

LEAP FORWARD CHILDCARE
INFANT AND TODDLER PROGRAM PARENT HANDBOOK

Location

2758 Peatt Road Victoria B.C, V9A 2X7

Mailing Address

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Owner's Contact

(250)818-9225 Amber's Cell

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 amount 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. Parent informs the caregivers of

- Child's wake up time
- How his/her previous night's sleep was
- When he/she last ate and drank
- When his/her diaper was last changed.

The parent stays for 30 minutes and then leaves after a short goodbye. The parent is encouraged not to try to sneak out. The child needs to see the parent leave. There may be tears and this is perfectly normal. 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. The child may cry when the parent arrives as well. This too is perfectly normal.

Day Four and Day Five

Child and parent arrive at the usual drop-off time. Parent informs the caregivers of

- Child's wake up time
- How his/her previous night's sleep was
- When he/she last ate and drank
- When his/her diaper was last changed.

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. Parent informs the caregivers of

- Child's wake up time
- How his/her previous night's sleep was
- When he/she last ate and drank
- When his/her diaper was last changed.

After a short goodbye parent leaves and come back at 2:30pm

Day Eight

Child and parent arrive at the usual drop-off time. Parent informs the caregivers of

- Child's wake up time
- How his/her previous night's sleep was
- When he/she last ate and drank
- When his/her diaper was last changed.

After a short goodbye parent leaves and comes back at their usual pick-up time.

DAILY SCHEDULE

6:30am Free Play

- Diaper/Potty

8:45am AM Snack

9:30am Outside Time

- Diaper/Potty

10:45am Dance Studio

- Teacher lead movement and music activities

11:30am Lunch

12:00pm Nap or Quiet Time

- Diaper/Potty

2:15pm PM Outside Time

3:15pm PM Snack

- Art and Sensory Activities

- Free Play

- Diaper/Potty

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. The sign-in sheet should be filled out by the parent before leaving the Centre. All bottles and soothers must be labelled, and the bottles and lunch refrigerated as necessary.

Upon departure, parents sign the child out, as well as making personal contact with an educator that they are leaving. 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.

Please call the centre by 9:30am on days their child will be late or will not be in attendance.

NUTRITION POLICY

- Our first scheduled mealtime for the Infant Toddler Program is at 8:45am. 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.***
- 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. As we do not control which foods a parent provides for their children, nor the order the children choose to eat the items provide, we suggest parents sending only healthy food choices without treats or "snacks". All foods provided will be offered at each meal/snack time. The children choose the order in which the foods are consumed and how much food is eaten.
- 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.
- 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.

- Please send food in containers that your child can eat out of.
- Small containers of the same item rather than one large container are preferred. This will avoid waste. Due to Food Safe practices, we cannot 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 supervisor.***
- 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 8:45am

Lunch 11:30am

PM Snack 3:30pm

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 – 2:00pm 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 doesn't 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 on the clip board posted on the parent board.

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 angels 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 programming 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.

STORAGE POLICY

While children are in care, families are welcome to leave children's bikes, scooter, folded strollers, and car seats in out ally way between the two chain link gates. Please note that we are unable to accommodate the storage of strollers that do not fold and adult bikes.

SCREEN TIME POLICY

Screen time is not part of Leap Forward Childcare’s programing.

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 limits 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 do not seem to be helping, the family will be asked to withdraw their child from the center without a one-month 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 typical 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 one full calendar month 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 one full calendar month 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
 - 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
 - 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

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 for children under the age of 36 months.

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 at all times until they are either safely in a vehicle or off the premises. Should failure to ensure children under 6 are holding an adults hand while in the parking lot 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.

RELEASING A CHILD POLICY

Pick-up persons

Leap Forward childcare will release children to persons on their "Pick-Up List" only ***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 emails, 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 added to the list by the parent/guardian only.

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

If an unauthorized person arrives to pick up a child, we will not release the child. It will be explained to the unauthorized person that it is our policy that no child is to be released without first being added to the child's pick-up list. If any difficulties arise, the police will be contacted for assistance. 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.

Alleged Impaired pick-up persons

It is Leap Forward Childcare's responsibility to ensure that children not be released to an authorized person who is unable to adequately care for a child. If it is believed that a child will be at risk, the educator will offer to call an alternative and approved pick-up person to assist with the pick-up. If the alleged impaired person is driving a vehicle, police will be notified.

