

LEAP FORWARD CHILDCARE
INFANT AND TODDLER PROGRAM PARENT HANDBOOK

Location

2758 Peatt Road Victoria B.C, V9A 2X7

Mailing Address

815 Craigflower Road, Victoria B.C, V9A 2W8

Owner's Contact

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Email Address

info@leapforwardlangford.com

Website Address

www.leapforwardlangford.com

WELCOME

The Early Childhood Educators at Leap Forward are committed to offering high quality childcare in a group setting.

Please take the time to read this Parent Handbook carefully. It contains important information that you may need for future reference. We are an inclusive childcare center. All children are welcome at Leap Forward Childcare.

Please note that for the entirety of Leap Forward's Parents Handbook, the "parent" is the person who is the guardian responsible for the child's care.

GENERAL PROGRAM INFORMATION

Our Infant Toddler Program enrolls 12 children and is licensed and staffed per the Vancouver Island Health Authority regulations. Our daily program includes a regular schedule of indoor activities, outside time, quiet and active play, washroom routines, mealtimes, and group times. Play activities include a wide variety of toys and games, dramatic play, and creative and physical activities. Stories, music, and dance are also included regularly. Activities are presented in small groups so that the interests and abilities of individual children can be considered.

PHILOSOPHY

Leap Forward Childcare is committed to nurturing and guiding young children. We provide an environment that fosters trust, security and comfort. We strive to provide a balance of activities that help children to progress in social, emotional, physical and cognitive development. Leap Forward Childcare respects and values differences, recognizing that children are individuals and that every child is unique.

Leap Forward Childcare provides a safe, secure and stimulating environment for all children. Leap Forward Childcare provides the time and opportunities required for children to explore and investigate their world and to communicate with other children and adults. Our environment fosters an accepting, tolerant and flexible attitude towards others and respect for the natural world.

During the formative years, children learn how to get along in a group, to problem solve in their relationships with peers, and to have a positive self-image. The children at Leap Forward Childcare gradually develop these skills by participating in our play-based program. We believe play is a child's work. It is their way of experimenting and naturally finding the answers to the "why?" and the "how?" questions life presents.

Our priority is to be respectful and caring, to treat each child and parent as individuals, to provide a safe environment that will promote growth and to maintain the parent as the child's primary caregiver. As parenting is such a difficult task, we endeavour to work with the families to support positive parenting. We value, all parenting styles and will work towards meeting the needs of children and parents through realistic expectations and ongoing communication.

Leap Forward Childcare provides quality care, a nurturing environment, support and resources, a flexible and family centered surrounding for all to enjoy.

GRADUAL ENTRY

Starting at a new daycare is an important event in a child's life. For some children, this will be their first large group experience. It is natural for children to have concerns, though they may not have the language to express their feelings. A new environment can be overwhelming, which may confuse or disturb children, even those who have had previous daycare experience.

To assist families with the transitions to a new childcare centre, gradual entry will be arranged by the daycare manager. Gradual entry is a common childcare process where during the child's first week or two, they attend the centre with a gradual build-up of hours each visit.

Families should be prepared to spend some time with their child during the first few days of gradual entry until the child has established a comfortable, trusting relationship with the staff. If a parent is unable to do this personally, friends and families are welcome to substitute. If the child is having difficulty adjusting to their new environment, it may be necessary for the parent to extend the gradual entry.

Below is the minimum number of days required to help a new child adjust to Leap Forward Childcare. Depending on the child, additional days may be required to keep the transition into care as smooth as possible for the child.

Infant Toddler Program Eight Day Transition Schedule

Day One

Child and parent arrive at the usual drop-off time and stay for one hour. This is the day the parent brings in all supplies for their child that will stay at Leap Forward Childcare. Parent does not leave their child while at Leap Forward Childcare on the first day. The first day is the day for the parent and child to become comfortable and to familiarize themselves with the educators, the other children and parents in the program. After one hour has passed the parent leaves Leap Forward Childcare with their child.

Day Two and Day Three

Child and parent arrive at the usual drop-off time. The parent stays for 30 minutes and then leaves after a short goodbye. The parent is encouraged not to try to sneak out. We encourage the parent to leave with confidence knowing that their child will be loved and comforted while they are away. The parent comes back after two hours has passed.

Day Four and Day Five

Child and parent arrive at the usual drop-off time. Parent stays for 15 minutes and then leaves after a short goodbye. Parent come back before 12:00pm as this is nap time for most the children in the program.

Day Six and Day Seven

Child and parent arrive at the usual drop-off time. After a short goodbye parent leaves and come back at 2:30pm

Day Eight

Child and parent arrive at the usual drop-off time. After a short goodbye parent leaves and comes back at their usual pick-up time.

DAILY SCHEDULE

- 6:30am Free Play
 - Diaper/Potty
- 8:30am AM Snack
- 9:15am Outside Time
 - Diaper/Potty
- 10:30am Dance Studio
 - Teacher lead movement and music activities
- 11:15am Lunch
- 11:45am Story Time
- 12:00pm Nap or Quiet Time
 - Diaper/Potty
- 2:15pm PM snack
- 2:45pm Outside Time
- 4:00pm
 - Art and Sensory Activities/Felt Stories/Circle Time
 - Diaper/Potty
- 4:30pm Cracker Time/Free Play
- 5:30pm Closed

Above is a basic schedule. Leap Forward's schedule is flexible and will change with the weather, the children's needs, and special occasions.

ARRIVAL AND DEPARTURE

The smoothness of the transition of care from the parent to the educators is of utmost importance to a child's day. To assist in this transition, it is essential that educators and parents take the necessary time to communicate with each other. This is a time for a parent to share concerns or inform the educators of any special needs of their child (a sleepless night, teething, poor appetite, etc.). It is also a time to share those important events in their child's life (a first tooth, a first step, new words). It is also important for a parent to prepare their child for their departure with a "good-bye" and reassurance that they will be back. Communication is one of the main keys to success.

It is important that parents pick up their children by the agreed upon time. In case of an emergency, we ask that parents call the centre and make other arrangements to have their child picked up by someone on their child's pick-up list.

Drop-offs after 9:30am are not permitted as it is disruptive to our program.

