



Licensed Child Care Center  
Infant/Toddler & 3-5 Program

# **PARENT'S HANDBOOK**

Everything you need to know...  
So that we can help your child to grow!

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Welcome to Lil Clubhouse Childcare! On behalf of our dedicated team, led by Director Jennifer, we extend our heartfelt gratitude for choosing us to provide love and care for your child. Our center is dedicated to delivering top-notch care for children aged 1 to 5, and we're committed to crafting educational experiences that leave a lasting impact. Our primary aim is to create a nurturing environment that fosters your child's growth and prepares them for the transition to kindergarten.

It's essential to underscore the significance of forging enduring and meaningful relationships that extend far beyond mere daycare and encompass the pivotal years leading up to kindergarten. We are deeply committed to building strong, long-lasting connections with parents throughout this journey, recognizing that our influence extends well beyond the early years.

To ensure clarity and address your queries, we've put together this handbook. It serves as a comprehensive guide, outlining our childcare philosophies, business policies, and expectations. We encourage you to peruse this handbook attentively and, should any questions arise, please don't hesitate to reach out to a member of our staff or myself for a discussion.

## Our Mission

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*Our mission is to provide a safe, nurturing, and educational environment for children. We are committed to fostering their physical, emotional, social, and cognitive development, while also ensuring their well-being and happiness. Our dedicated team of professionals works together with families to create a place where children can thrive, learn, and play, setting the foundation for a lifetime of growth and success.*

## Our Philosophy

At Lil Clubhouse Childcare, our unwavering commitment is to provide a secure, nurturing, and loving environment where children have the freedom to explore and develop at their own pace. Our primary goal is to support your child's holistic growth – physically, emotionally, creatively, intellectually, and socially. We achieve this by recognizing the uniqueness of each child and empowering them to express themselves in various ways.

Our continuous dedication is to go above and beyond in ensuring that your child's time at daycare is a truly enriching and joyful experience. We believe in enhancing their confidence and self-esteem by treating them as individuals with their own distinct strengths and talents. As part of our ongoing efforts, we are dedicated to refining our care program and facility to meet and exceed your expectations.

We are fully committed to fostering strong connections with families through transparent and open communication. Encouraging parental involvement in our programs and care activities is at the core of our approach. Our ultimate objective is to provide your child with the same level of care and attention that you would, creating a seamless partnership between our daycare and your family.

## Our Values

At Lil Clubhouse Childcare, we've created an environment that truly feels like a **second home**, where our team forms a close-knit family. Our dedicated educators take immense pride in their role, understanding the significance of their purpose. **Here, children are not just welcomed but encouraged to be their authentic selves, explore, and express their unique identities in a safe and nurturing space.**

For parents, Lil Clubhouse Childcare offers the reassurance of having their children in the caring and responsible hands of our team. We place great emphasis on **building a sense of trust and confidence** among parents, knowing that they can rely on us completely.

We cherish our connections within the community and actively participate in community involvement. Our commitment extends beyond childcare to our own personal growth and professional development, enriching our **capacity to serve your children better**. As a group care facility, we value the opportunity to foster meaningful relationships that benefit everyone involved. Lil Clubhouse Childcare is more than a daycare; **it's a place where love, learning, and growth come together harmoniously.**

## Deposit & Payments

Note: deposits are **non refundable and non transferrable** to any other child.

Infant/Toddler Fees \$846 <i>(with govt child fee reduction of \$900)</i>
3-5 years Fees \$697 <i>(with govt child fee reduction of \$545)</i>

### Infant/Toddler Deposit

Total due:	Included	Amount applied to last month of care
\$946	\$100 registration fee	\$846

### 3-5 years Deposit

Total due:	Included	Amount applied to last month of care
\$797	\$100 registration fee	\$697

Monthly fees are one year's worth of fees divided equally over 12 months, taking into account longer months, shorter months, stat holidays and center closures. Fees are discounted as per the amount of days a week your child is registered for.

***These fees will include your base parent fee, special events, special guests, and curriculum enrichment fee. Extra curricular activities such as soccer and Taekwondo are not included as some fees are optional.***

**NOTE:**

If you provide us with a minimum of **2 calendar months' notice before your intended start date** at our facility, **your deposit will not be refunded**, and you won't owe any additional payments.

However, **if you fail to provide the required 2 calendar months' notice before your start date**, you'll be responsible for paying the first month's fees upon notifying us. We will refund your stored fees minus a \$100 registration fee, as you are entering into a binding agreement by accepting these terms.

*For Example:*

*If your child is to start June 1st and you give notice May 25th, you are required to pay for June and July at the time of notice. If we can fill the spot for July, you will be refunded for that month only. It is not possible to fill your spot for June without 2 month's notice. We reserve that spot for you and turn away other's, please be respectful and mindful of the work that goes into your anticipated arrival.*

## **Late Payment Fee Policy**

At Lil Clubhouse Childcare, we strive to provide the best care for your child while maintaining fairness and consistency in our policies. Timely payments are essential in ensuring the smooth operation of our daycare.

**A late payment fee of \$25 will be applied if tuition is not received by the due date.**

## **Repeated or Consistent Late Payments**

We understand that occasional delays may happen. However, if late payments become a recurring issue, **we will issue a written reminder before the late fee is applied**. Continued late payments may result in additional action, including suspension of services until the balance is paid.

Please communicate with us in advance if you anticipate any payment delays, and we will do our best to work with you. Thank you for your cooperation and commitment to ensuring a positive experience for all.

## Ratio

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At Lil Clubhouse Childcare, we prioritize providing exceptional care and support to the children entrusted to us. To ensure each child receives the attention and assistance they deserve, we maintain a robust staffing structure that exceeds expectations.

We strictly adhere to the staff-to-child ratio guidelines set forth by the BC Early Childhood Educators Registry, reflecting our unwavering commitment to quality childcare and education. By upholding these standards, we create a safe, nurturing, and enriching environment where children can thrive.

<b>INFANT &amp; TODDLER ROOM</b>	<b>PRESCHOOL ROOM</b>
<b>1:4</b> Staff to Children Ratio	<b>1:8</b> Staff to Children Ratio
Licensed to care for maximum of 12 children	Licensed to care for maximum of 25 children

## Meals

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At our daycare, we do not provide snacks or meals for several important reasons. First, children under the age of three are still developing, and food allergies can emerge during this time. By allowing parents to provide their child's food, we help ensure their safety and accommodate any dietary restrictions. Additionally, we respect the diverse cultural backgrounds of our families, recognizing that children develop personal preferences and connections through the meals prepared at home. Lastly, providing food would significantly increase our operational costs, leading to higher fees for our families. By having parents supply meals, we maintain affordability while prioritizing safety and cultural inclusivity.

# Deferral of Start Date Policy

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Lil Clubhouse Childcare understands that unforeseen circumstances may arise which may impact a family's ability to begin care on the originally scheduled start date. In such cases, families may submit a written request for a deferral of start date. All deferral requests are subject to approval and must comply with the conditions outlined below. Please note requesting to defer your child's start date is not recommended. Your child's space has often been reserved for several months and at times years in advance, during which we have turned away other interested families. Deferrals cause a significant financial impact to the center if the reserved space remains unused. Additionally, many hours of customized administrative work go into scheduling and preparing for each child's entry, which must often be redone if dates are changed.

