

**LEAP FORWARD CHILDCARE**  
**THREE TO FIVE 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**

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**Website Address**

[www.leapforwardlangford.com](http://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 Three to Five Program enrolls 16 children and is licensed and staffed according to 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**

As educators of young children, we respect all children, value, and nurture them each as individuals. Children at Leap Forward Childcare learn through play in a safe, secure, nurturing, child-centred environment. The environment is full of stimulating and developmentally appropriate activities that promote intellectual, emotional, social, and physical development. The development of the whole child is a priority at Leap Forward Childcare. Leap Forward Childcare offers high quality childcare and a program designed to meet the developmental needs of all its children.

At Leap Forward Childcare seasonal and multicultural topics are introduced to the children, as well as topics that include colours, birds, animals, dinosaurs, and bugs. At the beginning of each month a calendar is posted with more details about what topics will be covered and the special events that will occur in that month.

The children are encouraged to develop at their own pace. We help the children to feel confident and to achieve their individual best in all they do. We are focused on helping the children to develop self-control, self-confidence, and self-discipline skills. We are also focused on helping the children develop their short and long-term memory, creative thinking skills, problem solving skills, the ability to follow instructions, and to become comfortable to express their own needs. Our goal is to provide an atmosphere that will give each child a healthy, happy learning experience which they look forward to each day. Leap Forward Childcare wants all parents to feel comfortable leaving their child in our care.

Every day includes activities that stimulate each child's mind. Some of these activities include science, water and sand play, housekeeping, music, group time, art, puzzles, movement classes and baking. Twice a day the children also spend time exploring the outdoors.

Activities, both indoors and outside, are fully supervised and developmentally aged appropriate. We have created a place where children are eager to learn while being cared for in a safe and kind

environment. It is our wish that all the children from Leap Forward Childcare will enter kindergarten feeling self-confident, curious, and happy.

### **DAILY SCHEDULE**

6:30am Free Play  
8:30am Kindergarten Preparation  
8:45am Dance Studio

- Teacher lead music and movement activities

9:30am AM Snack.  
10:00am Circle time  
10:30am Outside time  
12:00pm Lunch  
12:30pm Nap or Quiet Time  
2:15pm Free Play

- Art, sensory and table activities

3:15pm PM snack  
3:45pm Outside Time  
4:50pm 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.

### **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.

Each day there are two scheduled outside times. The children enjoy the fresh air and an extended time of play each morning and afternoon. During these play times, the children not only experience free play but also planned activities lead by the educators. While outside, they enjoy activities that allow them to develop their fine motor and listening skills and imaginations. Some of these activities include bubble blowing, dancing to music and painting. Children at Leap Forward Childcare also enjoy activities that allow them to just be kids, moving as they please. They are given space and activities that encourage running, jumping, marching, skipping, crawling, and turning.

Some of the activities and equipment the children regularly enjoy are as follows: tricycles, balls, cars, trucks, dolls and accessories, kitchen centre and accessories, tool centre and accessories, skipping ropes, hula hoops, bowling games, puzzles, water play centre, sand play centre, chalk, bubbles, picnic centre, musical instruments, and the very popular parachute game.

Our on-site play space has a sturdy 6' fence and covers a space of more than 1800 square feet which wraps around the back of the building in an "L" shape. The children plant flowers and such along the edges and wait patiently, looking each day, to see the exciting growth that has taken place. The ground is often marked or painted with child friendly activities and markings such as Hopscotch and bicycle

paths. Our on-site play space is colourful, safe, welcoming, functional, and inviting for the children, parents, and educators of Leap Forward Childcare.

Leap Forward Childcare is also equipped with an age-appropriate sturdy and safe jungle gym for the children to use at their leisure. 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.

The use of the play space is on a scheduled rotation. This means the Three to Five Program uses the outside space at different times than the other programs in the building. Outside time is cancelled only in extreme weather conditions that would make it an uncomfortable or undesirable experience for the children. At Leap Forward Childcare, we are not afraid of a little rain or the snow!

### **KINDERGARTEN PREPARATION CLASS**

Leap Forward Childcare's Kindergarten Preparation Class is a daily class designed to increase Kindergarten readiness. In this class children are introduced to the pre-reading and pre-math skills that are needed as they enter kindergarten.

Pre-reading encompasses concepts, such as how to handle a book; to recognize letters, words, and sounds; to rhyme words; to recognize their name, to write letters and letter-like shapes and to understand simple sentence structure.

Pre-math encompasses concepts such as: number and quantity; counting, sorting, and classifying of objects; identification of common shapes and the measuring, comparing, and ordering of objects.

All Kindergarten Preparation Class lessons are presented in a FUN way often through songs, games, and stories. All children leave this class with a sense of accomplishment and pride having discovered one more thing they are able to do.

### **MUSIC ACTIVITIES**

*How will Music Activities at Leap Forward Childcare benefit my child?*

We believe music, in the life of a child, provides many benefits. As children make music, listen to music, and move to music through a variety of experiences, they develop creative abilities, attention spans, motor and rhythmic coordination, socialization skills, mental agility, and the ability to process aural information. Music also promotes a positive attitude and encourages self-expression and self-esteem. Music lessons take children into a whole new world of imagination using rhythm, rhyme and harmony. We strongly believe music can transform a child's mind, soul and body. We have found that music can touch deep feelings, often having a calming effect on a stressful child and allowing a happy moment to be more thoroughly enjoyed and expressed.