NUTRITION POLICY

- **The following foods must be prepared as noted below:**

Sandwiches, pizza muffins, bagels, wraps, rolls etc. cut into small pieces.

Cheese, meat, noodles, perogies, egg etc. cut into small pieces.

Granola bars and cookies cut into small pieces.

Fruit and vegetables cut into small pieces (bananas can be sent whole).

Raisins, dried fruit cut into tiny pieces.

Strawberries, grape tomatoes and grapes cut into quarters.

Olives cut in quarters lengthwise.

Hot dogs and sausages, please cut lengthwise AND into small pieces.

- **The following foods are not permitted:**

Nuts and nut butters.

Popcorn

Hard candy

Raw carrots, celery

Rice (Sushi is ok)

- Our first scheduled mealtime for the Infant Toddler Program is at 8:30am. Our expectation is that children are offered their first meal of the day prior to attending daycare each morning, meaning ideally breakfast is eaten at home and not at daycare. If a child arrives to daycare and has not been offered breakfast or is hungry the staff members will respond accordingly. ***A child will never go hungry at Leap Forward Childcare.***
- At 4:30pm Children who are still in care enjoy “Cracker Time” along with their milk/juice/drink from home. Crackers are provided by Leap Forward. ***Parents who do not want their child to have the daycare supply of crackers must inform the Manager in writing via email and send an alternate similar item each day.***
- To avoid allergic reactions while in care, please ensure your child has enjoyed new food items at home before sending them to daycare.
- Parents will be asked to bring more food when their child does not have an adequate supply. To avoid the inconvenience of having to replenish food mid-day, we suggested sending at least four meal items (soup, chilli, pasta, scrambled eggs, waffles, pancakes, sandwiches, wraps, pizza, pasta salad, beans) and four snack items (fruit, muffins, crackers, cheese, yogurt). Another suggestion would be to provide at least one item per hour the child will be in care.
- We require that parents send lunches and snacks that meet the guidelines of The Canada Food Guide.
- We do not withhold food from a child who is hungry nor force a child to eat who is not hungry.
- Please label food containers, lunch bag and cups with your child’s name. Please do not send Thermos containers.
- Drinking water is always available. Please provide a water bottle that can be kept at Leap Forward Childcare. Water bottles are thoroughly cleaned, rinsed, and refilled as necessary.
- Food and drinks must be ready to eat. For example, apples washed, and oranges cut or peeled if necessary.
- Due to lack of additional storage space, we cannot store for parents’ extra food/drinks.
- Due to Food Safe practices, we cannot heat food more than once nor serve the same container of items such as yogurt twice.
- Reusable food containers and milk/juice cups will be sent home for cleaning each day.
- Leftover food will be sent home.

- Parents who would like to bring a treat to share on their child’s birthday or on special occasions must bring the list of ingredients. We will post this list on the parent board for the other parents to read what has been or will be served to their child. If the ingredient list is not provided, the treats will be sent home in individual baggies so the parents of each child can decide whether to serve the item to their child. ***Parents who do not want their child to have birthday or special occasion treats while in care must inform the Manager in writing via email.***
- It is preferred that parents do not pack utensils. We find they easily become confused with the daycare’s supply of utensils.

For children who nap only one time a day we follow the flexible eating schedule below. For children who nap more than one time per day their meals times are adjusted to accommodate the naps.

MEALTIMES

AM Snack 8:30am
Lunch 11:15am
PM Snack 2:15pm
Cracker Time 4:30pm
Additional snacks as necessary

PARTY INVITATION POLICY

As it can be hurtful to the children not invited, we ask that invitations **not** be handed out at daycare unless all children from the program are invited.

REST TIME

Small children get tired, especially in a stimulating environment such as at Leap Forward Childcare. Each day from 12:00pm – 2:15pm is quiet time. The length of naps will depend on the individual child’s age, activity level, and need. Some children require only one nap and others may need up to three per day. Blankets, teddies, and other comfort items are acceptable things brought from home to be used at nap time to help a child adjust to the centre. No pillows please. Before going to sleep, all children will have a diaper change/toilet. Each child will be encouraged to have a quiet time even if the child does not sleep. Many parents request that their child be kept awake or have their naps shortened. We are not able to accommodate these requests. Nap times and diaper/potty times are recorded.

ACTIVE PLAY AND OUTSIDE TIME POLICY

Children at Leap Forward participate in a minimum of 3 hours of Active Play. Active Play at Leap Forward childcare are activities that encourage moderate to vigorous bursts of energy that increase the heart rate. Children participate in Active Play that is both teacher and child lead while outside, in their main program rooms and when on field trips to our on-site dance studio.

During Outside Time the children are encouraged to explore and engage in activities that use their gross motor skills and develop their social skills. Climbing, jumping, rolling, crawling, running, digging, water play, and riding toys are some of the activities that the children experience while outside.

In the summer months, potted flowers lining the fences, picnic snack times and water activities are seen in action. In the fall and winter months the children enjoy splashing in the puddles when it rains and

making snow angles when it snows. Of course, prior to venturing outdoors, for comfort and safety, the children are bundled warmly in the winter and thoroughly sun screened in the summer. For the children at Leap Forward Childcare, an opportunity for fresh air and an open space to run, laugh and play is provided “rain or shine”, twice a day.

The use of the play space is on a scheduled rotation. This means the Infant Toddler Program uses the outside space at different times than the other programs in the building.

It is important to note that the children who are not yet three years old will not be allowed to use the climbing items that are above three feet off the ground due to VIHA licencing regulations.

DANCE STUDIO FIELD TRIPS

Leap Forward Childcare is fortunate to have an on-site dance studio for the children and educators to use at their leisure, enhancing programing while providing an additional child proof space to explore. The children and educators take regular field trips to the dance studio. These regular field trips present wonderful opportunities for the children to investigate a large, bright, and open space with their friends and educators.

The dance studio is equipped with 1500 square feet of sprung hardwood flooring, floor to ceiling mirrors and huge windows. In the dance studio, there is an acoustic piano for sing-a-longs, ride on toys for the children to ride on, and toys, balls and other such items for free play activities. Props such as scarves, musical instruments and ribbons are also enjoyed by the children.

During these regular field trips the children are presented with structured movement and music activities to participate in as well as an extended time of free play. Music is often playing in the background which naturally encourages an exciting time of dancing, singing, and playing.

