



**Preschool and
Children Centre
Policy and Procedure
Manual
2024**

40022 Government Road

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Contact Information For MishMash:

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**MishMash Policies and Procedures
Parent Manual Established 2010**

**HALF DAY
CLASSES**

2 DAY AM CLASS

Ages: 30 mths to 4 yrs old
Tuesday & Thursday
September to June
9:15 am to 12:00 pm

2 DAYS PM CLASS

Ages: 4 years old to 5 years old
Tuesday & Thursday
September to June
1:00 pm to 4:00 pm

**FULL DAY
CLASSES**

1 DAY

Ages: 36 mths to 5 yrs old
Friday
September to June
8:00 am to 4:00 pm

2 DAYS

Ages: 36 mths to 5 yrs old
Monday & Wednesday
September to June
8:00 am to 4:00 pm

3 DAYS

Ages: 36 mths to 5 yrs old
Mon/Wed and Fri
September to June
8:00 am to 4:00 pm

MISHMASH PHILOSOPHY

I have always believed in the power of self-expression, creativity and learning through play, but now I would like to share my belief in their benefits and it's abilities to get your children on the right track for kindergarten. Whether your little one is heading to kindergarten this fall, or that big milestone is still a couple of years away, it is not too early to start thinking about kindergarten readiness.

Kindergarten has taken huge leaps away from what it was when I was a kindergartener. Gone, for many of our school districts, is the Half-day program and kindergarten being about school readiness, even for those of us who had gone to preschool. In those days preschool was about social readiness.

We are a Preschool that believes solely in play, getting messy and learning by experience. Our child-encouraged curriculum creates a respectful, social environment that stimulates the creative spirit, enriches language, and encourages exploration and independence.

Children have an opportunity to paint, draw, and sculpt with a variety of media, which focuses on the creative process while acquiring skills.

Children play in large and small groups, which develops their ability to cooperate and collaborate with others. MishMash's basic curriculum will be drawn from the children's interests and ideas shared in our classroom. All children will participate in arts and crafts at our table, which promotes teamwork, a social atmosphere, communication, which in turn stimulates friendships and gives a sense of belonging.

MishMash also bases the literacy and language portion of our curriculum around music and movement. Music is an excellent tool for children, as it develops neural pathways in the brain that can assist reading, writing, and language skills in these crucial early learning years. Our music classes will create a comfortable and fun learning environment for students to build these skill sets and improve such things as cognitive functioning, motor skills, emotional development, behavior and social skills. Children will acquire the ability to follow and understand the concepts and rules of music, which are the same fundamentals of following and understanding the concepts of language and literacy.

Go ahead and make mistakes, that's how we learn

WE UNDERSTAND THAT

Families are unique in terms of their values, dynamics, experiences, expectations and needs. Also in their customs, traditions, languages, beliefs, and culture. Our work is a partnership with families “supporting them in meeting their responsibilities to their children”. (ECEBC Code of Ethics)

In supporting children and families, we need to be familiar with current community services, resources and referral information so that we can “work in partnership with colleagues and other service providers in the community to support the wellbeing of families. (ECEBC Code of Ethics)

We listen to, and resist making judgments to show patience and caring and to support families in seeking appropriate expertise and services.

REGISTRATION

Registration is on a first come first served basis and is accessible to the entire community.

Registration is not complete and final until all Registration forms, photo id, and administration fee is paid in full and returned to MishMash.

Parent Package: A registration packages can be found on our website or picked up at MishMash. It includes a registration form, medical form, and link to the parent policy manual, Photo/Video release form, immunization form, emergency contact form, and a sample comfort letter. These are all due back to MishMash on or before Meet The Teacher in September. A welcome letter will be emailed out in August and will include your Meet The Teacher appointment date and time.

SOME RESTRICTIONS APPLY

MishMash Half Day Classes accepts enrollment of children ages 30 months to 5 years old.

MishMash Full Day Classes accepts enrollment of children ages 36 months to 5 years old.

