

COZY HOUSE Family Daycare

PARENT GUIDE

SEPTEMBER 2020 - AUGUST 2021



COZY HOUSE Family Daycare

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1. PHILOSOPHY

Our goal is to provide a safe and comfortable childcare for children and families who are part of COZY HOUSE Family Daycare. Through our daily routine and program, children learn self-care, social skills and the joy to accomplish something new. We believe it is important to have a daily routine, so children know what is the plan for everyday in order for them to relax while they are at COZY HOUSE Family Daycare.

We will be focusing on:

- Safety
- Self-care
- Social skills
- Independence

SAFETY

It is important for us to provide a safe environment for our children and families. Toys and equipments are carefully chosen and placed strategically around the place; also they are sanitized regularly. Children are able to explore their interests safely in this environment.

SELF-CARE

Children learn self-care in our program. Cleanliness is crucial, especially during the pandemic, it is a priority to keep all children and family safe from the COVID-19 virus. Following our guidelines, we perform a hand washing routine, as well as we change all children's clothes before nap time. Preschoolers will be learning how to take off/put on their clothes. We guide our children closely for them to accomplish the activities safely and successfully.

SOCIAL-SKILL

COZY HOUSE Family Daycare is a home based daycare. Our license regulation, allows us to take children from 1-12 years old at our care. Younger children learn from older children and vice versa.

Children will learn how to:

- Ask for assistance from their friends and caregiver respectfully
- Take turns
- Use words
- Control themselves when they are upset
- Be responsible about their activities




INDEPENDENCE

COZY HOUSE Family Daycare provides a Montessori Program for 1-6 years old children. Children will work in our prepared environment. All working activities are carefully placed in our environment to lead their interest. There are 5 areas in the Montessori environment: Practical Life, Sensorial, Geography, Math and Language. Preschoolers will be prepared to begin Kindergarten.




2. ABOUT THE DAYCARE

COZY HOUSE Family Daycare started in 2010 and became a licensed family daycare by September 2011. We are a licensed family daycare in the lower mission area in Kelowna. Our maximum capacity is 7 children at a time. We take a maximum of two 1 year olds, a maximum of four 2-3 year olds and a maximum of seven children older than four years old.

Example 1

1 year olds	
2 to 3 year olds	
4 years olds and up	

Example 2

1 year olds	
2 to 3 year olds	
4 years olds and up	

3. STAFF

Eriko Anderson (owner /manager/main caregiver)

Certificates and Education:

- ECE (Early Childhood Education)
- Level 1 Family Childcare Course
- First Aid
- B.C Driver License
- NAMC Montessori Home School Program
- Life Coach Certificate
- Several courses regarding nutrition, activities, sign language, etc
- Working experience with children since 2001

Residence

Eriko Anderson

Mana Anderson

4. CHILDCARE FEE

1 YEAR OLDS	
Full Time	\$935/month
4 days/week	\$840/month
3 days/week	\$635/month
2 days/week	\$485/month
1 day/week	\$240/month

2 YEAR OLDS

Full Time	\$905/month
4 days/week	\$830/month
3 days/week	\$615/month
2 days/week	\$460/month
1 day/week	\$235/month

3 YEAR OLDS

Full Time	\$885/month
4 days/week	\$810/month
3 days/week	\$595/month
2 days/week	\$440/month
1 day/week	\$225/month

4 YEAR OLDS AND UP

Full Time	\$785/month
4 days/week	\$685/month
3 days/week	\$535/month
2 days/week	\$450/month
1 day/week	\$215/month

OUT OF SCHOOL PROGRAM

After School (2:30 pm to 5:00 pm)	\$25/day
After school (12:30 pm to 5:00 pm)	\$30/day
Full Day	\$45/day
Summer Break Full month	\$785/month

DROP IN (1-3 YEAR OLDS)

Full Day	\$50/day
Morning (8:00 am to 12:30 pm)	\$25/day
Afternoon (12:30 pm to 5:00 pm)	\$25/day
Semi Full Day (8:00 am to 2:30 pm)	\$45/day

