

**LEAP FORWARD CHILDCARE**

**TODDLER PROGRAM PARENT HANDBOOK**

**Location**

2758 Peatt Road Victoria B.C, V9A 2X7

**Mailing Address**

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

**Owner's Contact**

(250)818-9225 Amber's Cell

**Email Address**

[info@leapforwardlangford.com](mailto:info@leapforwardlangford.com)

**Website Address**

[www.leapforwardlangford.com/childcare](http://www.leapforwardlangford.com/childcare)

## **WELCOME**

Leap Forward is committed to offering high quality childcare in a group setting. Leap Forward Childcare provides a nurturing, child centered program for 28 children 1 to 5 years of age.

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 Toddler Program enrolls 12 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.

Here is a link to a few photos of the centre, [Photos of 2758 Peatt RD Location](#).

## **PHILOSOPHY**

Leap Forward Childcare is committed to nurturing and guiding young children. We provide an environment that fosters growth, trust, security and comfort. Our program offers 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 secure and stimulating environments and a variety of opportunities for children to explore and investigate their world alongside their daycare teachers and friends. Our environment supports an accepting, tolerant and flexible attitude towards others and respect for the natural world.

Leap Forward Childcare offers a "learn through play" program. We believe play is a child's work and that 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 their parent as individuals, to provide a safe environment that will promote growth and to support the parent as the child's primary caregiver.

## **GRADUAL ENTRY**

Attending daycare is an important event in a child's life. For some children, this will be their first group childcare setting. It is natural for children to feel unsettled at first. 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. Gradual entry is a process where during the child's first several weeks they attend the centre with a gradual build-up of hours each day of attendance.

## Eight Day Transition Schedule

### **Day One**

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

### **Day Two and Day Three**

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

### **Day Four and Day Five**

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

### **Day Six and Day Seven**

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

### **Day Eight**

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

## DAILY SCHEDULE

<b>Monday</b>		<b>Tuesday</b>		<b>Wednesday</b>		<b>Thursday</b>		<b>Friday</b>	
6:30	Free Play	6:30	Free Play	6:30	Free Play	6:30	Free Play	6:30	Free Play
8:30	AM Snack	8:30	AM Snack	8:30	AM Snack	8:30	AM Snack	8:30	AM Snack
9:00	Outside Time	9:00	Outside Time	9:00	Outside Time	9:00	Outside Time	9:00	Outside Time
10:15	Free play	10:15	Free play	10:15	Art	10:15	Free play	10:15	Art
10:35	Dance with Amber	10:35	Music with Narges			10:35	Sing -a-long with Lori		
11:00	Gym Time	11:00	Gym Time	10:45	Gym time	11:00	Gym Time	10:45	Gym Time
11:15	Lunch	11:15	Lunch	11:15	Lunch	11:15	Lunch	11:15	Lunch
11:45	Story Time	11:45	Story Time	11:45	Story Time	11:45	Story Time	11:45	Story Time
12:00	Nap	12:00	Nap	12:00	Nap	12:00	Nap	12:00	Nap
2:15	PM Snack	2:15	PM Snack	2:15	PM Snack	2:15	PM Snack	2:15	PM Snack
2:45	Outside Time	2:45	Outside Time	2:45	Outside Time	2:45	Outside Time	2:45	Outside Time

3:45	Sensory Activities Free Play	3:45	Sensory Activities Free Play	3:45	Sensory Activities Free Play	3:45	Sensory Activities Free Play	3:45	Sensory Activities Free Play
4:30	Cracker Time	4:30	Cracker Time	4:30	Cracker Time	4:30	Cracker Time	4:30	Cracker Time
4:45	Free Play	4:45	Free Play	4:45	Free Play	4:45	Free Play	4:45	Free Play
5:30	Closed	5:30	Closed	5:30	Closed	5:30	Closed	5:30	Closed

Above is a sample daily 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 encourages 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 gross and fine motor skills 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.

Children enjoy the use of 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 Infant Toddler Program uses the outside space at different times than the other program 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!

### **MUSIC ACTIVITIES**

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

We believe music provides many benefits. As children make, listen 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 encourages self-expression. Music activities 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. Music can touch deep feelings, often having a calming effect and allowing a happy moment to be more thoroughly enjoyed and expressed.