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 the church park 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. Full time fees are based on an agreed attendance schedule of nine hours or less in total attendance hours per day. Care of more than nine hours a day is offered with an additional monthly fee.

There is a late pick-up charge of \$1 per minute. For each minute past your pick-up time you will be charged \$1.00. though we appreciate a phone call should parents 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, Easter Monday as well as for a period during the Christmas season. Exact closure dates during the Christmas Season are posted on our website. 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

During the winter months, in extreme weather conditions, Leap Forward Childcare will be closed. To avoid any confusion, parents/guardians can tune into the radio or news when it snows and see if Ruth King Elementary is closed. If they are, we will be as well. We will also leave a voice message about the closure on our answering machine and send a notification email confirming the closure to all families asap. 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

Leap Forward Childcare requires that children who present with the following symptoms have alternative care until they are symptom free for 24 hours without the aid of medication.

Vomiting

If a child vomits while in care, immediate pick-up is required (within 45 minutes). Regardless of whether they vomited 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.

Diarrhea

If a child has diarrhea while not at the center, he/she needs to be diarrhea free for 24 hours before attending his/her program. If a child has diarrhea while at Leap Forward Childcare his/her parents will be called for immediate pick-up. The child can return to the center 24 hours after the last time he/she had diarrhea. Leap Forward Childcare considers a child to have diarrhea if he/she has more than two loose, watery BM in four hours or less.

Fever (101 degrees or higher)

Anytime a child presents with a fever his/her parents will be called for pick-up. The fever's trigger is irreverent. Children with a fever are unable to safely participate in a childcare program.

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 1st treatment (2nd treatment taken 2 weeks later).
4. Prior to returning to daycare provide a doctor's stating that the child does not have pinworms.

Long lasting or persistent cough and/or constant runny nose with green or yellow discharge

Children with a constant runny nose with green or yellow discharge may not attend the centre. Children who have a constant runny nose due to allergies may continue to attend the centre if a doctor's note is provided confirming the child's runny nose is due to allergies and not illness.

Children with a long lasting and/or persistent cough may require a note from the doctor stating the cause of their long lasting or persistent cough and that it is not contagious in order to remain in care.

Warts

Children are not able to attend LF with untreated uncovered warts. All warts must be treated by a physician and retreated as necessary. All warts should be securely covered with an adhesive bandage/tape before the child returns to LF. A note from the doctor stating the warts have been treated will be necessary before the child returns to LF. Please speak with the daycare manager for warts that 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 individual exceptions or shorten the length of time a child is to remain away from the center.

1. Have a Doctor confirm a diagnose of Chickenpox or HFM-Disease
2. Immediately inform Leap Forward Childcare of the confirmed diagnosis
3. Children are required to have alternative childcare for a minimum of SEVEN FULL DAYS once the parents have informed Leap Forward Childcare of diagnosis of Chickenpox or HFM Disease. **Please note that the seven days begins on the day that a parent informs Leap Forward Childcare of the Doctor's confirmation of the illness.**
4. A child may return to Leap Forward Childcare on Day Eight if all spots have entirely crusted over **and** they have a Doctor's note confirming they are no longer contagious.
5. If all spots have not crusted over the child must remain home, even if 7 days have passed.

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 of 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 does 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. Doctors 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 is able to 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, yellow/green runny nose, vomiting or diarrhea.
- **Emergency Medication:** Leap Forward Childcare must always have any emergency medication prescribed to a child on the premises. Should a child who requires emergency medication arrive to Leap Forward Childcare without their medication his/her parents will be called immediately to either bring the medication to Leap Forward Childcare or to pick their child up.
- **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 with a saline solution, covered with a bandage and a kiss "to make it all better" will be given to the wound. 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** – It is better to be safe than sorry. If a staff member feels uncomfortable caring for the child after an injury the parent will be called to pick their child up immediately. A staff member will tell the parent exactly what happened. They will not give their opinion. They will suggest to the parent that they should have their child seen by a doctor. Only a medical professional should be giving diagnoses. The parent can then decide whether or not to seek a doctor's care.