READY FOR UNDERWEAR?

Leap Forward Childcare supports children in all stages of toilet learning; we consider a child ready to wear underwear while at daycare when he/she can:

- Signifies or verbalizes that he/she needs to use the toilet.
- Wakes up from naptime dry for a full week.
- Has less than 3 wet diapers per day.
- When he/she has bowel movements in the toilet/potty only.

Please note that a child either wears pull-ups or underwear while at Leap Forward Childcare, rather than going “commando” or wearing a combination of underwear/pull-ups depending on the time of day. For example, we are not able to accommodate requests for a child to wear a pull-up at naptime but underwear at all other times or pants/shorts alone without underwear/pull-ups on.

STORAGE POLICY

We ask that families keep in mind that our alley way is our fire exit, therefore we are unable to accommodate the storage of car seats, strollers, bikes, and other such items.

SCREEN TIME POLICY

Screen time is not part of Leap Forward Childcare's programming.

GUIDANCE POLICY

"Care and Respect" describes guidance at Leap Forward Childcare. We are always available when needed by the children. We listen and hear what the children are saying. When we look at a child, we see a unique individual. When we communicate with a child, we express that we care by smiling, talking, hugging, setting limits, allowing frustration, allowing exploration, and giving choices. We give the children clear messages of how we feel and what we expect from them, which fosters their sense of independence. Children need to know where they stand in all kinds of life situations and loving guidance is an integral part of the child's sense of security. Setting limits is an important part of the guiding and caring process. The most effective way to teach a child limit, is to have a consistent and non-threatening approach. To this end, the educators set reasonable limits and support each child's growth toward self-control and social awareness.

Examples of Guidance:

- Child's level
- Make eye contact.
- Calm, firm voice – positive statements
- Have child repeat instructions.
- State expectations, clear and specific limits
- Consistent, follow through.
- Reinforce appropriate behaviour.
- Encourage children to use teacher as a resource, model problem-solving.
- Anticipate –are observant, are aware of difficult situations, this allows the opportunity to anticipate potential difficulties and plan effective strategies.
- Intervention, when necessary, with redirection

Example of techniques and strategies used:

- Withholding attention or ignoring used only in response to behaviours that are "attention seeking."
- Redirect (to appropriate activity): change circumstances or environment which causes unwanted behaviour, offer choice when appropriate.
- Natural and logical consequences: Natural consequences result "naturally" from inappropriate behaviour choices. Adult does not intervene. SAFETY always considered.
- Logical consequences are related or are somehow fitting for the behaviour.
- Logical consequences are imposed by the adult i.e.: a child who is pushing other children off a climbing toy is not allowed to play on it for ___ minutes. Once child has experienced the consequence, do not lecture, or sympathize.

To the educators at Leap Forward Childcare, guidance describes the teaching/learning process by which children develop socially and mature. We assist children in developing self-control, self-confidence, and ultimately self-discipline and sensitivity to their interactions with others. Underlying our approach is the recognition that each child is a unique individual, and that the child's experience, environment, developmental level, and culture influences his/her behaviour.

AGGRESSION POLICY

Leap Forward Childcare has a low tolerance for overly aggressive acts shown by children in our care. Our aggression policy is intended to keep the children in our care physically and emotionally safe.

Some examples of overly aggressive acts include biting, pushing with excessive force, choking, or hitting. If a child is noted doing one of the above acts, the parent will be notified. If necessary, a meeting will be set up to discuss strategies around how to eliminate these behaviours. If the child continues to be overly aggressive and the preventative strategies are not helping, the family will be asked to withdraw their child from the center without notice. No refund will be provided.

Our educators work together as a team. They are fully aware of the typical development of children and their behaviours. Leap Forward Childcare will not be asking families to leave for minor behavioural challenges. This policy has been put into place to keep the children safe.

TERMINATION OF CARE POLICY

Families wishing to terminate care are required to give two full calendar months of written notice. Notice to terminate care must be provided via email to info@leapforwardlangford.com. As per our payment policies, families who fail to give two full calendar months of notice to terminate care will be responsible for the subsequent month's fees.

Leap Forward Childcare reserves the right to terminate a child's care without notice and without reimbursement of fees for the following reasons:

- A child
 - uses violence or bullying tactics towards another child in care or a staff member.
 - causes damage to Leap Forward's property (payment for all damage to be paid in full by the registering parent/guardian)
 - is not adjusting well to LF's environment.
 - has additional support needs and we are not able to meet those additional support needs within our accustomed staffing ratios.
 - has a one-to-one support worker in place, but despite this additional support, the child's support needs continue to exceed what is in place and available despite our best efforts.
- A child's parent.
 - requires more flexibility than the centre can provide.
 - is disrespectful or threatening towards a LF staff member (including management)
 - intimidates or harasses a LF staff member (including management)
 - spreads inflammatory and/or slanderous information about LF
 - is unhappy with the care that is being provided to their child despite LF's many attempts to problem solve.
 - is not adhering to the daycare policies.
 - Causes damage to Leap Forward's property (payment for all damage to be paid in full by the parent/guardian causing the damage)
- Leap Forward Childcare
 - is not a suitable fit for the family/child.

- The child/family
 - is not a suitable fit for Leap Forward Childcare.

Please rest assured that Leap Forward Childcare does not impulsively or vindictively terminate care. We respect and value all our families.

MINIMUM TWO MONTH COMMITMENT POLICY

Leap Forward Childcare requires a minimum two-month enrollment commitment.

GATE CLIP POLICY

The gate clip must ALWAYS be in place. Should failure to replace the clip become a repeated event by the same drop-off or pick-up person, for the safety of the children, discontinuation of service by Leap Forward Childcare may be considered.

PARKING LOT POLICY

While in Leap Forward Childcare's parking lot children under the age of 6 MUST be holding an adult's hand until they are either safely in a vehicle or off the premises.

Children under the age of 6 are not permitted to be left alone on the property. This includes in vehicles (locked or otherwise), in the alley, backyard etc.