## **Terms and Conditions:**

### **1. Written Request Required**

All requests to defer a child's start date must be submitted in writing to the center's management at least 60 calendar days prior to the original start date. Requests submitted outside of this timeframe may not be considered.

### **2. Non-Refundable Fee for Reserved Spot**

If a deferral is granted, the family agrees to pay full monthly fees for each month between the originally scheduled start date and the new proposed start date. This payment is required to secure the child's spot in the program and is non-refundable and non-transferable.

### **3. Payment Terms**

Payments for the deferred period are due in accordance with the center's standard billing cycle. Failure to make timely payments may result in automatic forfeiture of the reserved space, and the child may be placed at the end of the waitlist without further notice.

### **4. Maximum Deferral Period**

Lil Clubhouse will permit a deferral for a maximum period of two (2) calendar months. Any requests beyond this period will be evaluated on a case-by-case basis and may be declined based on space availability and program needs.

### **5. Binding Agreement**

By submitting a request for deferral and continuing to hold the reserved space through payment, families acknowledge and agree to the terms of this policy. This constitutes a binding financial agreement between the parent(s)/guardian(s) and Lil Clubhouse Childcare.

### **6. No Guarantee Without Payment**

Please note that no child's space will be held beyond the original start date without full payment for the reserved period, regardless of the reason for deferral.

## Withdrawal of Services Policy

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Please take note that the termination of childcare services necessitates the submission of a **non-negotiable written notice extending over a period of (2) calendar months**. It is essential to understand that even if your child does not attend during this notice period, you remain obligated to make a cash or E-transfer payment equivalent to the outstanding fees. This payment should be rendered either upon issuance of the notice or, as applicable, on the final day of care if your child will not be in attendance for the entire two-calendar-month period.

This notice period is designed to provide us with the opportunity to identify a suitable replacement for your child's spot within our childcare program. **It is imperative to adhere to the designated timeline for payment concerning the termination, as failure to do so will result in the imposition of daily late fees of \$5/day until the full payment is received.** Please be aware that any outstanding bills will be referred to collections.

### **Payment Obligations for Childcare Service Withdrawal:**

Should you decide to withdraw your child from our childcare services without providing the required 2 calendar months' notice after their start date, you will be held responsible for covering the fees for the subsequent 2 months, regardless of whether your child attends during that period. This commitment constitutes a binding agreement that you enter into by utilizing our childcare services.

### **Payment Method and Potential Refund:**

If you choose to make payments via E-transfer, it is essential to settle the fees for the following 2 months at the time of giving notice, unless alternative arrangements have been mutually agreed upon to fulfill the remaining fees. In the event we successfully find a replacement for your child's spot during the second month of withdrawal, a refund for that specific month will be processed and issued to you through E-transfer. Your understanding and cooperation regarding these payment terms are greatly appreciated as they enable us to maintain the quality of our childcare services.

*For Example:*

*If your child has been attending and you give notice on December 12, two calendar month's notice means you are required to pay fees for January and February whether your child attends or not.*

**Please set the monthly fee payment as a recurring monthly payee on or before the 1st of each month in your online banking and set it to payout every month.**

Full fees are due regardless of a child's illness, statutory holiday or holiday days off taken by families, fees based on your spot, not your attendance. If we are informed by a family of time away from your regular scheduled attendance, your spot may be filled temporarily by a drop in child, we do not reimburse for absences. Fees are due by the first day of care of each month. Fees can be paid in cash or E-transfer. Any fees received later than the first day of the service month are subject to the \$5 a day late charge. A receipt for fees paid throughout the year will be provided at the end of each year for tax purposes. Fees are subject to increase with a minimum of 8 weeks notice.

## Notice of Withdrawal Policy

To ensure fairness and continuity of care, Lil Clubhouse Childcare **requires two full calendar months' written notice** via email for all withdrawals from our program. This policy applies **both before and after your child's scheduled start date**.

Please review the terms carefully:

### 1. Withdrawal Before Start Date

If you choose to withdraw your child **prior to their scheduled start date** and fail to provide **two full calendar months' written notice via email**, the following terms will apply:

- You agree to pay **one full month's tuition via e-transfer** at the time notice is given.
- Your **non-refundable deposit will be applied toward the second month**.

This ensures that your reserved space, which could have been offered to another family, is appropriately covered.

### 2. Withdrawal After Start Date

If you choose to withdraw your child after their start date and fail to provide two full calendar months' written notice via email, you will be responsible for:

- Paying the full regular fees for the two months following the date notice is given, regardless of attendance.
- This remains a binding financial obligation as agreed upon at the time of enrollment.

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We appreciate your understanding that early withdrawal impacts our ability to operate effectively.

**Many hours of administrative planning go into scheduling your child's care.** We plan months in advance to ensure proper staffing ratios and smooth transitions between age groups.

As a valued family at Lil Clubhouse, your child is **guaranteed an automatic spot in the next age-appropriate room** (such as moving from the infant/toddler program into preschool). This continuity of care is a core benefit of being part of our daycare community, and we plan carefully to make that possible.

If you have any questions about this policy, please speak with management before submitting notice.

## Affordable Child Care Benefit (ACCB) User Policy

At Lil Clubhouse Childcare, we are pleased to accept the Affordable Child Care Benefit (ACCB) to help support families with the cost of childcare. To ensure compliance with provincial regulations and protect both families and our center from financial risk, we have outlined the following policy for families who are utilizing this benefit:

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Vacation and Absence Allowance Families receiving ACCB must be aware of the following regulation:

***“Under current regulations, a family receiving ACCB can be absent for up to two weeks in any calendar month due to sickness or vacation and remain eligible for their regular benefit. If a family is absent for longer than the 10 business days maximum, their ACCB will be adjusted according to the Child Care Subsidy Regulation.”***

As a provider, we can only claim ACCB for up to **10 business days of absence per calendar month** for any reason (illness or vacation). In addition, **ACCB only allows a maximum of four weeks (20 business days) of vacation-related absences per calendar year.**

If your child is absent beyond these limits, the ACCB will not cover those extra days, and the family will be responsible for paying the **full daily fee for any unclaimed days.**

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## Audit Compliance and Record-Keeping

Daycares are subject to regular audits by the Ministry to ensure all ACCB claims are accurate. We maintain meticulous detailed attendance and billing records for all ACCB users in accordance with audit requirements.

If an audit determines that ACCB funds were overpaid or disallowed due to extended absences or ineligible days, and it is established that the parent or guardian was responsible for covering

the cost at the time, the daycare will be required to repay those funds. In such cases, the family will be contacted and expected to reimburse the center for the amount owing even years after the child's last day.

***Please note: audits can be conducted up to three years after care has been provided. This policy remains in effect throughout that period.***

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## Acknowledgement

By enrolling at Lil Clubhouse Childcare and using ACCB, you acknowledge and agree to these terms. We encourage families to communicate planned absences in advance and to reach out with any questions regarding how your benefit may be affected.

## Disclosure of Waitlist Status

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To ensure accurate enrolment planning and fair management of our waitlist, **parents/guardians are required to disclose** if their child is currently placed on a waitlist for another childcare institution with the intent to transfer upon acceptance.

This disclosure allows Lil Clubhouse Childcare to:

- Manage available spaces efficiently.
- Maintain accurate waitlist records.
- Plan staffing and resources accordingly.