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 their supervisor**- 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 doesn't respond when shaken.
- **Breathing difficulty** – especially if the person is unable to speak or cry
- **Abdominal pain** – that is severe and undiagnosed.
- **Severe Bleeding** – that does not stop after a few minutes of continuous pressure.
- **Back pain (severe)** – after a fall
- **Burns** –especially if the person has difficulty breathing.
- **Choking** – especially if the person is unable to talk, cry or breathe.
- **Convulsions or fitting** – or if they have no history of convulsions
- **Drowning, near drowning**
- **Headache (severe)** –with or without loss of function of arm or leg.
- **Motor vehicle accidents** – if you think someone has been injured.
- **Industrial accidents** – where a person is injured or trapped.
- **Suicide attempt.**
- **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.
- **Diabetes** – if the person is not fully awake or not behaving normally.
- **Allergic reaction** – especially with difficulty breathing or loss of consciousness.
- **Electrical shock** – of any kind.
- **Trauma (injury)** – which is severe, especially to the head, neck, chest or abdomen
- **Meningococcal disease** – if symptoms indicate possible infection.
- **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 child care 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

In the event that 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](#)

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.

- We request that parents call us before 9:30am on days their child will be late or not in attendance. After 9:30am if parents have not called us by 9:30am, we will assume that their child will not be in attendance that day. This may mean that if a child shows up for care after 9:30am and the caregiver has not been notified that they will arrive late, the child may not be able attend that day due to staffing being adjusted. Please call us before 9:30am if your child will not be in attendance or will be arriving late. We are not able to accommodate drop-offs between 12:00pm and 2:00pm. Please do not use email to inform absences or late arrivals. Please speak directly with your child's teachers.
- 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.
- If a parent sees another child in need of guidance or redirection, we ask that they please do not correct this child. The educators must always assume this role when the child's parent is not present.
- 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.

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.

CHILDREN'S ARTWORK

Please check your child's art folder daily. Every Friday afternoon art that is remaining in the folder will be recycled.

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
- 2 pairs Socks
- 2 pairs pants/shorts
- 2 T-shirts
- Light sweater
- Muddy buddy (a full body one-piece rain proof outfit with a hood)
- Rain boots
- Inside closed toe, rubber soled shoes or Robeeze
- Outside closed toe rubber soled shoes
- Soother and an extra one if he/she uses these
- Blanket or 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**— Monthly childcare fees are due on the 1st of each month. If the 1st of the month lands on a weekend or a holiday and payment has not been made prior, the drop-box outside the office can be used to submit payment. For parents receiving ACCB the parent portion of the childcare fees are due on the 1st of each month of care.

Payment can be addressed to Leap Forward Childcare or 0891256 BC LTD. Payment for childcare fees can be provided through e-transfers or cheques.

- **Late Payment 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. Payment can be submitted on holidays and weekends by using the drop-box outside the office.
- **Late Pick-Up Fee**- There is a late pick-up fee of \$1 per minute. For each minute past your pick-up time you will be charged \$1.00.
- **Extended Hours of Care Fee**—For agreed upon hours of care with a window of care of more than nine hours per day there is an additional monthly fee. This additional monthly fee is \$25 for 15 minutes, \$50 for 30 minutes, \$75 for 45 minutes and \$100 for 60 minutes or more of additional care per day. We also offer care outside a family's nine hours of care window for \$ 15 for less than 30 minutes and for \$25 for 30 minutes for more.
- **NSF Fee** – An NSF fee of \$50 will apply to all cheques returned NSF.
- **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 a full calendar month prior to the day the child will no longer be attending Leap Forward Childcare. For example, a parent should give notice by April 1st if their child's last day will be April 30th. If this parent gave notice after the 1st of the month, for example April 2nd, then the parent would be responsible for the fees for the month of April as well as

May. Parents are responsible for the fees for one full calendar month that follows the written notice.

Should a family provide notice after the 1st of the month, meaning payment in lieu of adequate notice would be due the following month, and state that they will not be paying fees owed for the following month in lieu of adequate notice, LF will not continue to provide care for the remainder of the month. 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.

- **Minimum Commitment for Children under 36 months.** Due to the necessary time required for transition, we do not enroll children into care for less than 2 months if the child is under 36 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.