RELEASING A CHILD POLICY

"Pick-Up List"

Leap Forward childcare will only release children to persons on their "Pick-Up List" ***who can provide government issued photo identification***. For this reason, we ask that parents ensure that anyone who they send to pick-up their child from Leap Forward Childcare has been added to their child's "Pick-Up List" prior. We cannot accept phone calls or written notes with requests to add people to a child's "Pick-Up List". Persons who are to pick-up a child must be either physically added to the "Pick-Up List" or sent via email to info@leapforwardlangfopr.com by the registering parent/guardian.

We require at least two people on a child's "Pick-Up List".

A child will not be released to an allegedly impaired person on the "Pick-Up List".

Custody Agreements

Please note that we must have a custody agreement on file or a letter from the child's/parent's social worker if there is one parent who is not allowed to pick up his/her child. If this person were to arrive to pick-up their child, the child would be released and the guardian/other parent/social worker/police would be notified. We are unable to legally withhold a child from their parent.

Alleged Impaired Parent/Guardian

If it is believed that a child would be at risk after being released into their parents/guardian's care, the educator would offer to call an alternative person to assist with the pick-up. If the offer were refused, the police would be notified. We are unable to legally withhold a child from their parent.

There are no exceptions to our "Releasing a Child Policy".

FIRE AND EARTHQUAKE EMERGENCY PROCEDURES

Fire

In the event of a fire, the children will be called together. We will gather by an exit. A head count will be taken. After being assured all the children are present, the attendance sheet, emergency kit and cell phone will be taken with the children to safety. After the children safely exit the building, an educator will call 911 from the cell phone. The ECE will double check the rooms in the centre for remaining persons. They will close the doors on their way out of the building. Regular Fire Drills take place once per month.

Earthquake

In the event of an earthquake, the children will be asked to go under a table and hang on to a table leg with one hand and place the other over the back of their heads. We will all stay inside the center. Staff will prepare the children before and after by calmly talking them through what will take place. When the aftershock has passed, we will go to the children and assess those who may be injured. The injured will be cared for first. Attendance will be taken. When the children are settled, damage to the building will be assessed and a decision will be made to decide if it is safer to remain inside or to move the children to lot on the corner of Goldstream Ave and Peatt Road, located across from Leap Forward. A notice will be posted on Leap Forward's entrance door if we must vacate. We will wait for authorized persons to collect the children. Emergency Disaster Drills take place once per year.

HOURS AND CLOSURES

Hours of Operation

Leap Forward Childcare is open Monday to Friday 6:30am to 5:30pm. Monthly fees are based on a consistent eight-hour window of care. A larger window of care is available for an additional monthly fee.

We ask that parents arrive by their agreed upon pick-up time. For each minute past the agreed upon pick-up time there is a late pick-up charge of \$1 per minute. Though we appreciate a phone call should a parent find themselves stuck in traffic etc., this notification does not disqualify the late pick-up fee of \$1 per minute.

If the parents cannot be reached by telephone and have not called Leap Forward Childcare by 30 minutes after closing, staff will call the emergency contacts on the child's registration form. If no one can be reached, as a very last resort, staff will then contact The Ministry for Children and Family Development. Please call us if you will be late.

For children who have a 5:30pm pick-up time it is important for these parents to note that the centre closes at 5:30pm and all children and parents must have left the building by closing.

Holidays

Leap Forward Childcare is closed on all statutory holidays, Day for Truth and Reconciliation, Easter Monday as well as for a period during the Christmas season and the summer months and for several Pro-D Days throughout the year. Monthly fees incorporate our closures and the fluctuations of the number of days within a month and as such, will remain constant throughout the year.

Extreme weather conditions

For the safety of our families, educators, and the children in care, during extreme weather conditions Leap Forward Childcare will be closed.

A message about the closure will be on our voice mail (778-265-1008) and a notification email and text message confirming the closure will be sent to all families. Fees will not be adjusted due to closures during extreme weather conditions.

Power outages

In the rare and unavoidable event of a power outage, the staff will contact BC HYDRO to find out the estimated time of re-connection. If it is estimated that it will take longer than one hour before the power comes back on, we will call all parents to inform them that Leap Forward will be closed for the rest of the day. Power outages that last longer than an hour poses a health and safety risk for the staff and your child. The owners or the manager will call the parents/guardians to come pick-up their children. If the power comes back on and the staff has already begun the calling process, they will call the parents back that have been notified of the closure, to inform them that we will remain open and will not be closing.

ILLNESS AND ADMINISTERING MEDICATION PROTOCOLS AND POLICIES

Vomiting

If a child vomits while in care, immediate pick-up is required (within 45 minutes). Regardless of whether the child vomits at home or while in care, they must remain away from Leap Forward Childcare until one full day has passed without another occurrence. For example, if a child vomits at 10:00am on Monday, they can return on Wednesday morning if they have not vomited again without the aid of medication.

Diarrhea

If a child has diarrhea while in care, immediate pick-up is required (within 45 minutes). Regardless of whether the child has diarrhea at home or while in care, they must remain away from Leap Forward Childcare until one full day has passed without another occurrence. For example, if a child has diarrhea at 10:00am on Monday, they can return on Wednesday morning if they have not had diarrhea again without the aid of medication.

Leap Forward Childcare considers a child to have diarrhea if he/she has two or more loose, watery BM in four hours or less.

Fever (100.4 F or 38 C or higher)

If a child develops a fever while in care, immediate pick-up is required (within 45 minutes). Regardless of whether the fever develops at home or while in care, the child must remain away from Leap Forward Childcare until one full day has passed maintaining a normal body temperature (between 97.7 F and 99.5 F or 36.5 C and 37.5 C). For example, if a child develops a fever at 10:00am on Monday, they can return on Wednesday morning if they have been home with a normal body temperature for a minimum of 24 hours without the aid of medication.

Leap Forward Childcare considers a child to have a fever when their temperature is at 100.4 F or 38 C or higher.

Croup

If you suspect that your child may have contracted croup, we are requesting that you please following the steps below:

1. Notify the daycare immediately if you suspect your child may have croup.
2. Have your child seen by a doctor to confirm the diagnoses.
3. Upon a confirmed diagnosis, keep your child away from the daycare until a **minimum** of five days have passed. Please also ensure they are completely symptom free.
4. Prior to returning to daycare, we are also requesting that a doctor's note be provided stating that the child is no longer contagious with croup.