### **ART ACTIVITIES**

*How will Art Activities at Leap Forward Childcare benefit my child?*

Art Activities benefit all aspects of a child's development. As a child draws and paints, they experiment with color, line, shape, and size. The children use paints, oil pastels, dry pastels, graphite, pencil

crayons, felt pens, watercolor pencils, to make choices, tryout ideas, plan, and experiment. They learn about primary colors, secondary colors, complimentary colors, hues and tones as they learn to mix the colors. Through art, children can express how they feel, think, and view the world. Art can be an outlet for a child to convey what they may not be able to say with words. Involvement with a rich variety of art materials will instil confidence and pride.

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

### **DANCE ACTIVITIES**

How will Dance Activities at Leap Forward Childcare benefit my child?

The benefits of Dance Activities extend into every facet of a child's life. It provides children with an excellent form of exercise – exercise that increases energy and develops correct posture, which is essential to good health and bodily appearance. It also develops the co-ordination, reflex skills, muscle tone, correct breathing, musicality and poise needed for self-confidence. In addition to the physical benefits, dance teaches your child self-GUIDANCE, concentration and dedication. Most importantly dance provides an enjoyable opportunity to express feelings through movement.

### **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-up 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 programing.

### **GUIDANCE POLICY**

At Leap Forward Childcare, guidance centres on respect and responsibility. All children and Educators are encouraged to act respectfully and responsibly towards one another. We use guidelines to ensure a safe and respectful environment for everyone. Educators avoid challenging moment by managing and supervising the environment. They provide clear and consistent limits for children, so they are easily able to learn what an acceptable behaviour is. Educators point out positive behaviours rather than giving attention for negative behaviours. They speak in a positive way so that children will not only be encouraged to listen and respond but will want to. For example, instead of saying "Don't throw sand!" The educator would remind the child that, "The sand is to stays in the sandbox please". A statement with a reason such as, "If the sand is up in the air it may get in your eyes", may be added.

We encourage children to solve their own problems by having them communicate with each other. Educators allow the children opportunity to come up with their own solution to the problem. We remind children to tell each other about how they are feeling. An example of this might be encouraging a child to use an "I" statement to let another child know how they feel. "I am angry because you ran over my building that I worked so hard to build." After this situation occurs, we would try to encourage the child, who ran over the building, to help the other child rebuild their building and work together. For example, an educator might say, "I see Matt is very angry that you ran over his building. What can you do to help him feel happy again?"

When talking to the children we get down to their level and help them resolve their conflict together, acting as a mediator when necessary. We ask open-ended questions to encourage children to problem solve together. For example, "There is only one ball today. Is there a way to use the ball together?"

When a child needs more help, and is not communicating effectively on his own, we intervene by offering him an appropriate choice. This way he is still able to feel responsible for the choice that he makes. For example, "There are some felt pens out that you can colour with, or you can join Jenny playing with the blocks".

We make sure our messages are clear so there are no misunderstandings. We also remind children that we are here to keep each one of them safe and that every child is entitled to their feelings and help from an adult. We point out the natural and logical consequences of their actions. For example, "When you throw the toy and it breaks, the toy can no longer be used."

The child's feelings are always acknowledged and expanded upon. For example, "I see that you are really angry, and you really want that dump truck, but we cannot hurt our friends. Would you like to use the dump truck when Matt is finished using it?"

If other children or adults are at risk of being hurt, the child, who is acting out, will always remain with an educator. We have that child sit or stand next to the staff member and spend some one-on-one time until they can re-join the group. The educator will explain to the child that right now they are not being safe with themselves or their friends, and therefore, they cannot be a part of the group. The educator lets the child know that when he is ready to re-join the group, he can let her know. At this time, the educator briefly discusses what happened and what appropriate behaviours will need to be used to be part of the group again. When the child can re-join the group, the educator will help him to re-join the group, so he feels comfortable, and his self-confidence is not compromised. At times, staff member might take away certain equipment if it is being used dangerously.

Leap Forward Childcare believes guidance is the process by which children learn to develop socially acceptable and appropriate behaviours. At Leap Forward Childcare, we talk the children through difficult social situations. We model appropriate self-concepts and self-control. The children are taught and shown, through example, what to do, rather than what not to do. At Leap Forward Childcare, we believe that regardless of a child's age or developmental stage, they are always deserving of guidance that is respectful and teaches responsibility.

### **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 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](mailto: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.

**NUTRITION POLICY**



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

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

Cheese, meat, noodles, perogies, egg etc. cut into bite sized pieces.

Hard granola bars and cookies cut into bite sized pieces.

Fruit and vegetables cut (soft bananas, pears, peaches, nectarines can be sent whole).

Dried fruit cut into bite sized pieces.

Strawberries, grape tomatoes, and grapes cut in half.