Toileting: Children are expected to be toilet trained prior to enrollment. Dress your child in suitable, convenient attire for “bathroom” time and pack two complete changes of clothes bagged in two ziplock bags labeled with your child’s name on them and left in their backpack. These cloths will also be used as our emergency preparedness in case of a community emergency and we can’t be reunited with parents for a few days. MishMash can make an exception to the toilet-trained requirement if parents or guardians agree to come and change-soiled clothing or another option is to pay the monthly toileting fee of \$30.00 per month. This fee will be removed when your child is fully toilet trained and has had one month free of accidents.

MishMash Full Day Classes does have a limited nap area. But naptime is not part of our daily program.

MishMash will on occasion take field trips to local parks in our area and because of safety reason cannot accept enrollment of children who have tendencies to bolt, wonder or stray from the group without an assistance. Please ask us how we can acquire an assistant for your child.

There is a two-week probation period for MishMash and the guardian of the enrolled Preschooler to withdrawal in writing from the time of enrollment if we are not a good fit or not satisfied with the program.

PAYMENT

FEE:

MishMash fees are based on the actual numbers of days the Preschool is open throughout the year. The daily amount is averaged and split into 10 equal payments. There for your monthly fees are the same regardless of school closures and holidays.

A \$150.00 non-refundable annual administration fee is required for all applications and is due once your registration is confirmed. \$150 for new members of MishMash and \$75 for returning members.

MishMash accepts two forms of payment. 10 post-dated cheques dated for the 20th of each month or an email transfer. This has to be sent to mishkids@shaw.ca password: **preschool** on or before the 20th of the previous

month. Eg. For September's fees it is sent to mishkids@shaw.ca on or before August 20. If payments are late by 10 days or more a \$35.00 late fee will be applied and is due immediately.

NSF PAYMENTS:

There is a \$35.00 dishonored Payment fee. Once notified of the NSF payment, clients are responsible to rectify the payment immediately. If additional banking fee are charged in direct response of this returned payment the additional charges ensue are the responsible of the client. If the client has had two or more returned payments, cheques will no longer be an acceptable form of payment. Cash or Email transfers will be the only option in the future.

WAITING LISTS

MishMash will maintain a waiting list for full programs. Children will be accepted on a first come first serve basis when there are vacancies.

We will contact parents/guardians if a space comes open. The space will be reserved for 48 hours. If they do not register, the next person on the list will be contacted.

DROP-IN

If the class registration is not full, drop in spaces are available.

CURRICULUM

Our child-encouraged curriculum creates a respectful social environment that stimulates the creative spirit, enriches language, and encourages exploration and independence.

Children have an opportunity to paint, draw, sculpt, glue and experiment with a variety of media which focus on the creative process while acquiring skills.

Children play in large and small groups, which develops their ability to cooperate and collaborate with others.

MishMash's basic curriculum will be drawn from the children's interested and ideas shared in our classroom. All will participate in arts and crafts at our table, which promotes teamwork, a social atmosphere, and communication, stimulates friendships and a sense of belonging.

MishMash also bases our literacy and language portion of our curriculum around music and movement. Music is an excellent tool for children, as it actually develops neural pathways in the brain that can assist reading, writing, and language skills in these crucial early learning years. Our Music classes will create a comfortable and fun learning environment for students to build these skill sets and improve such things as cognitive functioning, motor skills, emotional development, behavior and social skills.

With our FULL DAY options we offer the entire above but also so much more. Swimming lesson, In Door Gym Classes, Dance classes at Squamish Dance Centre to name a few.

SNACKS/LUNCH

HALF DAY CLASSES - A light and nutritious snack and reusable water bottle should be brought to every class. Snack ideas include a piece of fruit or vegetable, cheese and crackers or humus and pita (NO candy, chips or pop please).

FULL DAY CARE - Two snacks, a lunch, and a reusable water bottle.

Please Note: juice or juice boxes are not accepted; please send a reusable spill proof bottle for water. We don't accept Juice boxes because we can't have open juice during class and children do need easy access for rehydration. On occasion, we will celebrate a special holiday or birthdays. We will provide additional information regarding any upcoming celebrations and snack options.