By enrolling your child, you agree to:

1. Provide truthful and timely information regarding your child's enrollment or waitlist status at other institutions.
2. Notify Lil Clubhouse Childcare in writing should you receive an offer of placement elsewhere and intend to transfer your child.
3. Consent to reasonable follow-up communication from our administrative team regarding your child's waitlist status at other institutions.

## Gradual Entry

The transition to childcare represents a significant adjustment, not only for the child but for the entire family. It's a period where children need time to adapt to the new environment, become familiar with the program, and establish bonds with their caregivers to feel at ease. To facilitate this essential adjustment process, we employ a thoughtful and gradual entry approach.

### MANDATORY GRADUAL ENTRY SCHEDULE

INFANT/TODDLER ROOM	
DAY	DURATION OF STAY
1	1 HOUR
2	1 HOUR AND 30 MINUTES
3	1 HOUR AND 30 MINUTES
4	2 HOURS
5	2 HOURS AND 30 MINUTES
6	2 HOURS AND 30 MINUTES
7	3 HOURS AND 30 MINUTES
8	TRY NAP - PICK UP AFTER WAKING UP
9	TRY NAP - PICK UP AFTER WAKING UP
10	FULL DAY - PICK UP AT 3:30 PM

PRESCHOOL ROOM	
DAY	DURATION OF STAY
1	2 HOURS
2	2 HOURS AND 30 MINUTES
3	3 HOURS
4	3 HOURS
5	4 HOURS
6	4 HOURS
7	TRY NAP - PICK UP AFTER WAKING UP
8	TRY NAP - PICK UP AFTER WAKING UP
9	FULL DAY - PICK UP AT 3:30 PM
10	FULL DAY - PICK UP AT 3:30 PM

Our gradual entry process is tailored to the unique needs of each child. While older children may require as little as one week to acclimate, younger ones, typically under 3 years old, may benefit from a more extended transition period spanning 2-3 weeks. However, it's important to note that the duration may extend beyond these timeframes, as every child is distinct in their adjustment journey.

Our teachers prioritize each child's comfort and well-being, ensuring that the transition occurs at their own pace. Our aim is to create a positive and trusting environment that supports each child's unique needs throughout this significant adjustment phase.

## Failure to Adjust

In the event that a new child is not adjusting to daycare, or an enrolled child develops and displays behavior that threatens the health and safety of the other children or staff, develops challenges where the child is causing classroom to be strained with ratio putting others at risk and the provider has made every effort, termination of childcare will be exercised in the best interest of the child and center. This contract may be terminated by the parent(s) with the required 2 calendar months' notice. If a child does not attend during the final 2 calendar months, payment is still required at the time of termination. The provider may immediately terminate this contract without any notice if payment is not made on time.

## Signing in and out - Safety Procedures

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At our center, we maintain meticulous sign-in and sign-out procedures to ensure the safety and well-being of all children under our care. To help us effectively plan our daily activities, we kindly request your cooperation with the following guidelines:

**Notification of Absences:** If your child will not be attending daycare as per their usual schedule, we ask that you **notify the center by 9:30 am**. This allows us to make necessary adjustments and plan activities accordingly. Additionally, if your child is absent, we require you to inform the Parent/Teacher by Seesaw Message, specifying the reason. In cases of communicable illnesses, this information is vital for our records and proactive measures.

**No-Show Protocol:** In the event of a family no-show, **we will initiate contact by 10:00 am to confirm the child's well-being and assure their safety**. If we are unable to reach the family, we will proceed to contact the designated emergency contacts.

**Authorized Pick-Up Persons:** If someone other than the child's parent will be picking them up, please inform our staff upon arrival, specifying the individual's identity. In cases where the staff member is unfamiliar with the designated person, we will request photo identification and a piece of ID. This precautionary measure ensures the safety of all children in our care.

**Court and Custody Orders:** Any Court Order or Custody Order pertaining to your child will be securely kept on file and strictly adhered to. We prioritize the utmost diligence in following these legal directives to safeguard your child's well-being.

Please be assured that children will only be released to authorized individuals as a vital safety measure. In cases where an unannounced individual arrives for pick-up, we will need to contact you for confirmation and request photo identification from the designated person. Your understanding and compliance with these procedures are essential in maintaining a secure environment for all children in our care.

## Custody Agreements

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In situations involving separation, custody agreements, or divorce, open and clear communication is vital for the well-being of your child and the smooth operation of our daycare center. We kindly request parents to be transparent with us about any agreements, whether court-ordered or otherwise. Our aim is to ensure a supportive environment for your child, and we do not wish to be embroiled in disputes between parents or act as intermediaries due to a lack of communication.

*For Example:*

*If Parent #1 is designated to pick up the child but experiences a last-minute change in plans, it is essential for that parent to communicate directly with the other Parent #2 and coordinate a solution. This prevents situations where the child is left at the center beyond closing hours and forces our staff to mediate between parents.*

*Similarly, in cases where a child falls ill, we encourage parents to promptly communicate with each other. For instance, if Parent #1 receives a message from our staff but it is actually Parent #2's scheduled day for pick-up and Parent #2 is momentarily unreachable, it is crucial for parents to relay information to each other and inform our staff that someone will be there within 30 minutes to pick up the child.*

In the unfortunate event that custody issues result in conflicts at our center, such as a non-custodial parent attempting to pick up the child at an unagreed time or day as per the court order or agreement, and this places the child, our staff, or other participants at risk, we may need to ask the family to consider alternative childcare arrangements. Our priority is to maintain a safe and harmonious environment for all children under our care.

We appreciate your cooperation and understanding in ensuring a positive daycare experience for your child and all involved parties. Open communication and a respectful approach to custody arrangements are fundamental in achieving this goal.

## Philosophical Differences

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At LCC, we deeply value the diverse perspectives and unique needs of every family within our community. We are committed to providing a supportive and inclusive environment for all. In cases where a family's needs or viewpoints diverge from our established principles, policies, and procedures, we make every sincere attempt to initiate a constructive dialogue with the family. Our aim is to collaboratively explore potential solutions that can bridge any gaps and create a shared understanding.

Our ultimate goal is to find a mutually agreeable resolution that upholds the well-being and interests of the child and the harmony of our daycare community. However, in rare instances where achieving such a

resolution proves elusive despite our best efforts, LCC reserves the right to kindly request the family to consider alternative childcare arrangements. This request will be made in consultation with the family, ensuring a smooth transition process that aligns with their specific circumstances and needs.

We believe that open communication, empathy, and flexibility are the cornerstones of a harmonious daycare experience, and we appreciate your partnership in maintaining a positive environment for all children and families at LCC. Your understanding and cooperation are invaluable in creating a nurturing and enriching environment for everyone involved.

## Expectation for positive conduct in LCC Community

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At our daycare, we strive to maintain a warm and welcoming environment for all families. To achieve this, we kindly ask our parents to observe the following guidelines for positive conduct:

**Respectful Behavior:** We encourage parents to engage with our daycare community in a respectful and considerate manner. Please be mindful of your language, actions, and behavior, ensuring they align with our commitment to creating a harmonious atmosphere.

**Authorized Access:** To ensure the safety of all children, please refrain from entering restricted areas without prior authorization and adhere to our designated operating hours unless alternate arrangements have been made.

**Drop-off and Pick-up Etiquette:** To facilitate a smooth daily routine, we appreciate your cooperation with our drop-off and pick-up procedures. This includes following parking guidelines, waiting patiently during peak times, and limiting your presence in common areas to what is necessary.

