without consent. If you are questioning a photo, don't post it.

## Policy and Grievance Process

If a family/caregiver is not in agreement with the policies and practices of XaXe SFELIŦKEL Childcare Centre, we welcome the opportunity to meet and discuss your concerns.





If family/caregiver is not in compliance with the policies of the **XaXe STĒLITĶĒL-Childcare Centre** the following process will occur:

- If a parent disregards a Childcare Policy, the Staff will speak directly to the parent;
- If the matter is not resolved, Childcare Management will contact the parent and attempt to resolve the matter. The Manager will keep written documentation;
- If the matter remains unresolved, the situation will be referred to the VNFC Internal Management.
- Decisions may be appealed to subsequent levels up to and including the Executive Director of the Victoria Native Friendship Centre whose decision will be final.

### **Parent Circle**

We invite everyone to get involved in our parent circle, which takes place for one hour once a month (except for the summer months and December). We would like to acknowledge that your involvement in the parent circles can come in various forms; attending meetings, providing input to staff regarding programming, volunteering your gifts, donations of sorts (non-monetary). The meetings will start at 5:30 PM and end at approximately 6:30 PM. Since these meetings take place during dinner time, we will be offering dinner for the parents in attendance along with the children they bring. All children are welcome to attend.

### **Fee Payment Schedule**

Upon enrollment there is a \$25.00 non-refundable registration fee per child; this is due with the application submission.

The registration fee holds the next available spot for you and the childcare centre runs on a first come, first served basis. If the centre receives an application (via email, mail or fax) without a registration fee that application will be considered incomplete and not be accepted.

**All families who will be applying for subsidy are required to apply prior to starting with the childcare centre.** If subsidy has not approved an amount by the child's start date XaXe STĒLITĶĒL-Childcare Centre will allow a thirty (30) calendar day grace period at which point if there is still no approval from Childcare Subsidy, the parent then becomes responsible for all monies owed to the centre. Should the family qualify for subsidy it is required to be directed to XaXe STĒLITĶĒL-Childcare Centre. Parents must take responsibility for any and all fees not covered by subsidy. There is an interest charge on all unpaid fees. XaXe STĒLITĶĒL-Childcare Centre reserves the right to send unpaid accounts to collection.

### **Daycare Fees**

As of April 2018, XaXe STĒLITĶĒL Childcare was approved for the Child Care Fee Reduction Initiative implemented by the B.C. Government offering caregivers a break in childcare costs. The rates listed below are after the reduction has been applied.

*\*please note the reduction program is reviewed by the government each year*



Fee (Effective September 2020, subject to change):

Birth to 23 months	\$ 860.00/month
24 months to 36 months	\$ 678.50/month
37 months to 60 months	\$ 825.65/month

Fees are calculated on a monthly basis and will be the same for the entire calendar year unless a fee increase has been approved and communicated to parents 30 days before it takes effect or there is a change to your child's schedule. All scheduled changes take effect on the 1<sup>st</sup> each month.

If fees are not paid by the 5<sup>th</sup> of the following month, you will receive a letter requiring full payment prior to the 15<sup>th</sup> of the current month. Nonpayment after the 15<sup>th</sup> of the current month will be turned over to collections and you will be asked to find alternative care for your child. XaXe SFELITKEL Childcare Centre has a no refund policy should the centre be closed for snow days, power outages, or holiday closures. Where a child is sick or away for any other reason there will be no refund given for these days as we are holding a spot for that child.

All NSF fees will be charged \$25 by XaXe SFELITKEL-Childcare Centre; two NSF's will result in a cash only payment. There is a 2.5% interest charge on all unpaid fees. We also reserve the right to send unpaid accounts to collection.

Cheques should be made payable to **Victoria Native Friendship Centre or VNFC** and must have your child's name and "XaXe STELITKEL Childcare Centre" written on the memo line. Tax receipts will be issued at the beginning of each of the following calendar year, no later than the last day of February. If you have not received this by this day, please email [daycare@vnfc.ca](mailto:daycare@vnfc.ca) to request your receipt.

Caregivers are responsible for the full fees of your child(ren)'s spot at the childcare centre; this includes all statutory holidays, holiday closures (e.g. winter closure), emergency closures beyond our control (e.g. snow days, sickness). In the case of planned closures, the centre will always provide as much notice as possible to the caregivers (minimum of 30 days) and post visible signs around the centre. For circumstances beyond our control, we will post notices via social media, so please ensure you are following our Facebook page (public page) as well as our Instagram page (this is visible to current families and current staff only).

If management is not in to receive your payment, there is a locked drop box that only management has access to. This is in the main daycare centre outside the office.

### Multiple Child Discount

XaXe SFELITKEL Childcare Centre offers a discount for families who have two or more children enrolled. The discount (10%) is applied to the oldest child enrolled at XaXe SFELITKEL-Childcare.



## Waitlist

When XaXe STELITKEL Childcare Centre is at full capacity, we will run an active waitlist of a total of 20 children. We will cap our waitlist at 20 applications. Before you mail or drop off your application, please check our website to ensure we are accepting new registrations. We will not accept applications via email or fax as it will be considered “incomplete” without a registration fee.

If you are on our waitlist, it is the caregiver's responsibility to keep in contact with the centre to ensure the application is “active”. We ask caregivers to do a periodical check in via email (daycare@vnfc.ca) and if we have not heard from you within a year of applying, we will consider the file “inactive”.

When a spot comes available the applicants will be contacted on a first come, first serve basis. The applicant will have 2 business days to respond before the centre moves on to the next applicant and the initial applicant will be placed at the bottom of the list.

XaXe STELITKEL does give priority to childcare staff, VNFC staff and siblings who are already attending the centre.

## Withdrawal from Childcare Program

To withdraw your child from XaXe STELITKEL-Childcare Centre, parents/guardians must provide **a full month's written notice** to the Childcare Centre Management. Written notice needs to be received **on the last day of the month prior to the month the child is expected to leave** the centre. For example, I would need to provide written notice on March 31 to withdraw my child from centre for last day of April.

In the event of an extreme emergency, the penalty may be waived by the Childcare Centre Management.

## Who to Call

**When your child is going to be away:**

**Email: daycare@vnfc.ca**

**Call 250-384-3211 Ext 2401**

**Please leave a message if no one answers**

Rebecca Beauchamp,  
Daycare Team Lead  
Cultural and Family Mentor

Joanne Kakewash,  
Daycare Team Lead  
Family Navigator

250-384-3211





**Please detach this sheet, signed and dated to indicate that you have read and understood the Parent Handbook document for XaXe SFELİTİKEL-Childcare Centre (Revised July 2021).**

**Printed Parent Name:** \_\_\_\_\_

**Parent Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_