Lice

If a child contracts lice, please complete the following.

1. Notify the daycare.
2. Immediately treat the lice with a solution to kill the lice and eggs.
3. Comb out all eggs and nits from the child's head so that ALL signs of the lice are gone.
4. Treat all members in the household, as well as bedding and household surfaces where lice may be present.
5. Children may return to Leap Forward Childcare 24 hours AFTER treatment and when all signs of lice are gone.

Pneumonia

A child who has been diagnosed with pneumonia and has been prescribed medication must be kept away from the daycare until a **minimum** of 48 hours has passed since starting the medication.

A child who has been diagnosed with pneumonia and has not been prescribed medication must receive a doctor's note stating that they are no longer contagious with pneumonia before they can return into care.

Pinworms

If you or your child's care provider suspect that your child may have contracted pinworms, please follow the steps below:

1. Notify the daycare immediately.
2. Have your child seen by a doctor to confirm the diagnoses.
3. Upon a confirmed diagnosis, keep your child away from the daycare until a **minimum** of 24 hours has passed since the 2nd treatment (taken 2 weeks after the 1st treatment).
4. Prior to returning to daycare provide a doctor's stating that the child does not have pinworms.

Constant Runny Nose

Children with a constant runny nose requiring a staff member's assistant are not permitted to attend daycare.

Leap Forward Childcare considers a child to have a constant runny nose if a staff member needs to wipe the child's nose, then wash their hands, and the child's hands and face and sanitize any surface and toys their mucus encountered 3 times per hour or more while inside.

For children who have a constant runny nose due to allergies, an exception **may** be made by the manager. In this case, a doctor's note confirming the child's runny nose is due to allergies and is not contagious would be required for every occurrence.

Constant Cough/Long Lasting Cough

Children with a constant cough who cough openly into the breathing space of others are not permitted to attend daycare.

Leap Forward Childcare considers a child to have a constant cough if the child has coughing fits (clusters of coughs one after the other) into the breathing space of others 3 times per hour or more.

For children with a long-lasting cough, an exception **may** be made by the manager. In this case, a doctor's note confirming the cause of their long-lasting cough and that it is not contagious would be required.

Immunizations

Children must wait until a full day has passed before returning to daycare after receiving immunizations of any kind. For example, if a child received their 12-month immunizations on Monday at 9:00am they would be permitted to return to daycare on Wednesday.

Unexplained Skin Condition

If a child has an unexplained skin condition while in care his/her parents will be called for immediate pick-up. A child who arrives to daycare with a skin condition requires a doctor's note confirming what the skin condition is, as well as confirming the condition is not contagious before returning to the centre with the unexplained skin condition. Alternately the family could choose to wait until the condition is no longer present before returning their child to the centre.

Warts

Children are not able to attend LF with untreated, uncovered warts. Please note the following must take place before a child with wart/s returns to care:

- 1.) All warts (including molluscum Contagiosum) must be treated
- 2.) All warts must be securely covered with an adhesive bandage/tape
- 3.) A note from the doctor stating the wart/s have been treated provided

Please speak with the daycare manager for warts that will require multiple treatments.

Extreme lethargy and sleepiness

Parents will be called to pick-up their child if they are excessively sleepy, lethargic or obviously suffering and attempts to remedy the situation were unsuccessful. Children who are obviously suffering are unable to fully participate in the program.

Chickenpox or Hand Foot and Mouth Disease (HFMD)

Parents whose children contract Chickenpox or HFMD are required to follow the steps below to limit the transmission of these highly contagious illnesses. We are unable to make exceptions or shorten the length of time a child is to remain away from the center.

1. Inform Leap Forward Childcare via email if it is suspected that your child has Chickenpox or HFM-Disease
2. If possible, have a doctor confirm a diagnose of Chickenpox or HFM-Disease. Doctor's confirmation of illness is appreciated but not required.
3. Children are required to have alternative childcare for a minimum of SEVEN DAYS. **Please note that DAY ONE is considered as the day Leap Forward Childcare receives email notification of the suspected or confirmed Chickenpox or HFM-Disease AND/OR the day that a child is sent home due to suspected Chickenpox or HFM-Disease.**
4. A child may return to Leap Forward Childcare on Day Eight if all spots have entirely crusted over.
5. If all spots have not crusted over the child must remain home, even if seven days have passed until they have all crusted over.
6. Doctor's note is not required.

Impetigo

1. Children who contract impetigo must take antibiotics for a minimum of 48 hours and return once the sores are no longer weeping **and** a doctor's note has been provided confirming they are no longer contagious with impetigo.
2. Children whose sores have disappeared entirely do not require a doctor's note to return to care.
3. Children who have not been prescribed antibiotics must remain away from daycare until all sores have disappeared.

Pink Eye

Should any child show signs of Pink Eye parents/guardians will be called for immediate pick-up. The child can return when they no longer have Pink Eye **and** absolutely no signs of Pink Eye. Though we do not request a doctor note prior to a child returning after having Pink Eye we do ask that the child not return until the ***Pink Eye and all its symptoms no longer exist***. This applies to children who have been on

antibiotics and children who have not.

Medication, Injuries, and other Conditions:

- **Antibiotics:** Children on antibiotics must wait 24 hours after the first dose before returning to daycare.
- **Eye drops:** Leap Forward Childcare does not administer eye drops.
- **Medication:** Parents must complete a “Permission to Administer Medication” form should their child require **prescription or non-prescription** medication while at Leap Forward Childcare. Medication will only be administered by staff when supplied by the parent, in the original container (or prescription container) and only if the “Permission to Administer Medication” form is filled out and signed. Doctor’s instructions must accompany all medications stating the exact amount and when medication can be administered and for how many days.
- **Prolonged Teething Symptoms:** Please provide one doctor’s note stating the name of the drug, the amount of drug, time intervals the drug should be administered and for what teething symptoms. Leap Forward Childcare can keep Doctor’s notes for teething on file for a maximum of one year.
- **“Masking Symptoms”:** Leap Forward Childcare will not give a child medication to mask symptoms that would require the child to have alternative childcare. For example, we cannot give a child medication to prevent fever, vomiting or diarrhea.
- **Emergency Medication:** To ensure that a child who requires emergency medication has it available when needed, a “daycare medication” that stays at the centre 24/7 must be supplied. A child who requires emergency medication but does not have a “daycare medication” will remain out of care until one is provided.
- **Sunscreen:** Educators will apply sunscreen that parents have provided for their child prior to outside play. Should a child not have sunscreen available, when necessary, educators will call parents to bring sunscreen for their child.
- **Minor cuts and wounds:** If your child receives a minor cut or wound while at Leap Forward Childcare, the wound will be cleaned and, covered with a bandage. Parents will be notified at pick-up of very minor injuries. Parents will be notified with a phone call for more serious injuries.
- **Head Injuries:** Immediate pick-up is required if a child receives a head injury that causes excessive prolonged crying, deep bruising, a large bump, bleeding, dizziness and/or sleepiness.
- **Other:** All other symptoms and conditions (e.g., Scabies). Families can address specific questions or concerns to the daycare manager.