**Adherence to Policies:** We kindly request parents to familiarize themselves with and adhere to our daycare policies and procedures, encompassing matters such as health, safety, enrollment, fees, and communication.

**Respect for Privacy:** Respecting the privacy and confidentiality of all families and staff members is essential. Please refrain from discussing sensitive matters or sharing personal information without consent.

**Positive Communication:** Open, respectful, and professional communication with staff and fellow parents is encouraged. We value constructive dialogue and request that any concerns be expressed through considerate and appropriate channels.

**Harassment and Discrimination:** We uphold a zero-tolerance policy for harassment, discrimination, or bullying behavior based on any individual's race, ethnicity, religion, gender, or any other protected characteristic. We strive for an inclusive and welcoming atmosphere for all.

**Minimizing Disruption:** To ensure the daily activities and routines of our daycare run smoothly, please avoid disruptive actions, loud behavior, or unwarranted visits. We appreciate your cooperation in maintaining a calm and focused environment.

**Professional Demeanor:** It is important to maintain a professional relationship with our staff and avoid involvement in staff-related conflicts or decisions pertaining to your child or others.

**Cooperation and Communication:** We value your cooperation with our staff and caregivers. If you have concerns or questions, we encourage you to address them through appropriate channels, fostering a cooperative and supportive environment.

In addition, please be aware that services will be immediately terminated if a family member behaves inappropriately. This includes any threats, harassment, or the commission of a violent or significant act toward a staff member, child, or any other participant within our center. Our topmost priority is the safety and well-being of everyone in our care, and such behaviors cannot be tolerated.

By adhering to these guidelines, we collectively contribute to a positive and nurturing daycare experience for all families, children, and staff. Your cooperation and understanding are deeply appreciated.

## Arrival and Pick-Up Policy a Vital Commitment for all Families

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We understand that unforeseen circumstances may occasionally necessitate adjustments to your child's schedule. To ensure a smooth and comfortable experience for both children and parents, please consider the following guidelines:

### Drop-Off Time:

- We recommend planning your child's drop-off for the day by 9:30 am. By this time, our daily routine is well underway, and the children have completed their morning activities such as snack, art, circle time, or outdoor play.
- Some children are in the process of transitioning and can experience anxiety triggered by late arrivals. Arriving early allows your child the necessary time to settle into the routine and activities without feeling rushed, ensuring a more relaxed and enjoyable start to the day.

### Pick-Up Time:

- To avoid disruptions during nap times, we kindly request that pick-ups be scheduled either before or after nap time. This helps maintain a peaceful environment for resting children.

- Our doors are closed at 5:00 pm, Parents are asked to plan sufficient time to commute, arrive, dress their child, collect the child's clothes, artwork, speak to a staff (if necessary) and leave the centre by 5:00 p.m.

We appreciate your cooperation in adhering to these guidelines, as they contribute to a positive and stress-free experience for your child and others in our care. If you have any specific scheduling needs or concerns, please feel free to discuss them with us, and we will do our best to accommodate them.

### Late Pick-Up:

Prompt pick-up of your child is not merely a preference but an absolute necessity. We kindly request parents to have a reliable backup plan in place, as our center's closing time is 5:00 p.m. **It is imperative that parents allocate ample time for commuting, arrival, dressing their child, gathering their child's belongings, engaging in any necessary communication with staff, and leaving the center by 5:00 p.m.** Please note that this time denotes the departure time, not the arrival time.

In the event that a parent or guardian anticipates being late for pick-up, we request them to promptly inform our staff via the Parent/Teacher Seesaw Message, providing details of their plan for picking up their child or children. It's important to acknowledge that late pick-ups incur operational and staffing costs.

**Therefore, For every 15-minute interval:  
a \$25 late fee will be charged, which must be remitted upon drop-off on the following day.**

We greatly appreciate your understanding and cooperation in adhering to these guidelines. Your commitment to timely pick-up is essential in ensuring the smooth operation of our center and respecting the dedication of our staff.

### Protocol for Late Pick-Up:

In the event of a late pick-up by the parent or guardian, we have established a protocol to ensure the safety and well-being of the child:

**Attempt Contact:** Our first step is to contact the parent or guardian using the contact numbers provided on the child's file card.

**Emergency Contacts:** If we are unable to establish immediate contact with the parent or guardian, we will proceed to call the emergency contact(s) listed on the child's file card. Arrangements for the child's pick-up will be made with the emergency contact(s).

**Children's Aid Society:** If neither the parent/guardian nor the emergency contact(s) are available, and the time has reached 6:00 p.m., we will contact the appropriate Children's Aid Society and follow their instructions. It is essential to emphasize that under no circumstances will our staff remove children from the Center.

**Repetitive Late Pick-Ups:** In cases where a parent or guardian consistently arrives late, the family may face the possibility of termination from our center.

### Late Fees:

Late pick-ups incur the following fees:

- From 5:00 p.m. to 5:15 p.m.: A late fee of \$25.00 will be charged.
- For every subsequent 15-minute interval: An additional \$25.00 late fee will be applied.
- If a family is late on three separate occasions within a 12-week period: The family may face removal from the center.

**Please note that our daycare clock is used to determine late payment, and late fees are required to be paid at the start of the following day.**

We appreciate your understanding and cooperation in adhering to these procedures, which help maintain the safety and integrity of our center.

## Communication between Parents & Staff

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Seesaw serves as our primary means of communication. Seesaw for Parents is a secure and user-friendly platform designed to keep you informed about important announcements, updates, and newsletters directly from us. Stay informed about events, news, and any relevant changes within our childcare community. Seamlessly interact with our educators and childcare staff, enabling you to ask questions, discuss your child's unique needs, and share your thoughts, all in one centralized location.

### Getting started is a breeze:

1. Download the App: You can access the Seesaw app for free on your mobile device or use it via a web browser on your computer. To download the app, visit <https://web.seesaw.me/platforms>.
2. Connect with Our Educators: Our childcare providers will provide you with a link or QR code to connect on Seesaw. Simply click the link or scan the QR code provided to begin your journey.

If you need to reach out to the daycare for any reason, please don't hesitate to message your child's teachers through the dedicated conversation. Text messages on Seesaw are the most efficient and responsive way to communicate since we are often occupied with the children and may not be able to answer calls immediately. Rest assured, we regularly check Seesaw text messages as soon as we have the opportunity. While we don't mind you checking in on your child during the day, we kindly request that you limit such

messages to avoid disruptions in the classroom, which could pull a teacher away from their duties. Your understanding is greatly appreciated.

**Connect with Our Educators: You will receive a link from our childcare providers to get started.**

Reason	Contact	Who will receive message
Alerts; power outage, weather, traffic, lost items, etc...	<b>Seesaw Group Journal</b>	All parents will be notified
Personal questions regarding your child and any concerns.  Lates, absences, leaving early, personal items	<b>Seesaw private Conversation Teachers</b>	Only your child's designated teachers and daycare's manager are notified
Information regarding the contract, payment, and fees	<b>Seesaw private Conversation Manager and Director</b>	Only the manager and the director are notified.

If you message us outside of daycare hours please leave a detailed **text** message. Someone will return your message at our next earliest convenience during business hours.

Cell phone coverage is spotty in the classrooms which affect phone calls and will always directly go to voicemail, for this reason we ask for text messages to be left as a visual message can be easily read and answered.