Should a family provide state that they will not be paying fees owed for the following month in lieu of adequate notice, LF will not continue to provide care for the remainder of the month. Reimbursement of fees paid would not be provided.

- **Cheques-** Cheques provided at the time of registration are paper shredded when notice is provided or if the monthly amount due changes and new cheques are required.
- **Deposit to Hold a Space-** A deposit equal to half the monthly fee is required to hold a space. This deposit is non-refundable and due at the time of registration.

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. This being said, if a family chooses to withdraw their child without a full calendar month of written notice then the remaining balance of the fees 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 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). A (RDA) is an agreement between Leap Forward Childcare and a family. Leap Forward Childcare agrees that the family with a completed RDA will be offered the next available space. Meaning if a space becomes available during the range of months the family has chosen, the family who has completed an RDA will be offered that space before a family on the wait list.

Leap Forward Childcare will provide a 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 agrees to either accept the offered space within 48 hours of being offered the space or, should they not wish to accept the space, lose their financial deposit.

Notification of an available space is provided by phone as well as email to the guardian/s. The financial deposit is equal to a half month of childcare fees plus a \$50 registration fee. Financial deposits are applied to the first month of care fees.

An RDA is not a guarantee of a space but rather the best possible chances of receiving one during a chosen time frame. Typically, only 2 RDA per program per month are accepted and spaces are offered in sequence. During times of transition/graduation, such as September, additional RDA may be accepted due to the increased number of potential available spaces.

- **ACCB** - All parents are responsible for ensuring their child's LF fees are paid in full. This includes the registration fee, the monthly childcare fee and any late pick-up, late payment and or NSF fee that may accumulate. This applies to subsidized and non-subsidized parents.

It is mandatory that a claim number is provided when ACCB payment is due. If ACCB is due and the claim number has not been provided the child may not be able to attend LF until the claim number is provided. Alternately the parent could pay the ACCB amount that is due so that their child could continue attend. A full refund would be provided to the parent once the ACCB claim number was provided. Please note that our Late Payment Fee applies to ACCB as well. To avoid the late payment fee of \$5 per day, parents must ensure their ACCB claim number is available by the 1st of each month.

If a lower amount of ACCB has been issued than expect, the parent must pay the subsequent additional fees. If payment of the additional fees is not made immediately after the parent has been notified once by phone or email to the phone or email address on file, a late payment fee of \$5 per day will apply.

All forms necessary for ACCB Applications and Renewals, Special Needs Funding and any other documentation that may be required by Childcare ACCB, must be faxed into ACCB by the parent. Leap Forward Childcare does not fax in forms for parents who receive or are applying for ACCB. Signed Childcare Arrangement Forms can be obtained through the office at anytime

Should the LF be waiting on a claim number, the parent is responsible for retrieving the claim number from ACCB and providing this number to LF. This may mean a long wait on the phone when calling 1-888-388-6622.

Parents are responsible for their childcare fees. This applies to subsidized parents and non-subsidized parents. It is the parent's responsibility to see through the renewal and the set-up of ACCB and the payment of all fees.

- **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 a calendar month 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, late payment and or NSF fee that may accumulate.

It is mandatory that the ACCB is in place before care is provided. Also, all forms necessary for the ACCB Applications and Renewals, Special Needs Funding and any other documentation that may be required by ACCB must be submitted to the ACCB program by the parent.

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 Infant Toddler Program Parent Handbook and ensures they understand and can agree to follow all policies.
2. A tour of the facility is arranged.
3. If a space is available, ***a \$50 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*** for their child's first month in attendance. Up to date fees and options are available on our web-site www.leapforwardlangford.com . (This amount is due at time of registration, goes towards the child's first month's fees and is non-refundable)
5. If a parent is applying for the 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. Cheques are submitted for the child's monthly fees.
 - One cheque in the amount of half of the first month's fee plus the \$50 registration fee (dated for the day of registration)
 - One postdated cheque dated for the 1st of the month for the child's first month of care. This cheque is only half the monthly fee. This is because the parent will have already paid the other half at the time of registration.
 - Eleven more post-dated cheque dated for the 1st each month.
7. Registration Form completed
8. Several weeks prior to when care is due to begin, a Child Introduction Form is completed, and a Transition Schedule is arranged (if applicable)
9. On or before the child's first day, an Emergency/Earthquake Kit provided.