NUTRITION

MishMash used "The Food Light" to teach and help understand nutrition. GREEN light foods make our bodies GO. Foods like fruit, vegetables, cheese crackers and so on. YELLOW light foods make

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our bodies SLOW and are great for a treat at the end of the day like 3:00 snack, cookies, fruit snacks, and other treats. Red light foods make our bodies STOP and shouldn't be sent to MishMash. These will be encouraged to be brought home and shared in the car ride home.

We would never deny a child their snack unless it was in direct harm (eg. nut allergies, or states not suitable or to be consumed by children)) to another child or staff and in this case a child would be encourage to choose another item in their snack or supplied with a healthy replacement. A reminder would be sent home of the allergy in our classroom.

DAILY AGENDA FOR AM/ PM PRESCHOOL CLASSES AND FULL DAY CARE:

AM Daily Agenda:

9:15 Arrival & Open Play
10:25 Clean Up Time
10:30 Snack time
10:55* Circle/Craft/Music
11:20 outside
12:00* Pickup Time

*** Replaced with Special Visitor, field trip, or activity**

PM Daily Agenda:

1:00 Arrival & Journal
1:20* Learning Circle
1:50 Open Play
2:50 Clean Up
3:00 Snack Time
3:00 Circle Time
3:15 Circle/Craft/Music
3:30 Outside Time
4:00 Pick Up Time

*** Replaced with Special Visitor, Field trips, or activity**

FULL DAY Daily Agenda:

8:00 Arrival & Open Play
10:25 Clean Up Time
10:35 Snack time
10:55 Circle/Music/Bus
11:20 outside/Activity/Nap
12:00 Return to MishMash
12:50 Lunch Time
1:20 Journal or quiet read
1:15 Quiet open play/Nap
2:50 Clean Up
2:55 Snack Time
3:25 Circle/Craft/Music
3:30 Outside Time
4:00 Pick Up Time



CLOTHING

The program offers an opportunity for your child to participate in arts, crafts, and other activities that will involve glue, paints, clay, crayons, etc.

We recommend your child be dressed in clothing that is comfortable and washable.

Please have two complete changes of clothing in your child's backpack at all times. MishMash has a small selection of clothing if needed, but please return the MishMash clothing laundered the next class. If they are not returned there is a fee to replace them.

Please wear rubber soled inside shoes. Rubber soles will stop slips and if an emergency occurs will be warmer if we need to exit the building without putting on our outside shoes.

OUT DOOR ACTIVITIES

We incorporate healthy outdoor activity in all but extreme weather conditions. Therefore, please ensure your child is appropriately dressed for these occasions (rain and shine).

Rain gear is a must EVERYDAY. We have an amazing water play area and no matter the weather we get dirty and wet. We like to encourage rubber boots everyday unless it's snowing then Snow boots. We encourage rubber boots because our side park is mucky and wet, and we go outside twice on full days. There is nothing worse then, trying to put on wet shoes. **** PLEASE NO OPEN TOED SHOES ****



FIELD TRIPS

MishMash teachers enjoy offering a wide variety of learning experiences to all of the children involved in our programs. These experiences may include classroom visits from community workers or field trips to various locations around our community. In order for us to provide these opportunities for the children, we will use our local public transit but on occasion parents may be required to participate and transport their child in support of the instructor. If you are unable to fulfill this obligation you will be responsible for finding a suitable replacement. Please ensure your child is dressed appropriately.

PROGRAM CLOSURES

The programs will be closed for the holidays listed below:

New Year's Day (Jan)	Family Day (February)
Good Friday	Easter Monday
Victoria Day (May)	Canada Day (July)
National Day Trust and Reconciliation Day (Sept)	
Thanksgiving Day (Oct)	Remembrance Day (Nov)
Christmas Day (Dec)	Boxing Day (Dec)

*Winter Break (Dec), Spring Break (March),

Summer Break (July/Aug) dates to be announced

**4 Pro D Days, These have been calculated into your fees, dates to be announced

CANCELLED CLASSES

In the event that a teacher is unable to teach and a substitute cannot fill in, the class will be cancelled. There are no refunds or credits for cancelled classes unless there is more than three in a role then a new monthly fee will be calculated and issued.. This does not include planned school closures and Pro-D-Days.