## Social Media Policy (Instagram - Private Parent account)

Lil Clubhouse maintains a private Instagram account, designed to provide families with a glimpse of their children's daily activities. We welcome your comments on Instagram, but we kindly request that it not be used for questioning why you cannot see your child at a particular moment or inquire about their absence from, for example, Taekwondo. There are numerous scenarios throughout the day that may explain these moments, such as your child engaging in other activities or taking a break. If you happen to notice a jacket left unzipped, it could be because they needed to cool down.

It's important to note that we do not keep a record of who has been posted on Instagram. We do not selectively choose which children to feature. This feature is an enjoyable addition, and our teachers make every effort to include as many children as possible. Our intention is for the glimpses you see on Instagram

to spark conversations between parents and children about their day. Our utmost priority is the safety and well-being of the children.

For families who are uncomfortable with their child being featured on our private Instagram account, we will not post pictures or videos of their child. We respect your rights to your child's image and privacy, and we are committed to maintaining your trust in this regard.

Some days, you will find a lot of content to view, while on other days, our busy schedule may limit our posting capacity. If Instagram-related questions become too time-consuming, we may need to temporarily suspend the account.

Thank you for your understanding and support as we strive to maintain a positive and informative Instagram presence while respecting the rights and privacy of our students.

## Absences and Illness Policy Development

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**(Please refer to our Illness Policy Chart)**

Ensuring a healthy environment for all children is a top priority at our daycare center. We kindly request parents to have a reliable contingency plan in place for caring for their child during the onset of illness. If a child is unwell and displays symptoms, it is best for them to remain at home rather than attending daycare. Please note the following guidelines for illness-related absences:

**Fever:** Children with a fever should be kept at home until they are fever-free without the use of medication.

**Excessive Drainage:** If a child has clear or discolored excessive drainage from the mouth, nose, eyes, or ears, it's advisable to keep them at home.

**Skin Rashes:** Skin rashes can be challenging to diagnose without medical evaluation, so children with skin rashes should stay home.

**Abdominal Issues:** Children experiencing abdominal pain, vomiting, or diarrhea should be kept at home until these symptoms subside.

**Respiratory Problems:** If a child has difficulty breathing or untreated wheezing, it's best for them to remain at home.

**Eye Discharge (Pink Eye):** Children with yellow discharge from the eyes, whether viral or bacterial, should be kept at home.

**Lice or Nits:** Children with lice or nits should not attend daycare until they have been appropriately treated and are lice-free.

**Fall/Head Bump:** If a child falls, trips, or bumps their head, resulting in a goose egg or bleeding, parents will be notified immediately. They will have the discretion to seek professional medical attention for their child.

We strictly advise against medicating children and sending them to daycare, especially if they remain contagious. This practice poses risks to other children and our staff. To ensure the health and safety of all, please arrange for alternative care when your child is unwell.

Regrettably, we do not offer refunds or discounts for days when your child is absent from daycare. Operational costs are incurred daily, and they persist even when children are not in attendance.

Additionally, if your child displays early symptoms of illness such as sneezing, watery eyes, stuffy nose, sore throat, upset stomach, or lethargy, we recommend keeping them at home for the first 48 hours to minimize the spread of sickness during the most contagious phase. After this period, please touch base with us before your child's return.

In the event that a child becomes ill during the daycare day to the point where they are unable to participate in regular activities (e.g., displaying tiredness, tantrums, or crying), parents or guardians will be contacted for immediate pick-up. If parents or guardians cannot be reached within 15-30 minutes, an alternate emergency contact person will be called to collect the child. Quick pick-up is essential to limit exposure to others and is greatly appreciated.

Allergy-related symptoms do not typically necessitate exclusion from care after the initial 24-48 hour assessment period. This time allows both teachers and parents to assess the situation and determine whether the child's symptoms are related to a contagious illness. This consideration benefits all children in close quarters.

If any of the specified conditions are present, it is mandatory that children are excluded from care. They may return once they have been symptom-free for a minimum of 24 - 48 hours or have received approval from the facility operator.

Please be aware that we do not accept doctor's notes for common illnesses as grounds for returning to daycare, as they often do not align with our policies. Self-diagnosis of any illness is also not accepted.

The list provided represents a minimum requirement of 2 days symptom-free before reevaluation for return to daycare. We will maintain communication with families as symptoms evolve and evaluate the appropriate return date. Please refrain from assuming your child may return without prior consultation with us.

In case your child needs to be picked up due to illness, we kindly request that you have a plan in place to facilitate a prompt pick-up within 30 minutes, as we do not have a designated "sick room." A combination of symptoms may necessitate further review of the return date. Your cooperation is invaluable in maintaining a healthy and safe environment for all children in our care.

- **Clear Guidelines for Return to Care:**

To ensure the well-being of all children in our care, we have established clear guidelines regarding the return of children after illness. These guidelines help maintain a healthy environment for everyone. Please adhere to the following:

**48 Hours Symptom-Free:**

- **Fever:** Your child must be free from fever (without the use of medication) for a minimum of 48 hours before returning to our facility.
- **Vomiting**
- **Diarrhea**
- **Cough:** Any onset of a persistent cough, whether it's wet or hacking.
- **Excessive Runny Nose, Sneezing, Watery Eyes, Cough, Feeling Unwell, Tired**
- **Upset Stomach**
- **Difficulty in Breathing:** This includes wheezing or a persistent cough.
- **Pain:** Any unexplained or undiagnosed pain.
- **Sore Throat or Trouble Swallowing**

**24 Hours Symptom-Free:**

- **Runny Nose:** A light runny nose with NO other symptoms, possibly due to allergies. Your child can return once this symptom has cleared up.
- **Rash:** Any type of rash. Your child can return once the rash has cleared up.
- **Infected Skin or Eyes:** This includes mucus or pus drainage. Applies to Pink Eye, whether viral or bacterial.
- **Cold Sores:** Any undiagnosed sores on the lips or around the mouth, including blisters. Your child can return once these have cleared up.

*For Example:*

*If your child is sent home Monday morning at 10:30 AM, they are not to return Tuesday at 10:30 AM as they need a day of rest. After the assessment period, speaking with daycare staff to confirm no other symptoms have presented, the child may return to daycare on Wednesday.*

*We kindly request parents to promptly inform our staff of any serious illness or communicable/contagious disease within 24 hours. This notification allows us to alert other families within the child care center, helping us collectively maintain a safe environment for all.*

**Ensuring the Well-being of Your Child:**

At our daycare center, the health and comfort of your child are of utmost importance. To maintain a safe environment for all children, we have established certain guidelines:

- If your child arrives at daycare with any of the listed symptoms or develops them during the day, we will exercise caution and send them home.

- **After a child has been sent home due to illness, we kindly request that they do not return the next day as a precautionary measure.**
- We also ask that parents remain reachable and ready for pick-up within half an hour's notice. Prompt pick-up is greatly appreciated.

Furthermore, if your child will not be attending daycare due to illness or any other reason, please inform our center as soon as possible. Providing this information, along with the reason for their absence, helps us ensure the well-being of all children in our care.