### **ART AND SENSORY ACTIVITIES**

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

Art and Sensory Activities benefit all aspects of a child's development. As a child explores art and sensory activities they make choices, tryout ideas, plan, experiment and have FUN! Through art and sensory activities, children can express how they feel, think, and view the world. As an outlet for a child to convey what they may not be able to say with words, art and sensory activities can help a child connect to the world around them while instilling self-confidence.

Every 8-12 months a memorable scrapbook is created. Scrapbooks contain artwork a child has created and photographs of a child's time at Leap Forward with their daycare friends and teachers and messages from each staff member who cared for them along the way.

### **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 enjoyable form of exercise – exercise that increases energy and strength. It also develops co-ordination, reflex skills, muscle tone, musicality and self-confidence. Most importantly dance provides a FUN 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 opportunities for the children to investigate a large, bright and open space with their daycare friends and teachers.

The dance studio is equipped with 1500 square foot sprung hardwood floor, 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 regular field trips to the dance studio, 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.

### **NUTRITION POLICY**

- **The following foods must be prepared as noted below:**  
Fruit and vegetables cut into bite sized pieces (bananas/pears can be sent whole).  
Olives, grape tomatoes, grapes 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  
Plain Rice  
Raw Carrots  
Celery
- 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 one meal item per hour the child will be in care.
- We require that parents send lunches and snacks that meet the guidelines of The Canada Food Guide.
- We do not withhold food from a child who is hungry nor force a child to eat who is not hungry.
- Please label food containers, lunch bag and cups with your child's name. Please do not send Thermos containers.
- Drinking water is always available. Please provide a water bottle that can be kept at Leap Forward Childcare. Water bottles are thoroughly cleaned, rinsed, and refilled daily.
- 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.
- 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. ***Parents who do not want their child to have birthday or special occasion treats while in care must inform the Manager in writing via email and provide an alternative treat for their child that can remain in our freezer for these occasions.***
- It is preferred that parents do not pack utensils. We find they easily become confused with the daycare's supply of utensils.

### **MEALTIMES**

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

### **NAP/QUIET TIME**

Young children get tired, especially in a stimulating environment such as at Leap Forward Childcare. Each day from 12:00pm – 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. Some 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.

### **PARTY INVITATION POLICY**

If birthday invitations are handed out at daycare, all children must be invited.

### **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:

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

All enrolled children must demonstrate the four requirements above while in care ***before*** wearing underwear to daycare.

Newly enrolled children who start daycare in underwear must demonstrate the four requirements above within the first week of care. Those who struggle to do so, will wear pull-ups until they are ready to wear underwear at daycare according to the centre's policy.

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

Also, please note that children who develop diaper rashes that cause cracking, bleeding and extreme pain are not permitted to be in care.

### **STORAGE POLICY**

Unfortunately, we are unable to accommodate the storage of car seats, strollers, bikes, and other such items.

### **SCREEN TIME POLICY**

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

### **GATE CLIP POLICY**

The gate clip must ALWAYS be in place.

### **PARKING LOT POLICY**

While in Leap Forward Childcare's parking lot we ask that children under the age of 6 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.

### **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, comforting, setting limits, allowing frustration, allowing exploration, and providing choices. Educators set clear boundaries and offer gentle guidance which fosters a child's sense of security and self esteem. Our consistent and non-threatening approach supports 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.

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 and/or hitting with excessive force, choking. If a child is behaving in an overly aggressive manner, the parent will be notified. If the child continues to be overly aggressive, the family will be asked to withdraw their child from the center without notice. No refund will be provided.

### **TERMINATION OF CARE POLICY**

Families wishing to terminate care are required to provide 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 do not provide two full calendar months of notice to terminate care will be required to pay a penalty equal to the subsequent month/month's fee **prior to the government's fee reduction**.

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 center 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.

### **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 physically added to the “Pick-Up List” or added by request via email to [info@leapforwardlangfopr.com](mailto:info@leapforwardlangfopr.com) by the registering parent.

We require at least two people other than the parents on a child’s “Pick-Up List”.

#### **Custody Agreements**

We do not keep on file nor take on the responsibility of enforcing custody agreements unless there is a parent that is deemed a danger to their child and therefore not permitted access.

Please note that we must have written proof (letter from a social worker, court order etc.) if there is a parent who is deemed a danger to their child. If this person were to arrive to pick-up their child, the child would be released, and the guardian/other parent/social worker/police would be notified.

#### **Alleged Impaired Parent/Guardian**

If it is believed that a child would be at risk after being released into their parent’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.