MISSED CLASSES

If you expect your child to be absent, please notify your teachers by text to (604) 848-8133. If your child is sick, please notify you teachers so we can take the appropriate measure to make sure we stop the spread of germs and viruses.

WITHDRAWALS

A PARENT MAY BE REQUESTED TO WITHDRAWL HIS/HER CHILD IF:

Fees for service are not paid. A family member harasses, threatens abuse or commits a violent act toward a staff person, child or other family involved in the program.

If the child's behavior is severely disruptive or physically threatening to the well-being and safety of other children or staff, and additional supports to accommodate the child are unavailable.

If a child is not adjusting well, recorded observations will be discussed with the parent/guardian. Other options may be explored with the family.

REFUNDS

There are NO REFUNDS.

To Withdrawal your child from MishMash Preschool one month's written notice is required on or before the 1st of the month. Eg. Give notice on November 1st that November will be your last month. The remaining cheques



will be returned to you. As our program is a 10-month program and commitment, we find it is difficult to replace an enrollment midway. There for our policy is that if you withdraw your child prior to the end of the month, the fee is forfeited and non-refundable.

INFORMATION:

REGISTRATION/MEDICAL FORM:

MishMash staff will ensure that parents/guardians have completed the registration/medical form showing emergency contact information and phone numbers, before leaving the facility. Clear directions for pick up authorization should be included.

PERMISSION FORM:

Permission Forms must be signed by the parent/guardian for all field trips and outings that are not included in our regular curriculum.

PHOTO/VIDEO AUTHORIZATION

With your permission, staff will take pictures of your child to be used at the Preschool for the enjoyment of families and staff. A consent form is included in your registration package. If you do not want pictures of your child taken, please inform the staff immediately.

MISHMASH IS A LICENSED PRESCHOOL

Licensed Preschools and Full Day Program must meet the requirements of the Community Care Facility Act and Child Care Licensing Regulations, which are administered by the Ministry of Health and Planning. These regulations cover health and safety standards, space and equipment requirements, and child/staff ratios and staff qualifications.

- Staff qualifications (academic, first aid, medical clearance)
- Staff to child ratios (1/7 AM Classes, 1/7PM Classes & 1/7 Full Day Care)
- Criminal Record Check (City and Provincial)
- Program activities (must be comprehensive and coordinated)
- Have a firm set of policies and procedures with regard to nutrition, guidance and emergencies
- Space is based on a minimum 3.7m² per child

STAFF QUALIFICATIONS

All classroom supervisors have their ECE (Early Childhood Education) certification.

All classroom assistants and support staff have either an ECE Assistances Certificate or are in the process of completing ECE training or responsible adult training.

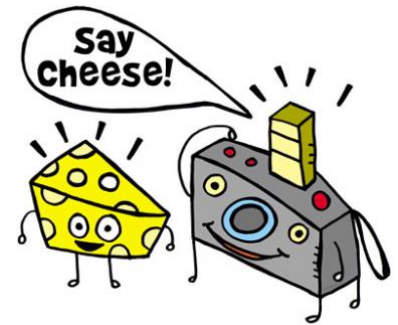
All ECE staff members meet provincial licensing and program requirements. Staff is certified in first aid and CPR.

EARLY CHILDHOOD EDUCATION STUDENTS

From time to time, the Preschool will accept students from local programs and colleges. We will introduce them to you and your child as they arrive at the program. Students are not responsible for primary care giving, nor are they ever left alone with a child.

PARENT HELPERS AND VOLUNTEERS

The Preschool also welcomes parent helpers & volunteers. Depending on the needs of the program and the interests of the volunteer parents, parents may participate in their child's classroom, by way of being a parent helper for the day. Volunteers may be involved with cleaning, snack preparation and posting artwork. Parent volunteers are not responsible for primary care giving responsibilities, nor are they responsible in any way for leading the class.