### **Medication Administration Protocol:**

To maintain a safe and organized environment, we follow a strict protocol for administering medications at our center. Please take note of the following guidelines:

- A "Request for the Administration of Medication" form is required for the administration of any medication. This form ensures that we have your explicit consent to administer medication to your child.
- All medications are securely stored in a lockbox, ensuring they are inaccessible to children. Rest assured that your child's safety is our top priority.
- Medications will only be administered if we have received written consent from parents. It is essential that all medications be in their original bottles with the original labels intact.
- Our staff will diligently record the date, time, and dosage of each medication administered on the appropriate form. This information will be initialed by our staff members, ensuring accurate documentation.
- For prescription medications, we strictly adhere to the directions provided on the medication bottle. This ensures that your child receives the prescribed dosage as per the healthcare provider's instructions.
- It is crucial for our staff to be aware of the time your child received their last dosage of medication to ensure consistent and appropriate administration.
- In the case of prescription antibiotics, children may only return to care after having completed a full 24-hour course of medication, are no longer contagious, and are ready to fully participate in our childcare program. This precaution helps ensure that your child is well on the road to recovery before returning to our center.

Your child's well-being is our priority, and we appreciate your cooperation in adhering to these medication administration guidelines.

A request for the Administration of Medication form will be required to administer medications. All medications are stored in a lock box that is inaccessible to children. Children are not given any medication without the parents' written consent 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.

### **Ensuring Safety with Allergies and Dietary Concerns:**

At our center, we take every precaution to ensure the safety and well-being of all children, especially those with allergies and dietary concerns. Please familiarize yourself with our protocols:

For all allergies and dietary concerns, we require a signed care plan. This care plan will be prominently displayed on our notice board and must also be recorded on your child's emergency information and consent cards.

Please be aware that we are a NUT-FREE facility. This means that any food you send with your child or donate for daycare functions must be entirely nut-free. To ensure everyone's safety, foods without the appropriate symbols or ingredients list will not be served, and we will kindly request that they be taken home or disposed of for safety reasons.

If your child has chronic allergies that may mimic common cold symptoms, we kindly ask you to complete a care plan, which will be kept on file for reference. Your cooperation in adhering to these guidelines helps us create a safe environment for all children in our care.

## **Intoxication Policy - Ensuring Child Safety**

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- At our center, the safety and well-being of your child are our utmost priorities. To maintain a secure environment, please take note of the following guidelines:
- Under no circumstances will a child be released to individuals we suspect are impaired due to drugs or alcohol.
- If we have any reason to believe that a person arriving to pick up a child is under the influence of drugs or alcohol, we will immediately contact one of the emergency contacts provided by the family to arrange for the child's safe pickup.

Additionally, any such incidents will be promptly reported and documented. These measures are in place to ensure the safety and security of all children in our care.

## **Supporting Potty Training**

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We understand the importance of assisting you with potty training, both at home and during daycare hours. To ensure a smooth transition, please consider the following guidelines:

Before introducing potty training at daycare, we recommend that you allow sufficient time for training at home. A two-day weekend is often not enough. Instead, we suggest attempting potty training during an extended long weekend or adding extra days to the process to help your child adjust comfortably.

It's crucial that your child feels confident and unpressured during the training process to achieve success. Look for the following signs of readiness before we can assist you with potty training:

- Your child can communicate when they need to use the bathroom.
- They can independently pull down and up their pants, underwear, or pull-ups with minimal assistance.
- Your child's diaper remains dry during nap times and extended periods throughout the day.
- They can control their bowels and bladder, making it to the potty when they recognize the need to go.

If these signs are not present, it indicates that your child may not be ready to begin potty training at daycare. Unfortunately, having a potty in each room is not feasible due to public health policies. Nevertheless, we always encourage children to use the potty regularly.

**When your child does initiate potty training, kindly provide extra clothing and ensure that soiled items are removed daily. Please note that we do not have spare daycare clothing available.**

During daycare-assisted potty training, we will make regular bathroom trips with your child. However, accidents may occur as part of the learning process. If accidents become frequent, we may need to reevaluate your child's readiness. In some cases, children may need to wear pull-ups during the day to minimize accidents. If progress remains limited, we may recommend revisiting potty training at a later time. Please understand that in a classroom with up to 25 children, we cannot accommodate bathroom trips every 15 minutes to prevent accidents.

We appreciate your cooperation and understanding as we work together to support your child's potty training journey at our center.

## Dress Code and Indoor Shoes Policy

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To ensure that your child feels comfortable and can fully participate in our daily activities, please consider the following dress code and indoor shoes policy:

Children should arrive in attire that is both comfortable and seasonally appropriate. Keep in mind that some of our daily activities may be messy, so it's advisable to dress your child in clothing that can get dirty.

We request that all children have a spare change of clothes readily available in case of accidental soiling. For children under the age of 3 and those in the process of potty training, we recommend having at least two changes of clothing, including socks. Our priority is to keep your child happy and at ease throughout their time with us.

We also strongly encourage each child to have a separate pair of **"indoor shoes"** while at daycare. These indoor shoes can be simple, such as a pair of crocs or slippers designated for indoor use only. Having indoor shoes not only adds to your child's comfort but also ensures their safety during activities like fire drills, especially in winter or on rainy days.

Thank you for helping us maintain a comfortable and safe environment for your child while they are in our care.

## Nap/Quiet time

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Our Nap and Quiet Time policy is designed to promote physical rest and emotional relaxation, offering a valuable balance to the day's active programs. While some children may require a nap, others may only need a short period of calm and quiet. Here are the key details:

### **INFANT AND TODDLER (12 MONTHS TO 2.5 YEARS OLD)**

#### **Sleep Expectations and Support**

We understand that sleep routines can look different for every family, and we approach this part of your child's day with care, patience, and responsiveness. Our goal is to help each child feel safe, supported, and confident as they settle into rest within a group setting.

- Children are expected to be able to fall asleep independently, or with minimal support, as this is essential in a daycare environment where educators are caring for 12 children at once. While we are always there to offer comfort and reassurance, it is not possible for us to provide ongoing lengthy one to one sleep support or contact napping.
- During the initial transition period, and for some weeks following, educators will offer gentle support such as brief rocking, back patting, and verbal reassurance, along with white noise and soft lullabies to create a calm and predictable sleep environment. These supports are intended to be temporary as children adjust and build confidence in their own sleep space.
- For families who currently use contact napping or support their child to sleep overnight, we kindly ask that you begin to adjust your child's nap routine at home in the months leading up to their start date. Creating a clear and separate nap routine, distinct from overnight sleep, helps children understand what to expect. This would mean transitioning away from contact naps during the day so that your child can become familiar with falling asleep independently at nap time, as contact sleeping is not something we are able to provide in our setting.

Working together to build these skills ahead of time makes a significant difference in helping your child feel secure, well rested, and successful in their new environment.

### Length of Rest

Children between the ages of 12 months and 2.5 years typically sleep between 1.5 to 2 hours during nap time. At our centre, we require that children are able to rest for a minimum of one hour, with the goal of reaching 1.5 or longer, as this is most appropriate for their age and development.

Some children may sleep longer, up to 2.5 hours, depending on their individual needs and family routines. We are happy to work with families where appropriate to support these needs.

As children grow and mature, their sleep requirements will naturally change. Nap lengths may gradually decrease over time, and our program will adjust accordingly to support each child's developmental stage while maintaining a consistent and restful group environment.

### PRESCHOOL GROUP (2.5 TO 5 Years Old)

At our centre, rest and quiet time are an important part of the daily routine. This period supports children's physical well-being, emotional regulation, and ability to participate positively in afternoon activities. We recognize that sleep needs vary at this age, and our routine is designed to be flexible while maintaining a calm and respectful environment for all children.