DROP IN (4 YEAR OLDS AND UP)

Full Day	\$45/day
Morning (8:00 am to 12:30 pm)	\$25/day
Afternoon (12:30 pm to 5:00 pm)	\$25/day
Semi Full Day (8:00 am to 2:30 pm)	\$40/day

DROP IN SATURDAY

9 :00 am to 3:00 pm	\$10/hour
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DEDUCTIONS

CCRFI (CHILD CARE FEE REDUCTION INITIATIVE)

COZY HOUSE Family Daycare has been opted in CCFRI (Child Care Fee Reduction Initiative). This program is provided by MCF (Ministry of Children and Family). Children ranging from one year olds to Kindergarten students are eligible to receive CCFRI. Our daycare will e-transfer it monthly when the daycare receives it from MCF.

Amount of deductions

12 to 36 month olds

\$20/day and up to \$200/month

3 years olds to Kindergarten

\$3/day and up to \$60/month

SIBLINGS DISCOUNT

Siblings Discount is only available for elementary school students, from September 2020 due to CCFRI regulations. A 5% of discount will be deducted from the total fee of elementary school children who have siblings at COZY HOUSE Family Daycare.

SUBSIDY (AFFORDABLE CHILDCARE FEE PROGRAM)

Eligible families will receive subsidy from MCF. Please feel free to talk to us if you would like to apply for the subsidy or if you are not sure if you are eligible but you are interested to apply. The exact amount will be determined by MCF based on the family's situation and their schedule with the daycare.

5. REFUND

FULL TIME & PART TIME, OUT OF SCHOOL

Childcare fee is non-refundable on this conditions:

- Children absence, no matter the reason
- If the caregiver or their family gets ill the daycare is allowed to close for a maximum of 5 days per year. Please see 'Days Of Caregiver' for more details
- Children vacations
- Due to caregiver's compassions such as death, serious illness or injuries
- Due to pandemics, natural disasters, gas leaks, water leaks, etc.
- Holidays, indicated below (Please see the Business Hours section)

Childcare fee is refundable on this conditions:

- Caregiver's vacations
- If the daycare stays closed for more than 5 days per year; the refund applies from the 6th day

DROP IN AND OUT OF SCHOOL PROGRAMS

Childcare fee is non-refundable on this conditions:

- Children absence, no matter the reason

Childcare fee is refundable on this conditions:

- Family cancels the scheduled day, at most 5 days prior to the date

- Daycare is closed for any reason

6. PROGRAMS

FULL TIME

Full Time Spot is run through Monday to Friday full days except holidays below. Childcare fee is paid monthly.

PART TIME

The Part Time Spot is 1 to 4 days per week and they are full days. Attending Days are same every week. Childcare fee is paid monthly.

OUT OF SCHOOL PROGRAM

The Out of School Program is open for after school days. Drop in is an option on Professional Days and on Seasonal Breaks.

DROP IN

Drop In days are available for families who need childcare occasionally. Family can also combine Drop In with Part Time or Out of School Program.

The priority of spots are Part Time and Full Time. We will update opening days on our website.

7. FAILURE TO MEET FEE OBLIGATIONS

PAYMENT DUE

Payment due for Full Time, Part Time, and Out of School Programs is on the first of each month. For example, the childcare fee for September is due on September 1st. If you need an arrangement, please talk to us before the due date. \$10/day of late fee will be issued 3 days after the due date. Please talk to us if you have any conflict with the due date to avoid

late fee. Children are not able to attend to the daycare when the payment is delayed for 5 days or more; until the whole amount, late fee included, is paid.

The due date for Drop In is indicated on each invoice. Drop In days will be scheduled when the daycare receives the payment. If the payment is not received, please note that your date might be offered to mother family. Children are not able to drop in if the childcare fee has not been paid.