Olives cut in half.

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

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

Nuts and nut butters.

Popcorn

Hard candy

Rice (Sushi is ok)

- Our first scheduled mealtime for the Three to Five Program is at 9:30am. 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.***
- 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 (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. 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.
- 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 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 or food make during Baking Activities, must inform the Manager in writing via email and provide for their child an alternative item to enjoy.***
- Please send for your child in containers and packages that they open on their own. We suggest preopening or snipping the top of difficult to open packages.
- Please note that we have a fridge for storing lunch bags and a microwave for heating foods.

### MEALTIMES

AM Snack 9:30am

Lunch 12:00pm

PM Snack 3:00pm

### BOTTLES AND SOOTHERS

Parents are encouraged to wean their child from their bottle before they are due to attend the Three to Five Program. Due to safe food and drink practices children who have bottles must be seated at the table while drinking them.

Soothers are not permitted in the Three to Five Program.

### NAP/QUIET TIME

Young children get tired, especially in a stimulating environment such as at Leap Forward Childcare. Each day from 12:30pm – 2:15pm is nap/quiet time. The length of nap will depend on the individual child’s age, activity level, and need. Blankets, teddies, and other comfort items are acceptable things brought from home to be used at nap time. No pillows please. 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. We do not keep children awake who need sleep and we do not awake children from their naps before 2:15pm.

12:30pm Children snuggle warm and cozy on their bed.

1:00pm/1:15pm Children who are not asleep are given a “Quiet Bag” full of interesting solo activities.

1:45pm Children who are not asleep are provided with table activities such as play dough and coloring.

2:15pm Lights on, lullaby music off, nap/quiet time is over!

### 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.

## 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](mailto:info@leapforwardlangfopr.com) by the registering parent/guardian.

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 where 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 a 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. 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 provincial and federal holidays 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 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 to 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 2<sup>nd</sup> treatment (taken 2 weeks after the 1<sup>st</sup> 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 FULL 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 need to 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 pain due to illness such as headache or sore throat, coughing, fever, yellow/green runny nose, 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 it is required, 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 (within 45 minutes) 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 scrape. 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 we ask that parents please inform their child's program supervisor or 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 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. In the spirit of working together, the following guidelines are provided.

- We request that children are dropped off by 9:30am. Drop offs after 9:30am are not permitted as they are 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 12:30pm and 2:15pm are disruptive. This is because the children are asleep or enjoying a peaceful quiet time during this time. 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.
- When parents are in the centre, then their role of parent is assumed.
- Children’s hair must be out of their eyes and nails must be trimmed as it is a potential safety concern.

### **CHECK LIST OF ITEMS TO BRING**

- Sippy cup or water bottle (to stay at the centre)
- Hat appropriate for the weather
- 2 Mittens (Sept-April)
- Sunscreen (April-Sept)
- 3 pairs Socks
- 3 pairs pants/shorts
- 3 tops
- Light sweater
- 2 Muddy Buddy (a full body one-piece rain proof outfit with a hood)
- Rain boots
- Warm winter boots (Sept-April)
- Warm winter coat (Sept-April)
- 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!!)
- 3 pairs of Underwear or a package of Diapers/Pull-ups
- Wipes (if in diapers/pull-ups or if assistance with toileting is required)
- Size large disposable gloves (if in diapers/pull-ups or if assistance with toileting is required)
- 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.***

### **SHOW AND TELL” AND 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. Comfort items will be kept with the child's bedding and provided at naptime and as necessary.

The children at Leap Forward Childcare enjoy *Show and Tell regularly*. The children bring an item from home small enough to fit inside a shoes box and have a chance to tell us all about it and why it is so special to them. The item is given to an educator upon the child's arrival and is kept in a bin until Show and Tell.

Electronic items are not permitted. Irreplaceable or expensive items that would cause financial hardship or deep distress if the item were lost or damaged are also not permitted. Leap Forward will not be held responsible for items that get lost or damaged.

### **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**

Children's artwork is collected and arranged in a scrapbook that is sent home once full.

### **PAYMENT POLICIES**

- **Monthly Fees**-All fees paid are non-refundable, without exception. Monthly childcare fees are due on the 1<sup>st</sup> of each month including when the 1<sup>st</sup> 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 1<sup>st</sup>. January 1<sup>st</sup> and July 1<sup>st</sup> 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 1<sup>st</sup> of the month even if the 1<sup>st</sup> 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](mailto: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 1<sup>st</sup> if their child's last day will be April 30<sup>th</sup>. If this parent gave notice after the 1<sup>st</sup> of the month, for example March 2<sup>nd</sup>, 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 month 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 15<sup>th</sup> 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 1<sup>st</sup>, 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 1<sup>st</sup>. The family gives notice on August 25<sup>th</sup> 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 1<sup>st</sup> provided a written withdraw notice on January 1<sup>st</sup>, 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 1<sup>st</sup> of the month that their child was registered to start care. For example, if a family that was registered to begin care February 1<sup>st</sup> provided a written withdraw notice on January 2<sup>nd</sup>, 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 2<sup>nd</sup> 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 provincial and federal 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](http://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.