CONFIDENTIALITY

All verbal and written information is confidential. It also refers to information related to discussions and decisions with the supervisor.

Written information that is confidential will be properly kept in files and stored in the filing cabinet. Access to these files will be restricted only to those 'who need to know' such information.

No information, unless otherwise stated in this policy, will be released about a child and the enrolling parent/guardian without first receiving written permission of the enrolling parent/guardian. (e.g. no addresses or phone numbers).

Control of the children's records will belong solely to MishMash.

MishMash will share personal information and development with future schools and supportive personnel so they may get a better understanding and set up supports where needed to keep the child's best interest and safety factors in play and to make the transition successful.

HEALTH & SAFETY

MANAGING ILLNESS

As children are growing and developing, so are their bodies' immune systems. The child's ability to combat common illnesses can be impeded due to the immaturity of their immune systems. For that reason, we ask that you keep your child at home to avoid the potential spread of illness among other children and staff. We require parents to keep their child at home if the following moderates to severe signs or symptoms are present:

- Fever (100 degrees F or 37.78 C)
- Cold symptoms: nasal discharge, coughing, runny nose and eyes
- *Covid Symptoms: cough, fever, raspatory issues, sore throat, loss of taste or smell.
- Unexplained diarrhea
- Infected skin/eyes, or rash
- Pain – unexplained or undiagnosed
- Difficulty in breathing
- Sore throat or trouble swallowing
- Headaches and stiff neck
- Nausea and vomiting (48 hours after last symptom)
- Children with known or suspected communicable diseases or virus



It is MishMash's policy that if a child contracts any of the following infectious diseases or illness they must be excluded until the following occur:

- **Asthma Attack** – child can participate normally in classroom & outside activities
- **Burns/Sun Burns** – child needs to stay home until they are comfortable and can participate in all activities.
- **Chicken Pox & Shingles** - After all blisters have scabbed over, usually a week.
- **Cold** – After the child's snot is no longer colored & **they can maintain** their own runny nose & wash hands.
- **Cold In Eye** – After area around the eye is cleaned out and no crusty eyelids.
- **Cold Sore/Lesions** – until scab over, or covered with Band-Aid. Child should be able to not keep picking/touching it.
- **COVID** – IF there are any symptoms of COVID present, Monitor for 24 hours. If they worsen or go unchanged please stay home for 5 days or until all symptoms are gone.

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- **Diarrhea** – After the child has normal stools for 48 hours without medicine and eaten a normal meal.
- **Ear Infection** - After three doses of medication or after 48 hours from first dose. Ear infections are not contagious, but the colds that result in ear infections are. Medication should clear up the infection and cold.
- **Fever** - After the fever has returned to normal without the aid of fever reducing medication for 48 hours and a clear Covid test or 14 days
- **Hand, Foot & Mouth** – They can return 7 days after being diagnosed. This is a painful & very contagious illness.
- **Head Lice** – 24 hours after they complete treatment and removal of all nits.
- **Impetigo** - After child has been on medication for 48 hours.
- **Influenza, H1N1/Influenza like Illness** – Fever free for 72 hours & rules set by MN Department of Health.
- **Pneumonia** – After fever free for 48 hours and child can participate normally in classroom & outside activities.
- **Pink Eye** - After the child has been on medication for 48 hours and has no matter in his or her eyes.
- **Rash/Scab** – After it has gone away or is cleared by a doctor to come back.
- **Runny Nose** – After the mucus is clear and can take care of it themselves.
- **Roto Virus** - After the child has had two “formed” stools.
- **Sore Throat/Loss of Voice** – until voice returns and/or been checked to not have strep.
- **Throwing Up/Food Poison** – 48 hours after the vomiting and nausea has stop & have eaten a normal meal.
- ***Urinary Tract/Bladder Infection** – After first dose of medication and they can pee without discomfort.
- **Whooping Cough** – 5 days after the appropriate antibiotic treatment beings.