- **All children are expected to participate in a rest period lasting approximately 30 minutes.** During this time, children are encouraged to lie quietly on their mats to relax their bodies, even if they do not fall asleep.
- **If a child is unable to fall asleep, they are expected to remain resting quietly on their mat.** After the initial rest period, quiet activities such as looking at books or engaging with quiet toys may be provided, while maintaining a peaceful environment for children who continue to sleep.
- **Most children find this time comfortable and relaxing when lying on their mats with a book or quiet item.** This allows them to unwind at their own pace while respecting the needs of others who require sleep.
- **The duration and structure of nap or quiet time may vary depending on the child's age and individual needs,** ensuring that the routine remains developmentally appropriate and supportive.
- **Requests for No-Nap Arrangements:**  
Families may request a "no-nap" arrangement for their child, and we will do our best to support these requests while maintaining the overall rest routine. However, children will still be expected to participate in quiet rest time. If a child falls asleep on their own during this period, **we will not wake or prevent the child from sleeping**, as rest is a natural need and supports their overall health and well-being.

We believe that Nap and Quiet Time contributes positively to your child's overall well-being, and we appreciate your understanding and cooperation in implementing this policy.

## Items Needed From Home

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(please see in depth list in your registration package)

- Nap Bedding – We need a crib sheet/blanket that your child will sleep on, and you must provide a blanket for them to cover up with, as well as any comfort items that they may need to sleep (blanket, soother, etc.)
- Diapers/Rash Ointment (Training pants or pull-ups for those who are potty training)
- Spare Clothing – including underwear and socks, at least 3 complete sets for those potty training age and under
- Sunscreen, and a wide-brimmed hat
- Weather appropriate clothing - jacket/splash/snow pants (muddy buddy) hats/mitts, boots etc. – lack of weather appropriate clothing will prevent your child from enjoying our outdoor play time, please ensure you dress your child for outdoor play everyday.
- Please label all items with your child's name

Please ensure that children come dressed in “play” clothes. Although we are careful while doing art and playing outside; there are instances where clothes could become dirty and stained. We appreciate your understanding. Extra supplies can be left at the daycare and replenished when necessary.

## Positive Guidance and Discipline Approach

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Our approach to behavior management and guidance is centered around nurturing children's development, fostering self-mastery, building confidence, and promoting social sensitivity in their interactions with peers. We are committed to providing a safe and supportive environment where children can learn valuable life skills and grow into empathetic, responsible, and engaged individuals. Here's a comprehensive overview of our approach:

### **Conflict Resolution and Positive Role Modeling:**

We encourage children to communicate openly and resolve conflicts with their peers. Through positive role modeling, storytelling, and setting clear expectations, children learn how to make safe and respectful choices and work together to achieve common social goals.

### **Consistency and Support:**

Consistency is crucial, especially during the early years. We understand that this learning process takes time and patience. Children will be guided through various experiences to gradually become more independent in managing their behavior as they mature.

### **Teacher Intervention and Guidance:**

If a child encounters a situation they struggle with, our teachers are there to provide guidance, emphasizing perspective-taking and empathy. They role-model appropriate language and reinforce desired social outcomes.

### **Safety and Respect:**

Our commitment to safety and respect is unwavering. No child is allowed to harm themselves, others, or damage property or the environment. In the event of such behavior, we employ strategies such as:

- Setting clear, consistent limits with positive reinforcement.
- Redirecting a child's focus.
- Encouraging verbal expression of feelings or creative outlets.
- Offering alternative choices.
- Demonstrating problem-solving skills and resolution through action.
- Implementing logical and reasonable natural consequences.
- Teaching appropriate words and actions to mend hurt feelings.

### **Collaborative Approach:**

We value open communication with parents to address their child's development and education. We collaborate to identify and address any issues, referring to external support if necessary.

### **Parent-School Partnership:**

When a child faces behavioral challenges, we work with parents to create a collaborative parent-school plan. We ensure consistent boundaries at home and school to support the child's growth.

### **Individualized Support:**

Every child's developmental needs are unique. If a child struggles to develop self-regulation and responsibility within a reasonable timeframe, we may recommend alternative programs or interventions to break negative behavioral cycles.

#### **Empowering Personal Growth:**

Our ultimate goal is to empower children to become self-aware, socially responsible individuals with strong personal values, confidence, compassion, and integrity. We guide them to navigate life's experiences positively.

### **Respecting Social Boundaries:**

While children may not always agree with limits, we emphasize that social boundaries are essential for healthy interactions in society. Our teachers continually work to guide students toward self-control and self-discipline while preserving their self-esteem.

We welcome open dialogue with parents regarding our approach to behavior management and guidance. Your questions and concerns are valued as we strive to create a nurturing and supportive environment for every child's success.

## Addressing Biting Behaviour

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Biting is common among children aged birth to three years and often results from developmental stages and stressors. At LCC, we proactively prevent biting by considering each child's unique needs and stage of development.

Dealing with a biting child is a challenge in childcare centers. It can happen suddenly and provoke strong emotions in children, families, and teachers. While many children outgrow biting as they learn social boundaries, some may persist due to factors like teething, frustration, or stress.

### To reduce biting triggers, we prioritize:

- Building nurturing relationships with children
- Creating an environment that supports sharing and minimizes stress
- Teaching children to navigate transitions and express emotions

To minimize the triggers for biting, LCC implements various practices known to reduce biting incidents among young children:

- **Quality Relationships:** Our teachers build nurturing relationships with each child, getting to know them individually.
- **Environmental Influences:** Children engage in both small and large group activities, and our classrooms offer diverse play opportunities. We create an environment that encourages sharing and provides a safe space for all.
- **Social-Emotional Support:** Children follow a daily routine that includes free play, circle time, structured activities, art, and snack time. We help them navigate classroom transitions, fostering confidence and stress reduction. Teachers also discuss emotions and feelings through books and activities.

### Plan of Action for Biting Incidents:

When a biting incident occurs, we have a well-defined plan of action in place:

#### For the Biter:

- The biter is immediately separated from the situation with minimal emotional reaction.
- Care and attention are redirected to the child who was bitten.
- The biter is spoken to calmly at their comprehension level, emphasizing that biting is not acceptable.
- The child is redirected to other activities.
- Staff completes an incident report and notifies the biter's family.

**For the Victim:**

- The child who was bitten is separated from the biter.
- Special attention and comfort are provided.
- Appropriate first aid measures are administered, including wound assessment, bleeding control, cleaning, and dressing.
- Parents are notified if immediate medical attention is required.
- Ongoing Assessment and Intervention:

**When biting behavior continues:**

- Classroom staff collaborates with the administrator to review the context, supervision, and environment surrounding biting incidents.
- Staff documents each occurrence, including attempted bites, to understand patterns and circumstances.
- Parents of both the biter and frequent victims are involved in discussions and strategy planning.
- A conference with the biter's parents helps develop a written plan of action.
- Early transition options are considered for children persisting in biting behaviors.
- If in the best interest of the child and the school, temporary removal may be considered, with prior written warning to families.

**Biting Confidentiality:**

We maintain strict confidentiality regarding all children involved when notifying parents of biting incidents, ensuring privacy and respect for all parties.