When will a staff member call the child’s parents?

- **Any injury involving the child that is more than a minor cut or scrape** – This does not mean the parent must pick the child up it simply means the parent will be notified immediately of any injury

their child receives while at Leap Forward Childcare that is more than a minor cut or scrap. The pick-up person would be informed of incidents such as a minor cut or scrape at pick-up.

- Staff will document all injuries and incidents in their programs “incident log”. If the incident was more than a minor cut or scrape or if their child showed overly aggressive behaviour, a staff member will request that the pick-up person signed these at pick-up if possible or upon drop-off the next day.

When will staff request the parent to pick-up their child?

- **Any injury that may require a doctor’s immediate care** –If a staff member feels uncomfortable caring for the child after an injury the parent will be called to pick their child up immediately and suggest a visit to the doctor.

What injuries are reported to daycare licensing?

- **Any injury that occurred while at Leap Forward that required the medical care of a doctor** –If a child is seen by a doctor because of an injury that occurred at Leap Forward Childcare we ask that the parent please inform the manager immediately.
- **Staff will report all injuries to the manager**- The manager is responsible for reporting injuries to daycare licensing. She will also fill out an “incident report” and fax it into daycare licensing. This will also be followed by a phone call.

When will a staff member take a child to the hospital?

- A child will not be taken to the hospital by a staff member.

When will staff call 911?

- **Semi-conscious or Unconscious person** – who does not respond when shaken.
- **Breathing difficulty** –if the person is unable to speak or cry.
- **Abdominal pain** – that is severe.
- **Bleeding** – that does not stop after a few minutes of continuous pressure.
- **Back pain (severe)** – after a fall
- **Choking** – if the person is unable to talk, cry or breathe.
- **Convulsions or fitting** – or if they have no history of convulsions.
- **Headache (severe)** –with or without loss of function of arm or leg.
- **Pain (severe) after a fall or injury** – if the person is unable to sit up, stand or walk.
- **Drug overdose or poisoning** – whether for sure or just suspect an overdose.
- **Allergic reaction** – especially with difficulty breathing or loss of consciousness.
- **Trauma (injury)** – which is severe, especially to the head, neck, chest or abdomen.
- **Hypothermia or heat stress** – which is severe.
- **Missing Child**- Staff will call 911 immediately.

PANDEMIC POLICY

Childcare programs in BC are licensed and regulated through the Ministry of Health, childcare licensing. As a result, Leap Forward Childcare may be directed by a childcare licensing officer to close operations

during a pandemic or other communicable disease outbreak. Leap Forward Childcare will follow all directives provided from the Ministry of Health. The legal authority to close a childcare program for public health reasons falls under the purview of the local Medical Health Officer and the Provincial Health Officer and their decision overrules any decision to stay open that an individual daycare or parents may wish to make.

Childcare ratios are required during operation, regardless of a pandemic or communicable disease outbreak. If enough employees are unable to come into work or are in a quarantine and ratio is not able to be met, Leap Forward Childcare may require reduced operational hours or rotating days off between children. This decision would be made as required, and would be communicated with parents in writing, via email.

Health and wellness policy

Our health and wellness policy continues to apply during a pandemic or communicable disease outbreak; however, additional restrictions may apply, based on government / licensing officer directives. This may include, but is not limited to, extending our required at-home “symptom free” time period following any symptoms or requiring children with symptoms - *even if they are feeling well and have plenty of energy* - to remain at home. Any temporary changes to our health and wellness policy during a pandemic / outbreak will be communicated in writing, via email, and will link to the authorized source of information that our temporary change is based on.

Additional cleaning

In the event of a pandemic or communicable disease outbreak, Leap Forward Childcare, while in operation, will follow additional cleaning measures. This includes:

- Using a Ministry of Health-approved sanitizing solution within the program twice a day, to sanitize the facility and all equipment. Information about approved sanitizing solutions can be found here [2019 Novel Coronavirus \(COVID-19\) BC public health guidance for schools and childcare programs](#) (page 10)
- Any food provided by our program will be served directly to children rather than a family-style or buffet style snack or meal service.
- Increasing handwashing and using social stories and direct teacher instruction with children to promote healthy handwashing habits.

Fees during pandemic / communicable disease closures

In the event of a short-term closure due to a pandemic or communicable disease outbreak (less than 30 days), fees are due and payable as per usual operations. Fees payable during closures exceeding 30 days will be determined on a case-by-case basis.

Fee reductions such as the CCFRI or ACCB are provided through MCFD and may or may not be provided during required pandemic or communicable disease closures. Parents may directly contact the MCFD office at 1 888 338-6622, to discuss MCFD’s policy regarding CCFRI or ACCB payments; this decision is outside of Leap Forward Childcare’s authority.

Individual exclusions

If the Ministry of Health provides a regional or provincial quarantine recommendation for individuals - be it due to international travel, linked to potential exposures, or linked to individual symptoms, Leap Forward Childcare will require all families and children to comply with this recommendation. In the

event this occurs, the Ministry of Health will provide our childcare program with written information; this recommendation will be shared directly with families. These exclusions will apply equally to all children, families and employees.

Authorized sources of information

A pandemic or localized communicable disease outbreak is subject to governance by official sources: our childcare licensing officers, the Ministry of Health, Ministry of Children and Families, and the federal government. While we appreciate that social media and news sources provide an extensive amount of information, we will respond to official, authorized sources of information only.