ADMINISTERING MEDICATION

Please note, it is our policy NOT to administer prescription or non-prescription medication to your child unless it is life threatening eg: EPI pen, insulin, inhaler, or Benadryl. The Child Care Regulation requires that we have certain information and follow certain procedures. We require that the medication be provided in the original container, a medication consent form stating the child’s condition, its effects and the medication required. All medication will be stored in a locked container.

IF your child needs Advil, Tylenol or any other pain relief medication to function at a normal ability at school, they should not be attending. Please keep your children home if they are not feeling well and can spread germs and sickness to the rest of the class or teachers. We do not want to share.

If you plan to give prescription or non-prescription medication to your child at the Preschool during the day, please take the medication with you when you leave.

NO Medication can be stored in the child’s personal bags. All medication needs to be given to the acting teacher and be accompanied by the above requirements.

ALLERGEN AWARE POLICY

For the health and safety of all children, we may have restrictions of some types of foods/allergens (eg. nuts, dairy, etc.) “Allergen Aware”

At the time of registration and on the medical disclosure form, parents are asked to indicate any severe or life-threatening allergies.

When a program is designated “allergen aware”, notices will be sent home with the children vs Facebook and Email and posted within the program entrance, notifying parents of any snack restrictions.

EMERGENCY PROCEDURES:

DRILLS:

Each class will be introduced to the 3 main drills and will practice each of our emergency procedures to help familiarize the process and also if there ever is an emergency the child will know what to do and our routines. These drills will be practiced a minimum of once a month and recorded for licensing purposes.

FIRE ALARM:

If appropriate, shut off electrical, heating, etc.

Take class lists, first aid kit, and related information with you.

Ensure that all participants are accounted for and proceed to Emergency meeting place.

Once at Meeting Place (in front of Office at Angelo's Trailer Park behind MishMash) Call 911

Debriefing staff and follow up with guardians or emergency contacts.

EARTHQUAKE:

Earthquake drills are practiced throughout the year. These drills are documented and posted. We teach the children that they must stay away from window, take cover under our loft, and they sing the ABC's Loudly until the shaking stops. The children will wait until the shaking stops and then evacuate the building after 10 minutes. If possible, staff will shut off the hydro and water, then proceed to our emergency meeting place (in front of The Office of Angelo's Trailer Park), once attendance is taken and everyone's safety is ensured we will proceed to Brennan Park Recreation Centre 1009 Centennial Way. As long as our path is free of danger we will proceed by walking through Angelo's trailer park to Government Rd, crossing Mamquam Bridge and proceeding on Government until arriving at our destination. Followed by debriefing staff, contact guardians or emergency contact, and await parents/guardians' arrival.

EMERGENCY LOCKDOWN PROCEDURES

Should an event ever occur which threatens the safety of the children and staff; the following lockdown procedures will be followed: All doors, windows and blinds into the Centre will be closed, locked and dead bolted. Children will be moved and instructed to sit under the Loft where will sing the ABC quietly. Authorities and parents will be called immediately, in that order. Staff will remain with the children to keep them safe.

MISSING/LOST CHILDREN

If a child is missing, notify the Supervisor for support.

Depending on the number of available staff and adults, designate a team to search and a team to supervise the other children.

Designate a meeting place, preferably close to the nearest telephone and a time frame for the initial search.

Designate areas to search in order of priority, starting with areas that present the most danger.

Contact police by dialing 911 if a search of the immediate area is unsuccessful.

Notify the parent/guardian.

Gather and document as much information as possible – a description of the child, when and where the child was last seen, what the child is wearing, what area have been searched, who has been notified and any other relevant information.

When police arrive, clarify the role of staff with the police officer in charge.

Record and report all relevant times, names, titles, and details of the search, including preparing an incident report.

If on a field trip the staff must notify other relevant adult/staff (for example, visiting a museum you would notify the staff of the museum for assistance). If appropriate, one staff person should stay with the search team and one should supervise the other children.

Ensure telephone coverage is maintained with the staff person at the field trip site until notified by the staff member that the search is concluded.

MishMash Staff members will not issue any information to the media without the written consent of both management and the parents/guardians.

Staff will debrief as soon as possible with the children, families, staff, and police/emergency personnel involved in the incident.