***There are no exceptions to our “Releasing a Child Policy”.***

### **FIRE AND EARTHQUAKE EMERGENCY PROCEDURES**

#### **Fire**

In the event of a fire, 911 would be called. The educators would gather the children by an exit. A head count would be taken. After ensuring all the children are present, the attendance sheet, and cell phone would be taken with the children to safety. Regular Fire Drills take place once per month.

## **Earthquake**

In the event of an earthquake, everyone would remain inside the center under a table, holding onto a table leg with one hand, the other over the back of their heads. When the aftershock has passed, attendance would be taken. The educators would then decide if it would be safer to remain inside or to move the children outside to the gated parking lot on-site or across the street. Families would be notified, and educators would wait for authorized persons to collect the children. Emergency Disaster Drills take place at least once per year.

## **HOURS AND CLOSURES**

### **Hours of Operation**

Leap Forward Childcare is open Monday to Friday 6:30am-5:30pm.

### **Holidays**

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

### **Extreme weather conditions and unexpected events**

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

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 and unexpected events.

### **Power outages**

In the rare and unavoidable event of a power outage, BC HYDRO will be contacted 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 and continuing to provide care amid the power outage beyond an hour could pose a health risk, we will contact all parents to inform them that Leap Forward will be closed for the rest of the day. If the power comes back on shortly after contacting parents to inform them of our closure, we will reach out again to updated that we will in fact be able to remain open.

## **ILLNESS AND ADMINISTERING MEDICATION PROTOCOLS AND POLICIES**

### **Vomiting**

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

### **Diarrhea**

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

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

### **Fever (100.4 F or 38 C or higher)**

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

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

### **Croup**

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

1. Notify the daycare immediately if you suspect your child may have croup.
2. Have your child seen by a doctor to confirm the diagnoses.
3. Upon a confirmed diagnosis, keep your child away from the daycare until a **minimum** of five days have passed. Please also ensure they are completely symptom free.

### **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 2<sup>nd</sup> treatment (taken 2 weeks after the 1<sup>st</sup> treatment).

### **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.

### **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.

### **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 center 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 center.

### **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.

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

### **Extreme lethargy and sleepiness**

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

### **Chickenpox or Hand Foot and Mouth Disease (HFMD)**

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

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

### **Impetigo**

1. Children who contract impetigo must take antibiotics for a minimum of 48 hours and return once the sores are no longer weeping.
2. Children who have not been prescribed antibiotics must remain away from daycare until all sores have disappeared.

### **Pink Eye**

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

### **Medication, Injuries, and other Conditions:**

- **Antibiotics:** Children on antibiotics must wait 24 hours after the first 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. Doctor’s instructions must accompany all medications stating the exact amount and when medication can be administered and for how many days.
- **“Masking Symptoms”:** Leap Forward Childcare will not give a child medication to mask symptoms that would require the child to have alternative childcare. For example, we cannot give a child medication to prevent fever, vomiting or diarrhea.
- **Emergency Medication:** To ensure that a child who requires emergency medication has it available when needed, a “daycare medication” that stays at the center 24/7 must be supplied. A child who requires emergency medication but does not have a “daycare medication” will remain out of care until one is provided.
- **Sunscreen:** Educators will apply sunscreen that parents have provided for their child prior to outside play. Should a child not have sunscreen available, when necessary, educators will call parents to bring sunscreen for their child.
- **Minor cuts and wounds:** If your child receives a minor cut or wound while at Leap Forward Childcare, the wound will be cleaned and, covered with a bandage Parents will be notified at pick-up of 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.
- Staff will document all injuries and incidents in their programs “incident log”. If the incident was more than a minor cut or scrape or if their child showed overly aggressive behaviour, a staff member will request that the pick-up person signed these at pick-up if possible or upon drop-off the next day.

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

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

### **What injuries are reported to daycare licensing?**

- **Any injury that occurred while at Leap Forward that required the medical care of a doctor** –If a child is seen by a doctor because of an injury that occurred at Leap Forward Childcare we ask that the parent please inform the manager immediately.
- **Staff will report all injuries to the manager**- The manager is responsible for reporting injuries to daycare licensing.

### **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.

## **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.

- Drop offs after 9:15am are not permitted as they are disruptive to our program. An exception is provided for medical appointments and unexpected events such as a traffic accident.
- 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 center, then their role of parent is assumed.