8. WITHDRAWAL

ONE MONTH WRITTEN NOTICE

COZY HOUSE Family Daycare requires a written notice for withdraw of our services. This notice must be presented to the staff in the amount of one full month notice, prior to the last day of intended care. If this notice is not presented within this timeframe, then the full amount of childcare fee will be charged, regardless of whether children remain in care or not. For example, for withdraw on September, the notice must be presented on or before the last day of July. COZY HOUSE Family Daycare operates on a mont-to-month basis, so half months are not reimbursed.

TRIAL PERIOD

New families have a one month trial period. During this time, the family and the daycare can claim withdrawal if the child is not suitable for our daycare program. During the trial period, children may be withdrawn with a one week written notice by the parent(s) or the daycare. Please note that the childcare fee on the existing month is not refundable in this case. If the family has paid childcare fee for the upcoming month, the full amount of the upcoming month will be refunded. For example, if the family or the daycare claims the withdrawal on September 25th and the family has paid for the childcare fee for October; the childcare fee on September will not be refunded, but the childcare fee for October will be.

9. BUSINESS HOURS

Monday to Friday, except holidays below.

8:00 am to 5:00 pm

Saturday (Occasional only)

9:00 am to 3:00 pm

HOLIDAYS (NON REFUNDABLE DAYS)

Labour Day (September 7th)

Thanksgiving Day (October 12th)

Remembrance Day (November 11th)

Christmas Break (December 24, 25, and 26th)

New Year's Day (January 1st)

Family Day (February 15th)

Good Friday (April 2nd)

Easter Monday (April 5th)

Victoria Day (May 24th)

Canada Day (July 1st)

BC Day (August 1st)

10. ARRIVAL AND DISMISSAL

DAILY HEALTH CHECK

To provide a healthy environment for all children and families, we ask all our families to do a Daily Health Check with each children, including Out of School and Drop In Programs. Please check your children's temperature every morning BEFORE you leave home and send the information through our website. We recommend you to bookmark our webpage for your convenience.

Our website is: <https://cozyhousefamilydaycare.wordpress.com/daily-health-check/>

Please send the Daily Health Check by 7:30 am on the attendance day. Children are not be able to attend our daycare without the Daily Health Check. To avoid failure, we will

send a friendly reminder text at 7:30 am. The reminder will be sent through Himama app.

HOW TO DROP OFF AND PICK UP

Considering the COVID19 pandemic, we would like our families to follow the procedure listed below:

1. Please park in our parking lot when you arrive. There should not be more than one vehicle at a time.
2. Please text Eriko (250-864-5122) on your arrival.
3. We have a box with each children's name on it. Please place your children's items into their box. The caregiver will take the box inside and welcome your children. At pick-up time, the caregiver will bring your children and their box to the pick-up area. Please pick up your children's items and leave the box in the Pick-up / Drop-off area.
4. If you see other vehicles in our parking lot, please park on the street side temporarily. Park in our parking lot when it becomes free. It is important to park in the parking lot area, so other families can see there is a dropping off or picking up at the moment.

Only children and the staff is allowed to enter the daycare. We appreciate all families' cooperation. If you have any concern, please feel free to talk to us.



PICK-UP DURING THE NAP TIME

We keep our daycare quiet during nap time, so we would like to avoid regular pick-up during this time. Our nap time is between 12:30 pm to 3:00 pm. If you occasionally need to pick up or drop off your children during this time, please let us know in advance.

ABSENT

If your child is absent, please let us know by 9:00 am on the attendance day.

11. GUIDELINES AND DISCIPLINE, SUPERVISIONS

STAY TOGETHER

We have 3 areas: upstairs, downstairs and the backyard for your children's activities. Regarding our license regulation, the children and the caregiver must stay in one area during each activity. For example, while we have an activity in our play room (downstairs), we cannot allow a child to go upstairs without supervision.

POTTY TRAINING

We offer a Potty Training program. We will send to the parents a Potty Training Guide when your child turns 2 years old. Please feel free to talk to us if you are interested in this program before your child turns two. Please note that if your child is still having constant accidents, we cannot accept them to wear underwear at the daycare.