Follow up will include an evaluation of the effectiveness of the procedural implementation, as well as recommendations to avoid a repeat of the incident.

Prevention policies and procedures will be reviewed to identify ways to eliminate or reduce the possibility of a similar incident.

COMFORT KITS

In the event of an earthquake, we want to ensure that your child is cared for at all times. This specially designed kit will contain items that help soothe your child in the event of an emergency. These kits will be stored at MishMash. Most of the items are supplied by MishMash. All that is required of you is a family photo, a letter to your child and 72 hrs supply of your child's medication if applicable.

POWER/WATER OUTAGE

If there is a power outage; that last more than 10 minutes, it is MishMash's policy to check hydro's status. If it will be a long delay, we will need to call all parents and close. If we stay open during a prolonged power outage it is in violation of the Child Care Licensing Regulations. It's also a very scary situation for a child.

LATE PICK UP

Ten minutes after class is over is considered a late pick up. At this time a courtesy call will be placed. If they cannot be reached, the emergency contact will be notified. IF the late pick up turns into a chronic affair it may affect your child's enrolment.

PLEASE TAKE CAREFUL NOTE: Late Fees will be applied after first warning

Late Fees: \$25.00 each 10 minutes

IMPAIRED PICK UP

If it is suspected that a guardian is impaired when they come to pick up a child, we will offer to call a friend or family member to assist them with driving the child home.

CUSTODY ORDERS

If a custody or court order exists within the family, a copy of the order is needed for the child's file and the instructions followed at all times. If an unauthorized person arrives to pick up a child, we will need permission to let the child go with anyone other than the parent.

CHILD ABUSE

The Child Family and Community Service Act states that all children in the Province of BC are entitled to be protected from abuse, neglect and harm or threat of harm. The Act, also states that any "Person who has reason to believe that a child needs protection must promptly report the matter to the Ministry of Children and Families.

ARRIVAL & DEPARTURE

On our half Day Program: On arrival, please lineup outside behind the rainbow for your teacher to open the door. Full day Program: On arrival just come on in. Once the door is opened you will find your child's locker and put lunch and water bottle on top of your locker, what you want your child to wear outside on the top shelf, your backpack on the bottom shelf and boots under the locker.

******PLEASE NOT:** *It's is our policy that after you have dropped off your child that you or one of your emergency contacts will be available if needed to be at MishMash within 15 minutes in case of emergency, to be picked up due to sickness or other personal needs.*

On Departure, all belongings will be in their backpacks and on our outside hooks or inside in their lockers. The children will be in the side park playing while waiting for those authorized pickup person. Once a teacher recognized the authorized pickup person, they will release the child to you. Please note we cannot release them to someone that you have not given us written permission on the registration form. For last minute/unscheduled pickups you can send us a text message to the MishMash Cell phone with the pickup persons first and last name and contact number.

AUTHORIZED PICK UP PERSONEL

Make sure anyone that may pick up your child is on the authorized pickup list. But if an emergency does occur please call and notify us of any changes. If a person is not on the authorization list and is trying to pick up a child, First the parent will be notified and will have to supply the pickup persons first and last name, and contact information. The pickup person will have to show identification and be able to recite the contact number the parent or guardian has provided for security purposes. If they are not on the list and we are not able to reach the parent the child will NOT be released to the pickup person.

GUIDANCE AND PROBLEM SOLVING

Strategies of problem preventions:

Keep expectations for behavior developmentally appropriate. Respect and plan for children's different abilities, interests, and pacing levels.

Having many choices for play available. Materials should be plentiful, and it should be easy for children to get them out and put them away.

Set clear limits for children's behavior. Use the consistently and give reasons why the limits are important.

Establish a consistent daily routine and communicate it clearly, using pictures or drawings to make the segments concrete.

Model respectful ways of both interacting with others and sharing materials. The behavior you model are the easiest ones for the children to learn.

When these types of prevention strategies are in place, children will be more focused and purposeful in their play and there will be fewer disputes and conflicts. Nevertheless, conflict will not disappear.