## **CHECK LIST OF REQUIRED ITEMS**

### **Winter (October-March)**

- Sippy cup or water bottle (to stay at the center)
- 2 Toques
- 2 Mittens (one pair waterproof)
- 3 pairs socks
- 3 pairs pants
- 3 long sleeved tops
- Light sweater/hoodie
- 2 Muddy buddy (a full body one-piece rain proof outfit with a hood)
- Rain boots (stays at the Center)
- Warm winter boots (stays at the Center)
- Winter Coat (good enough for minus degree weather, stays at the center)
- Snow pants (the kind with the straps over the shoulders, stays at the center)
- Inside closed toe, rubber soled shoes or Robeez (No laces please!!)
- 3 pairs of Underwear or Pull-ups (with Velcro sides)
- Comfort item if he/she uses these (stays at the center)
- Size large disposable gloves (if in pull-ups)
- Wipes (if in pull-ups)
- Comfort Kit

### **Summer (April-September)**

- Sippy cup or water bottle (to stay at the center)
- 2 Sun hats that cover the ears, forehead, neck, ideally with a strap under the chin
- Sunscreen SPF 50 or higher
- 3 pairs socks
- 3 pairs pants/shorts
- 3 tops
- Light sweater/hoodie
- 2 Muddy buddy (a full body one-piece rain proof outfit with a hood)
- Rain boots (stays at the center)
- Daycare runners (stays at the center)
- Light summer coat (stays at the center)
- Inside closed toe, rubber soled shoes or Robeeze (No laces please!!)
- Outside closed toe rubber soled shoes (No Crocs and no laces please!!)
- 3 pairs of Underwear or Pull-ups (with Velcro sides)
- Soother and an extra one if he/she uses these (IT Program only)
- Comfort item if he/she uses these (stays at the center)
- Size large disposable gloves (if in pull-ups)
- Wipes (if in pull-ups)
- Diaper cream (if in pull-ups)
- Comfort Kit

***Parents are asked to label all items. All the above items must remain at Leap Forward Childcare 24/7.***

### **Comfort Kit**

Each child requires a "Comfort Kit" stored in a large Zip Lock Bag. Below are a few suggested items.

- Snacks
- Bottle of water
- Emergency blanket (can be bought at Canadian Tire)
- Toys
- Letter/picture from mom/dad/guardian
- Flashlight

### **TOYS FROM HOME POLICY**

We ask that children 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.

### **PET POLICY**

From time-to-time Leap Forward may have pets visit the center 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 recommended vaccinations up to date.

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

### **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.

- **Administrative Fee-** January 1<sup>st</sup> and July 1<sup>st</sup> all families are required to submit an Administration 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 lei of adequate notice would be due, and state that they will not be paying fees owed for the following months in lei 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.

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

The fee reduction initiative grant can only be applied for children that are enrolled. This means that if a family withdraws their child without 2 calendar months of notice, the fee that will be due in lei 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 and registration fee is required to hold a space. This deposit and registration fee is non-refundable and due at the time of enrollment. This deposit is returned in full during the final month of care the family is financially responsible, 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.

- **Affordable Childcare Benefit** – Leap Forward Childcare accepts ACCB.
- **Fees due during closures-** Fees are due as usual and are not adjusted when the center closes for provincial and federal holidays, extreme weather conditions, emergencies, 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 and the loss of the child's space without refund for partial payments and deposits provided at the time of registration.

### **AFFORDABLE CHILDCARE BENEFIT PROGRAM**

For those who qualify, the ACCB program is available to help assist with the cost of their childcare fees.

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

### **STEPS TO SECURING A SPACE**

1. Read Parent Handbook.
2. If a space is available, a tour of the centre and a "meet and greet" with the daycare manager is arranged (optional, though highly recommended before or after the space is secured).
3. A non-refundable registration fee is provided. This amount is due at time of registration.
4. A non-refundable deposit is provided. This amount is due at time of registration and is returned during the child's final month of care.
5. If a parent is applying for ACCB, *ACCB Application Form* and *Childcare Arrangement Form* is submitted. 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. Transition schedule arranged (for children under 36 months)
9. On the child's first day, a "Comfort Kit" and all supplies that will be kept at daycare provided.

**All payments are provided by e-transfer to [info@leapforwardlangford.com](mailto:info@leapforwardlangford.com) using "what is the child's first name?" or "what is the child's first and last name?" as the security question.**