A non-biased, inclusive approach

Fear-based responses in times of pandemic or communicable disease, have historically led to actions stemming from bias and self-protective measures. Not only can these measures lead to conflict between parents, childcare educators, and community members, but they can also lead to actions rooted in racism. Leap Forward Childcare has an inclusive-based approach and works to be a safe space for all families and children; we will not tolerate acts of racism or bigotry towards any parent, child, employee, or community member. Any such acts may be subject to an immediate dismissal from our program.

Covid19

Information about COVID-19, including advice and guidance to schools, is regularly updated on the BC Centre for Disease Control site. Information on Covid2019 and current recommendations from the health authority are found here:

[2019 Novel Coronavirus \(COVID-19\) BC public health guidance for schools and childcare programs](#)

The provincial pandemic plan can be found here:

[British Columbia Pandemic Provincial Coordination Plan](#)

COVID-19 POLICY

At Leap Forward childcare hands are washed as follows:

- Before and After Meals
- After outside Time
- After diaper changes/use of bathroom/assisting with bathroom routines
- After blowing nose, coughing, or sneezing
- After touching mouth, eyes, ears, nose
- After cleaning
- After removing gloves
- After handling garbage
- After contact with bodily fluid (runny nose, spit, blood, vomit etc.)

At Leap Forward Childcare sanitization takes place as follows:

- Using Viper or a bleach solution all toys and surfaces as well as the entire kitchen areas are sanitized twice per day.
- Using Viper or a bleach solution the bathrooms are sanitized twice per day.
- Using Viper or a bleach solution diapering surfaces are sanitized after each use.
- Bedding is used only for one child and cleaned at minimum once per week.
- Toys that require laundering to sanitizes (stuffed toys, dress-up cloths etc.) are limited.

At Leap Forward Childcare, staff, children, and parents/guardians are excluded as follows:

- Anyone with a constant runny nose, constant cough, fever at or above 38 degrees, vomiting or diarrhea, extreme lethargy
- For 5 days after being diagnosed with COVID-19, with day one being the day after the positive Covid test and day 6 being the return to daycare date.

At Leap Forward Childcare other precautions take place as follows:

- Staff members/parents/guardians are provided with hand sanitizer
- Tours take place after hours.
- Visitors are not permitted inside during daycare hours.
- All staff members are double vaccinated against Covid-19.

PARENTAL RESPONSIBILITY

We look forward to working together with each parent to provide quality care to their child. So, in the spirit of working together, the following guidelines are provided.

- Drop-offs after 9:30am are not permitted as it is disruptive to our program.
- Parents are welcome to come by Leap Forward at any time to pick up their child if it is within their chosen and agreed upon hours of care. Please keep in mind that pick-ups between 12:00pm and 2:00pm are disruptive. This is because the children are asleep or enjoying a peaceful quiet time during this time and pick-ups are disruptive. It is preferable that a parent pick-up before or after nap time rather than during it.
- Parents are responsible for providing all food and drink, (except water) that their child requires while at Leap Forward Childcare.
- Parents are responsible to bring and mark all personal items and bottles/sippy cups.
- When parents are in the centre, then their role of parent is assumed.
- Due to potential choking hazard, we ask that parents do not send their child to daycare wearing necklaces of any kind, beaded bracelets, beaded anklets, or beaded hair accessories. Any item on a child's body that the educators feel could potentially cause harm to a child will be removed. If there is no fastener the item will be cut off. This is for the safety of all the children.
- Children's hair must be out of their eyes and nails must be trimmed as it is a potential safety concern.

TOYS FROM HOME POLICY

We ask that parents do not bring toys from home to Leap Forward Childcare unless it is a necessary comfort item such as a blanket or teddy to be used primarily at nap time. Comfort items will be kept with the child's bedding and provided at naptime and as necessary.

PET POLICY

From time-to-time Leap Forward may have pets visit the centre and spend time with the children and staff. This includes but is not limited to educator Vicky's chihuahuas Sage and Lily. All pets that spend time at Leap Forward Childcare are friendly and well socialized and have all vaccinations up to date.

Children and pets are always supervised. Hands are washed immediately after touching any pets.

CHILDREN'S ARTWORK

Artwork is placed into a scrapbook to be sent home once full. Scrapbooks contain artwork, pictures and messages from staff members.

CHECK LIST OF ITEMS TO BRING

- Sippy cup or water bottle (to stay at the centre)
- Hat appropriate for the weather
- Mittens (Sept-April)
- Size large latex free disposable gloves
- Sunscreen
- 3 pairs Socks
- 3 pairs pants/shorts
- 3 T-shirts
- Light sweater
- 2 Muddy buddy (a full body one-piece rain proof outfit with a hood)
- Rain boots
- Inside closed toe, rubber soled shoes or Robeeze (no laces please!!)
- Outside closed toe rubber soled shoes (No crocks, no sandals, and no laces please!!)
- Soother and an extra one if he/she uses these.
- Comfort item if he/she uses these.
- Several pairs of Underwear or training pants if he/she is potty training.
- Diapers or Pull-up
- Wipes
- Diaper cream
- Earthquake/Emergency Kit

Individual Earthquake/Emergency Kits

Families must provide for their child/children in a large Zip Lock Bag an Emergency Kit. Below are a few items that you may want to include.

- Snacks
- Bottle of water
- Emergency blanket (can be bought at Canadian Tire)
- Small toy
- Letter/picture from mom/dad/guardian to provide comfort.
- Small flashlight

Parents are asked to label all items. All the above items must always be available for children in care.

PAYMENT POLICIES

- **Monthly Fees**-All fees paid are non-refundable, without exception. Monthly childcare fees are due on the 1st of each month including when the 1st of the month lands on a weekend or a holiday.

Payment can be addressed to Leap Forward Childcare or 0891256 BC LTD. Payment for childcare fees

can be provided through e-transfers or certified cheque.

