



KIDSCOOL EARLY LEARNING CENTER

Parent Handbook

Early brain development has a lasting impact on a child's ability to learn and succeed in school and life. The quality of a child's experiences in the first few years of life – positive or negative – helps shape how their brain develops.



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Welcome to Kidscool Early Learning Centre! Our parent handbook is designed to introduce you to our unique and exciting approach to daycare and to inform you of our policies and expectations that are in place to ensure that your child is receiving the best care possible. Please read this handbook carefully. If you have any questions, please don't hesitate to contact us. We are committed to supporting families by always maintaining open communication.



Hours of Operation:

We are open 7:30 to 5:30 Monday to Friday except for all statutory holidays and Christmas break. Kidscool will be closed from Dec 24th to January 1st. In extreme weather condition, if the neighborhood schools are closed, the center will be closed as well.



Enrolment Requirements

Before your child can be officially enrolled in Kidscool ELC you must complete and provide the following documents

- Signed Parent Contract and Rate Agreement
- Completed Child Profile & Copy of Immunization Record
- Signed Consent Forms
- A non-refundable security deposit

*Spaces will not be held by verbal contract; registration fee and deposit must be paid for a spot to be held for you and your child. We recommend that the parent/guardian and their child (ren) visit our center prior to enrolment. This process allows your child (ren) to become more familiar with our daycare and staff.



Transportation/Outings

For any field trips or outings that require transportation, parents will be asked if they would like to volunteer to drive their own children, stay for the outing, and then return their children back home with them, or back to the center, whichever case may apply.

If we arrange transportation for the children, or if parents are unable to attend and we need transportation to and from a location we will be using Transportation Services, which is always inspected up to date, and covered with the proper insurance, and outfitted with proper car seats, drivers have the following documents:

- Criminal Record checks
- Social Development Checks
- Clean Drivers Abstracts

If any parent is uncomfortable with this transportation method, they have the option of transporting their child themselves, or choosing to keep their child at home. Fieldtrips are a part of the Early Learning Framework, and participation is encouraged by all families. If there is anything we can do to help anyone feel more comfortable with their children participating, please feel free to talk to staff or myself about this.

No child will be permitted to go on an outing without written parental consent.



Signing in and out/Attendance Records Policy

Children are signed in and out by staff members upon their arrival and departure. We ask that if your child is not going to attend care as per usual that you inform the center by 10am. If you plan to bring your child late, please drop your child no later than 10 Am, this will help us plan activities for the day. If you choose to come later than 10 Am, please call the center and let your child's teacher know a head of time. When your child does not attend daycare, you should call to let us know the reason if it is a communicable illness, we are required to record this in case of other cases breaking out.

If someone else will be picking up your child, please let staff know upon arrival. Photo ID will be required by the person picking up your child as well if the staff member is not familiar with that person. Please let any individuals other than parents who may pick up the children that they will be asked for picture ID in order to ensure the safety of all children.

Children will not be released to unauthorized individuals. If someone shows up to pick up your child and staff was not made aware of it, we will have to track you down to confirm that this is in fact permitted, as well as see a picture ID of that individual to confirm their identity.



Clothing of Children

Children need to have appropriate clothing for outdoors and/or indoors as they will be participating in a variety of art and play activities.

Your child needs to have the items at the Center all the times:

- A set of change of clothing, shirt, pants, sock, and underwear
- Runners (soft shoe)

- Puddle/rain pants or Muddy Buddy
- Boots or rain boots
- Blanket for naptime. The blanket should not be too large, as it is not required for warmth, but for comfort.
- In winter, your child needs mitts or gloves and a warm hat for cold weather.

All of the above items should be clearly labelled with your child's name and kept in a backpack in your child's cubby or on the clothing shelf.

(In some case if they need to change their clothes and they didn't have extra we will prepare for them but please return them to the center)



Exclusion Policy due to Illness

In order to protect the entire group of children, we ask that parent assist by keeping their children at home if they have experienced any of the following symptoms within the past 24 hours.