DISCIPLINE

To encourage our children with their behaviour, we use different strategies:

Become a Model

The caregiver acts as a model for the behaviour that we expect from the children. For example, the caregiver will show your child how to walk inside in order, rather than jumping on the stairs.

Redirecting and Respect

Redirecting means helping a child to choose more suitable ways of behaving. The caregiver will quietly approach your child, crouching down beside them and will whisper a message. Being whispered at, catches the child's attention and therefore the child automatically redirects their attention away from the inappropriate activity or behaviour. Another part of redirecting, involves respect for other children. For example, if the caregiver notices that a child is spraying another child with the plant spray bottle; rather than scolding or stopping the child, the caregiver would say something like 'I see that you have the plant spray bottle ready. Can you find a thirsty plant to spray on?'.

How we deal with Meltdown

1. We move the child to a safe place.
2. We give the child some time to express their feelings. We wait for a few minutes until the child starts to calm down.
3. Once the child has calmed down, we sit together and talk about what happened. The caregiver will ask questions like:
 - "What made you so upset?"
 - "What did you do about it?"
 - "What happened after?"
 - "How did you feel?"
 - "Did you like to feel that way?"
 - "What could have you done instead?"
4. The caregiver and the child will have hug and/or a hi-five after the discussion.

If a child is upset and insisting to not follow a direction, the caregiver will make sure that the child feels heard. The caregiver will repeat the child's words and when the child listens an adult repeating their demands, the child will realize that his insistence was acknowledged. Once the child feels listened, they can recover faster from a tantrum. This strategy is also and works in public places. After this, the child will be explained the situation.

HOW WE PREVENT COVID-19 IN OUR CHILDCARE

Zero Symptoms

Even if your child shows only mild symptoms from the COVID-10 virus, we ask all our families to keep their children at home. This helps us to provide a safe environment for all the children and adults in our care.

Personal Hygienes

We focus on two practices for this, in our daily routine

1. Washing Hands

We continue our washing hands routine. We also have set up an additional hand washing stationing our backyard. Children can wash their hands whenever they get dirty.



2. Changing Clothes

We have added a new routine in our daycare. Children will change their clothes before nap time, so all children will rest in their clean clothes. Children will also get changed their clothes whenever they get dirty from our activities.

Outdoor Play

We have been advised that the risk the virus spreading is lower at outdoor activities, so we have decided to expand our outdoor play time in our regular routine.

Social Distance

Though social distance has been advised in our community, it is a challenge when it comes to children. MCF has advised that we do not expect social distance in a childcare setting. However we take the practice whenever we can. For example we provide activities that we can avoid overcrowding. The caregiver will touch, hold, and hug the children as needed. We encourage children to avoid hugs between them at the daycare.

Monitoring children's health

We monitor children's health closely during the daycare time. We check each children's temperature before nap time and whenever needed. Our thermometer is touch-less, so it won't pass any virus or germs through it.

12. MEALS AT DAYCARE

MORNING & AFTERNOON SNACK

Our daycare provides healthy snacks for the children. Families may be able to see our menu on the Himama App Calendar and Daily Health Check webpage. There are 4 food groups: proteins, fruits and vegetables, dairy and grains. We provide a minimum of 2 food groups per snack.

Allergies

We provide Nut Free snacks to all children. Our snacks contains gluten, dairy and seeds. If your child has any food allergy, please let us know.

LUNCH

Please pack your child's lunch daily. Please avoid peanuts, tree nuts, candies, gummies and chocolates. Round food such as cherry tomatoes and grapes are choking hazards, if you desire to send them, please cut them in advance. Uncut round foods will be sent back home. We will send all leftovers home in your children's lunch box, so parents can see what and how much their children ate each day. We will notify families if the children need less or more food. Children are welcome to bring seeds and seeds butter in their lunch. To avoid confusion, please let us know that your child has seeds butter or use a Nut Free Sticker on their lunch box. The food may be sent home if a caregiver cannot identify it.