- **Yearly Fee Increase and Annual Administrative Fee**-Monthly childcare fees will increase each calendar year, typically on June 1st. January 1st and July 1st all families are required to submit an Administration Fee.
- **Late Payment Fee and Late Pick-Up Fee** - There will be a \$5 charge per day for all fees or portion of fees that are late. A late Payment Fee will apply if payment is made after the 1st of the month even if the 1st of the month lands on a holiday or a weekend. There is a late pick-up fee of \$1 per minute.
- **Extended Window of Care Fee**— For families that choose a window of care greater than eight hours per day, there is an additional monthly Extended Window of Care Fee.
- **Fees Due during Child's Absence**-Fees cannot be prorated when a child is absent from the center. Fees that will become due during a vacation are due prior to the vacation. \$5 per day of late fees will apply as usual.
- **Withdrawal**- If a parent wishes to withdraw their child, a written withdrawal notice via email to info@leapforwardlangford.com must be given two full calendar months prior to the day the child will no longer be attending Leap Forward Childcare. For example, a parent should give notice by March 1st if their child's last day will be April 30th. If this parent gave notice after the 1st of the month, for example March 2nd, then the parent would be responsible for the fees for the month of April as well as May.

Should a family provide inadequate notice, meaning payment in lieu of adequate notice would be due, and state that they will not be paying fees owed for the following months in lieu of adequate notice, LF will not continue to provide care. Reimbursement of fees paid would not be provided. In the event of non-payment due to inadequate withdrawal notice, collection of fees will be made.

- **Child Care Fee Reduction Initiative Program**- A monthly grant is available for families who have their children enrolled at Leap Forward Childcare.
- **Penalty for Withdrawal Without Adequate Notice**- Parents are responsible for the fees for two full calendar months that follows the written notice.

The fee reduction initiative grant can only be applied for children that are enrolled. This means that if a family withdraws their child without 2 calendar months of notice, the fee that will be due in lieu of adequate notice is the full monthly fee before the government's fee reduction. For example, if a family gives notice on September 15th that October will be their child's final month of care, they would be required to pay their October fee as usual while care is provided and come November 1st, they would be required to pay the amount equal to the full monthly fee prior to the government's monthly fee reduction as a penalty.

- **Minimum Commitment.** Due to the necessary time required for transition, we do not enroll children into care for less than 2 months. If a family chose to give notice on or before their child's first day of care the fees for the second month would still be owed. For example, a child is due to begin care on September 1st. The family gives notice on August 25th stating that September would be their child's

first and last month of care. This family would be required to pay their childcare fee for September and October.

- **Deposit to Hold a Space-** A deposit equal to half the monthly fee (prior to the government fee reduction) and the registration fee is required to hold a space. This deposit is non-refundable and due at the time of registration. This amount is returned in full during the child's final month of care except in the case of non-payment of fees or inadequate withdrawal notice.

If a family chooses to withdraw their registration with a full calendar month of written notice no additional fees will be owed. For example, if a family that was registered to begin care February 1st provided a written withdraw notice on January 1st, no additional fees would be owed. If a family chooses to withdraw their child without a full calendar month of written notice, then the remaining balance of the fees (prior to the government's fee reduction) will be due on the 1st of the month that their child was registered to start care. For example, if a family that was registered to begin care February 1st provided a written withdraw notice on January 2nd, then the remaining balance of the monthly fees (prior to the government's fee reduction) would be owed.

- **Registration Deposit Agreement-**Leap Forward Childcare allows families who are highly interested in having their child enrolled in the future to complete a Registration Deposit Agreement (RDA) and submit a Financial Deposit (FD). An RDA is an agreement between Leap Forward Childcare and a family. A FD is equal to a half month tuition fee (prior to the government's fee reduction) plus a registration fee.

Leap Forward Childcare will provide a full refund of the Financial Deposit **only** if a space does not become available by the 2nd of the month prior to the last month chosen. On these occasions, if desired by the family, the opportunity to extend the chosen time frame for the next available space is offered.

The family who has completed an RDA and provided a FD agrees to either accept the offered space via email within 48 hours of being offered the space or, should they not wish to accept the space, lose their FD.

- **Affordable Childcare Benefit** - All parents are responsible for ensuring fees are paid in full. This includes the registration fee, the monthly childcare fee, and any late pick-up, and or late payment fee that may accumulate. This applies to subsidized and non-subsidized parents.
- **Fees due during closures-** Fees are due as usual and are not adjusted when the centre closes for statutory holidays, extreme weather conditions, Christmas break, pro-d days, summer break and extreme staff shortages (when more than half the center's staffing is suddenly unavailable).
- **Fees owed after a child has been withdrawn with or without notice-** Fees that are owed after a child has been withdrawn, with or without two calendar months of notice, will be sent to our collection agency, *In-House Receivable Services Ltd.* At this time, the account will be passed over in full to IRS and fees will be due to IRS. Once IRS has been handed the account, Leap Forward Childcare would no longer be involved with the account.

- **Unpaid Fees-** It is up to the sole discretion of the finance manager as to the action taken when fees are due but unpaid. These actions may include but are not limited to, care for the child ceasing until payment has been made, the loss of the child's space without refund for partial payments, deposits to hold a space or RDA agreements.

AFFORDABLE CHILDCARE BENEFIT PROGRAM

For those who qualify, the ACCB program is available to help assist with the cost of their childcare fees. Even if a parent receives the ACCB they are still responsible for ensuring their child's daycare fees are paid in full. This includes the registration fee, the monthly childcare fee, and any late pick-up, and or late payment fees that may accumulate.

Parents are encouraged to contact the ACCB program for more information at 1-888-338-6622

STEPS TO SECURING A SPACE

1. The parent reads the entire Parent Handbook and ensures they understand and can agree to follow all policies.
2. A tour of the facility is arranged (optional, though highly recommended)
3. If a space is available, ***a registration fee is provided***. (This amount is due at time of registration and is non-refundable)
4. If a space is available, the parent ***pays half of the total monthly fee*** (prior to the government's fee reduction). www.leapforwardlangford.com . (This amount is due at time of registration, is returned during the child's final month of care and is non-refundable)
5. If a parent is applying for ACCB, *ACCB Application Form* and *Childcare Arrangement Form* is completed and sent away along with **all** necessary documents. If a parent has paid beyond their parent portion, they will be reimbursed this amount once Leap Forward Childcare has received payment from the ACCB program.
6. Registration Form is completed
7. Child Introduction Form is completed several weeks before care is due to begin.
8. On the child's first day, an Emergency Kit provided and all supplies that will be kept at daycare.