Strategies of resolving conflicts:

Approach calmly: The teacher observes what is happening between Emma and Joe as she approaches the block corner, and prepares herself for a positive outcome.

Acknowledge feelings: The teacher says, "Emma, you sound very angry with Joe, and Joe you look quite sad. Let's try to solve this problem together so that you can continue to build your dinosaur house."

Gather information: "Can you tell me what happened?" asks the teacher. Emma and Joe each have a turn to say what happened in their own words.

Restate the problem: After listening carefully for the details, the teacher says, "Joe, you feel that Emma is being mean, and Emma, you don't want Joe to build because he is knocking down the building. Is that right? ... D you both want to keep building here?"

Ask for ideas for solutions and choose one together: The teacher asks. "If you both want to continue building, what do you think we should do now? How can we work this out?"

Be prepared to give follow-up support: The teacher stations herself nearby as Joe and Emma start to play. You may have to go back to Ask Ideas for solutions and choose one together many times.

If a child's actions are disruptive or unsafe to others and there isn't time for problem solving, limit-setting statements. Describe the ACTION that is disruptive, state LIMITS, give the REASONS why the behavior is not appropriate, and offer CHOICES. For examples:

Levi, it's not okay to run inside [action and limit] because you may get hurt [reason]. Your choices are to stop running or to have me stop you. Then you can choose something else you would like to do [choices]. If you cannot choose, I will choose for you.

When a conflict has become physical, special strategies are necessary to ensure children's safety and establish a calm atmosphere in which problem solving can begin. It is important to stop the hurtful behavior immediately, gently placing your hands and body so as to prevent further hitting, kicking, etc. Despite the urgency of the situation, it is still very important to use calm body language, remembering that young children express their feelings physically not because they are "BAD" but because they have no other skills.

As you stop the behavior, explain what you are doing and acknowledge the child's feelings.

When the child has regained control of his or her physical behavior and the child's thoughts and feeling are back in balance, you can begin to discuss the problem together.

As you use these strategies for dealing with disruptive behavior and conflict, remember that your nonverbal messages to children are just as important. Keep your body language calm and reassuring: assume the child's physical level, use a calm tone of voice, maintain good eye contact with children, use gentle body movements, and, in resolving conflicts, position yourself so as to stop hurtful behavior, for example, between two children who are arguing. Thoughtful use of both verbal and nonverbal strategies will help to establish an atmosphere in which constructive problem solving can proceed.

CONFLICT RESOLUTION

Respectful communication and effective negotiation are the foundation for conflict resolution. All staff will utilize skills that demonstrate constructive discussion and respectful communication. All involved will endeavor to agree on meaningful solution to a dispute.

If individuals have unsuccessfully tried to negotiate resolution of conflict, they may ask another staff person to facilitate further dialogue. All efforts will be made to mutually agree on identifying a facilitator and time lines for a meeting. The goal will be to work towards mutually agreed upon solution.

Achieving effective communication is a part of daily life in our programs – employer to staff, staff to staff, families to staff, children to children, and staff to children.

Participants need to define the issues and state their points of view. The conflict resolution motto is

“It's you and me against the problem” NOT “You and me against each other”

Respectful communication and effective negotiation are the foundation for conflict resolution.

STRATEGIES FOR SMOOTHER SEPARATIONS

- ☒ Let your child know you will be leaving well before you actually leave (ie. I will be going in 5 minutes).
- ☒ Always say goodbye. Sneaking away diminishes trust your child has and decrease their sense of control.
- ☒ Don't linger. Once you've said goodbye, leave. Not doing so may confuse your child.
- ☒ Give yourself and your child time to make the transition. It is not a process that can be rushed.
- ☒ Tell your child when you will be back using meaningful terms your child understands and follow through.
- ☒ Provide a chance for your child to “check out” the facility before he/she is to attend.
- ☒ Be aware of your own feelings. Your child will sense these and respond to them.
- ☒ Paint a rock with your child's name on it and place it in our rock garden outside. Visit often and move it around, this get your child familiar with our Centre and they can teacher their rock about MishMash.