13. PHOTOS

We take pictures of your children during the daycare time. The photos will be used in our Daily Report and monthly NewsLetter. Please let us know if there is any conflict regarding taking or using the photos.

14. CUSTODY AND ACCESS

If parents live separately, we expect that the information provided by the enrolling parent is accurate. Without a custody agreement or court order on file, the non-enrolled parent cannot access the daycare. If one of the parent is not authorized, the policy on unauthorized persons will be followed. If the custody has not been legally determined and there is a conflict between parents and/or other family member is evident, we may not be able to care for the child, unless both parents and/or other family members sign a written agreement confirming details regarding the authorization for pick up and access to the child's information. If a family had a custody agreement or court order, a copy must be provided and placed in your child's file.

15. FIELD TRIPS

Depending on the number and ages of the present children, we might go out to take a walk on the street someday. The caregiver's daughter is attending to Dorothea Walker Elementary School. She has arrangements to pick her up, however, in case of emergency, the caregiver might need to take the daycare children with her to pick up her daughter. If this occurred, the caregiver will contact all present children's parents to ask for permission and let them know about the situation.

16. SICKNESS POLICY

Please follow our Sickness Policy. We update it frequently, depending on what has been advised in our community or by our license and MCF.

You can find our sickness policy here: <https://cozyhousefamilydaycare.wordpress.com/sickness-policy/>

17. DAYS FOR CAREGIVER

<NON-REFUNDABLE DAYS>

Compassionate Days

A maximum of 10 compassionate days per year; between January 1st to December 31st. These days are meant to be used by the caregiver in case of death/weddings/births/serious diseases/injuries or any other emergency. The childcare fee will be refunded from the 11th absent day.

Sickness holidays (including caregiver and their family)

A maximum of 5 days off because of sickness between January 1st to December 31st. Childcare fee will be refunded from the 6th day of daycare closing day due to caregiver's or caregiver's family's sickness. For the families who have registered before March 17th 2020, the maximum of 3 days off because of sickness applies until December 31st, 2020.

< REFUNDABLE DAYS >

Caregiver's Vacation

A maximum of 30 days per year for caregiver's vacation. Childcare fee is refundable for those closing days.

Professional Days

Our daycare may be closed when the caregiver has an appointment during business hours. 100% of the fee will be refunded for a full-day and 50% of the fee will be refunded for a half-day.

18. CHILD ABUSE

Children depend on others for their safety and well-being and have the right to be protected from abuse. Caregivers are legally required, by section 14 of the Child Family and Community Service Act, to report any suspected abuse to the Ministry for Child and Family Development (MCFD) to investigate and determine if abuse has occurred.

19. EMERGENCY

In the event of an un-foreseen emergency, COZY HOUSE Family Daycare must ensure the safety of our children in care by having well-developed emergency plans. Emergency preparedness is key for ensuring the safety of our children in care.

COZY HOUSE Family Daycare will have:

- An evacuation plan posted and visible to all
- Emergency exits clear
- An up-to-date First Aid kit including all necessary and required items
- Telephone numbers to contact parents or emergency contacts
- Once a month, fire drills are discussed, practiced, and recorded
- Emergency drills are practiced once every year

- The First Aid kit, caregiver's cellphone and contact information are always at reach when the daycare premises are left (If we go to the park, fore example).

EVACUATION LOCATIONS

Primary Evacuation Spot

Willow Park Church

4574 Raymer Road, Kelowna (250-764-0283)

Secondary Evacuation Spot

Okanagan Regional Library Capital News Centre

4105 Gordon Dr, Kelowna, B.C V1W4Z1

250-764-2254

Third Evacuation Spot

Orchard Shopping Mall

Parenting Room

2271 Harvey Avenue, Kelowna, B.C V1Y6H2

Caregiver's Phone

Eriko Anderson

250-864-5122

20. MISSING CHILD POLICY

MISSING CHILDREN PREVENTION

- We ensure that our premises are secured and the caregiver will take steps to prevent unauthorized people from entering the premises
- The caregiver will supervise your child closely
- We ensure your children know how to stay close to our group.
- The caregiver will assess your children's stage of development to ensure the required level of supervision is in place
- Encourage our children to walk with their caregiver by holding hands or a stroller
- Advise children what to do if they find themselves lost
- Parental Consents have an up-to-date photograph of each children at our care