- Fever over 38.3oC/100oF
- Any complaint of unexplained pain
- Seasonal colds with fever, green or yellow running nose and watery eyes, coughing and sore throat,
- Difficulty in breathing wheezing or a persistent cough,
- Sore throat or trouble swallowing,
- Skin rash or watery eyes,
- Headache and stiff neck,
- Diarrhea, vomiting, or an upset stomach
- Severe itching of body and scalp,
- Children with known or suspected communicable diseases,



Medications

All medications are stored in a closet that is inaccessible to children. Children are not given any medication without the parents' written consent. Written consent may only be on a "Permission to Administer Medications" form and all medications must be in their original bottles with original labels. Staff must also indicate on the administering form the date, time and dosage of medicine given at each administration, and then initial this information. For prescription medication, only the directions on the bottle will be accepted for administering the medication. And in all instances staff need to know when the child received his/her last dosage of the medication, to ensure medication is given at appropriate times consistently. With any prescription antibiotics children may not return to care until they've had a full 24 hours of dosage, are no longer contagious and ready to participate in the full childcare day, to ensure they are well on the road to recovery.



Allergies

All allergies (and dietary concerns) will be clearly posted in each room, on the refrigerator and written on the child's emergency info/consent cards. Please note that we are a PEANUT FREE facility. If you send any food with your child or donate any food to any functions held at the daycare please ensure that these foods are PEANUT FREE. If they do not have the appropriate symbols or ingredients list then they will not be served to anyone for safety reasons, and will have to be returned home, or discarded.



Snack and Meal Times

In an attempt to be as environmentally friendly as possible we would like to encourage parents/guardians to pack their children's lunches in reusable containers and use reusable drink containers. Throughout the day water drinks are available for the children as needed. At all times during drinking and eating, children are required to be seated and not engaged in any play activity. This is to ensure safety (to avoid choking) and to promote healthy eating/drinking habits. Under no circumstances will young children be allowed to walk around or play with bottles in their mouths. Pacifiers are encouraged for use at nap time only and if your child requires a bottle at nap it will be given to him or her before they get into bed. Under no circumstances will children be allowed to go to sleep with bottles in bed. This is also to ensure safety (prevent choking) and to prevent dental problems.



Potty Training Policies

We strive to support your efforts of potty training at home right through the day here at daycare. However, there are some key signs to look for before we are able to help you train your child at the center. The key signs of readiness for potty training include:

- The child is able to pull down and up their pants and underwear/pull-ups on their own with little or no assistance
- The child is able to communicate to you when they need to go to the bathroom
- The child's diaper is dry after nap times and for long periods during the day
- The child is able to hold their bowels and bladder until they get to the potty once they realize that they need to go if these signs are not present, your child is not ready to potty

train at daycare. We will always encourage children to use the potty regularly and we begin to introduce sitting on the potty as soon as the children move into the (toddler) room at the age of about 2 years old. When your child does potty train, we ask that you provide extra clothing and remove soiled clothing daily.



Payment Procedures

Fees are due first of the month and forms of payment currently accepted are cash, postdated cheques (each dated for the 1st of the month), email money transfer.

Security deposit

In order to secure a space, a deposit is required at the time of registration which equals to half of monthly tuition. If you cancel your registration before commencement of care, the deposit will not be refunded. When a one month's written notice of termination of care is given, the deposit will be credited in full towards the last month of care.



Late pickup policy

In the event that you are late there will be a late fee charge of \$5 for every five minutes per child. This late fee must be paid in cash to the staff on duty upon pick-up of your child.



Telephone Communication

If you need to contact the daycare for any reason, please feel free to phone (604) 492 5172. If you get our voice mail, please do leave a message, as often we are out or busy with the children and unable to get to the phone at that moment. We do check messages regularly and return phone calls as soon as we get the chance. We do not mind calls to check to see how your children are doing during the day. We do please ask to limit them to 2 per day, as they do disrupt the classroom to pull a teacher out to speak on the phone. Thank you for your understanding. If you call outside of daycare hours, please leave a detailed message. Someone will return your call at our next earliest convenience.



Parent Involvement

Our doors are always open to parents who would like to be involved in their child's care and education. We welcome any comments or suggestions from parents about programming or the care of their children. If any parents wish to volunteer at the center, or on outings please contact any staff member so we can make necessary arrangements.