- We always set a meeting point if we go out, so in case one of our children get lost, they will know where to find their caregiver
- Children who have speaking ability are taught the name of the daycare, the name of their caregiver and their parent's phone number

IF A CHILD HAS GONE MISSING

- We immediately make a search of the surrounding area
- Request help from people around us
- Give them a description of the child and what the child is wearing
- If we are in a public building, such as an evacuation spot, the caregiver will have your children's information pages
- Contact parents to update them on the situation

IF THE SEARCH IS UNSUCCESSFUL

- Call 911 to provide them with a description while we keep on searching the area.

AFTER THE EVENT

- Caregiver will record the details in our incident log and ask parents to sign it
- We will review our Missing Child Policy to establish what went wrong and how it can be avoided in the future

21. CONTROL OF FILE

The caregiver, licensing officers, the Child Care Society (CCRR) or the MCF have access to all children's files when requested. The daycare will keep each children's records for a minimum of 5 years after the last date of attendance. After this period of time, the documents will be shredded.

22. INFORMATION UPDATES

It is the parents responsibility to update the daycare about any changes on your child's file. For example, change of address, food allergies, phone numbers, immunization record, etc.

23. THINGS TO BRING TO THE DAYCARE

- Nut free lunch (please avoid candies and sweets)
- A minimum of 2 sets of clothes (shirt, pants, underwear and socks)
- Blanket
- Diapers

Daycare provides:

- Morning and afternoon snacks
- Wipes
- Water bottles
- Children sometimes have the exact same items as other friends. To avoid confusion, please put a label on your children's belongings.

Please leave your toys at home.

24. COMMUNICATION ROUTINE

DAILY REPORT

A daily report will be sent to the parents through HiMama. The sender of these emails will appear as HiMama.

NEWSLETTER

Our newsletter will be sent via email on the 20th of each month.

INVOICE

The invoice for Part Time, Full Time and Out of School Program will be sent via email, on the 20th of each month. The invoice for Drop In will be sent when the families book the drop in days.

CHILDREN'S ILLNESS AND INJURIES

If your children becomes ill, shows symptoms or gets injured at our daycare, COZY HOUSE Family Daycare will send a text message to the respective parent(s). If you don't pick up your children within the first 30 minutes of contact, the daycare may try to reach you at your work, the other parent or the child's emergency contact. We also send the parent(s) an update by text message when the child gets a minor injury that does not require pick-up.

REMINDER OF DAILY HEALTH CHECK

The daycare will send a text message to the families if the daycare hasn't received the Daily Health Check by 7:30 am. We will send the reminder text message through HiMama.

DAYCARE CLOSURE NOTICE DUE TO CAREGIVER OR CAREGIVER'S FAMILY'S PERSONAL SITUATION

If the caregiver or the caregiver's family becomes ill, the daycare will be closed. The daycare will send a text message to all families through Himama.

TEXT MESSAGES

Text messages are the quickest way to reach us during the daycare time. Please let us know if your child will be absent or if your pick-up or drop-off will be in a different time from your usual schedule.

NONE EMERGENCY INQUIRIES

Please feel free to contact us via email for any inquiries related to your schedule, invoice, questions or concerns.

WHAT IS HIMAMA?

HiMama is a communication app for daycare and families. Please expect to receive emails and text messages from HiMama.

To make a HiMama account, please visit the website: https://www.himama.com/parents/request_invite

Please talk to us if you have any trouble making an account. Once you made your account, you can view your children's reports and updates in your HiMama app. If you prefer not making an account on HiMama, it's completely fine. Families who do not have an account on HiMama will still receive emails and text messages through HiMama when the daycare sends updates.