We are committed to providing a safe and supportive environment where children can develop social skills and self-control while understanding and respecting social boundaries. Open communication with parents is encouraged, and we are here to address any questions or concerns regarding our approach to managing biting behavior.

## Program Suitability Assessment

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At LCC, our dedication to embracing and celebrating the diversity of children and families is unwavering. We are deeply committed to providing families with a service that fosters the well-being and comprehensive emotional development of their children. We aim to fulfill the diverse needs of our young learners, encompassing physical, emotional, social, and intellectual growth.

In our relentless pursuit of each child's holistic development, we acknowledge that some children may encounter behavioral or developmental challenges during their educational journey. In such instances, our primary approach is to seek support through our Supported Child Development program. Once we receive the family's consent for a referral, we embark on a comprehensive process, working closely with Supported Child Development to identify the most appropriate resources to support the child's unique needs.

In cases where external funding is not available, the responsibility for covering the costs of additional support for the child rests with the parents. We are wholeheartedly committed to exploring every avenue to ensure the best possible support for children facing behavioral or developmental needs. This may include arranging private 1:1 support, which can be funded by Supported Child Development or the parents themselves. However, if these options are not feasible or conducive to the child's well-being, we will recommend transitioning the child to a center equipped to meet their specific needs.

Examples of concerns that may warrant further discussion and consideration include, but are not limited to:

- Speech and language delays
- Aggressive behaviors and conflict resolution challenges
- Classroom safety and appropriate conduct
- Chronic biting incidents
- Emotional and social adjustment difficulties
- Motor skill development challenges
- Sensory processing issues
- Attention and focus concerns
- Learning disabilities or developmental disorders

Our foremost priority is the welfare and progress of each child under our care. We approach these situations with empathy, open communication, and a steadfast commitment to finding the most suitable and supportive path for each child's growth and development, ensuring that they thrive in our nurturing environment.

## Child Abuse/Neglect

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In the event of suspected abuse or neglect involving any child under our care, we are obligated to promptly notify Child Protection Services. Additionally, it is imperative to note that, under no circumstances, will we release a child to individuals who appear to be impaired. Should there be any indication that a person picking up a child is under the influence of drugs or alcohol, we will immediately contact an emergency contact to arrange for the child's safe pickup, and the incident will be reported accordingly.

## Screen time policy

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Our center offers a rich array of developmentally appropriate activities carefully designed to provide daily learning opportunities for the children in our care. We prioritize interactive and hands-on experiences, and as such, screen time is not a routine component of our curriculum. However, we do incorporate screen time into our schedule under specific circumstances:

**Educational Activities:** Screen time may be integrated into our curriculum during educational activities that align with our learning objectives. These activities are thoughtfully chosen to enhance the children's understanding of key concepts.

**Transitioning from Nap Time:** Screen time can also serve as a gentle transition tool when children wake up from nap time. It helps ease the shift from restful sleep to active engagement.

**Special Occasions:** On special days or occasions, such as birthdays or cultural celebrations, we may incorporate a maximum of 15 minutes of screen time to complement our festivities and create memorable experiences.

At all times, our use of screen time is guided by the principles of age-appropriateness, educational value, and responsible screen-time management. We remain committed to fostering a stimulating and balanced environment where children can explore, learn, and thrive.

## Movement from Infant Toddler to 3 - 5 Program

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At Lil Clubhouse, one of the greatest benefits we offer families is peace of mind. When you enroll your child in our Infant/Toddler Program, you are not just securing care for the early years, you are automatically guaranteed a placement for your child all the way through to their transition to kindergarten. This commitment ensures your infant's guaranteed placement in our Group Program

Our primary objective is to establish a stable, nurturing, and long-term environment in which families commit to an agreement that remains in effect until your child is prepared to transition to kindergarten. We take on this responsibility to **alleviate the stress of parents needing to search for new childcare once their child outgrows the infant room**. This means we hold a future space in our Group (3–5 years) Program for your child as part of your enrolment agreement as specified in your parent contract.

**We kindly request that parents consider the long-term commitment to our program. Registering with the intention of leaving when the child turns 3 yrs. old can disrupt our program continuity and create challenges in filling the vacancy mid-year, leading to financial implications for our organization. We appreciate your understanding and cooperation in the matter. This commitment involves us reserving a spot without receiving payment, which results in a financial loss to us.**

### Why This Commitment Matters

Research shows that the first two years of life are critical for brain development, social-emotional growth, and attachment. Consistency with caregivers and environment during these years has a lasting impact on a child's development. By securing a spot for your child's future transition, we ensure a stable, nurturing, and long-term environment where your child can thrive.

However, this commitment also requires cooperation from families. Holding a spot in our Group Program is a **financial risk and responsibility we take on without immediate payment**, as we cannot offer that reserved space to another family.

## Commitment to Stay

When families join our Infant Program, there is an **understanding and expectation of a long-term commitment to remain with our daycare until the child is ready for kindergarten**. This continuity benefits not only your child but also the overall stability of our program.

**In consideration of the financial loss and our commitment to reserving a spot, we require that children transitioning to our Group Room between the ages of 2.5 and 3 years old remain enrolled for at least one year after moving into the Group Room.**

Ideally, we ask that families honor the full commitment of keeping their child enrolled until **June 30th of the year they turn 5 years old**.

There is a great deal that goes on behind the scenes to make this possible:

- Strategic planning is required months/years in advance to ensure a smooth transition for each child.
- We reserve a future space in our Group Room without payment while your child becomes of age.
- This ensures families don't have to search for new childcare when their child outgrows the Infant Room.
- Our program is designed with both age groups in mind, supporting children through all early stages of development.
- We ask families to commit to both stages of care, as this allows us to maintain the quality and consistency.
- Leaving the program prematurely such as withdrawing at age 2.5 - 3 yrs creates challenges in filling vacancies mid-year and results in financial losses for our center.

During this time, we absorb the **financial burden of holding an empty Group Room spot without payment** while your child remains in the Infant/Toddler Program and awaits transition.

### Financial Commitment:

If a family chooses to withdraw early and break this agreement, particularly after a Group Room spot has been held, they will be responsible for up to **three months of fees** (*at the current Group room fee rate per month*) to offset the financial impact of the reserved space and disruption to our planning.

*For Example:*

*If a spot was held for 3 months prior to your child aging out of the Infant program, the financial loss to hold the spot is \$789 per month.*

## Exceptions

We understand that circumstances may change. Exceptions to this policy may be considered in cases where:

- Parents are no longer employed
- Parents go on maternity leave
- The family relocates outside of Richmond
- In certain extraordinary circumstances, if there has been a prior written agreement with the daycare stating that your child will only be enrolled until the age of **30 months (2.5 years)**, this financial commitment policy will not apply.

(Proof of these circumstances may be requested.)

## BREACH OF CONTRACT

*In the event of early withdrawal outside of the exceptions listed, the fees incurred by Lil Clubhouse for holding your child's reserved spot in the Group Program will become immediately due. Late payments will be referred to collections (note: government funding is exempt from collections).*

## Room Transition

At Lil Clubhouse Childcare, classroom placements are based on both age and developmental readiness to ensure each child receives the care and support they need to thrive.

Occasionally, children may transition from the Infant/Toddler Room to the Preschool Room before turning 3 years old. Please note the following guidelines:

- **We may transition children aged 2.5 years or older into the Preschool Room only if we determine they are developmentally ready and able to adapt to the new environment, including engaging with older peers and participating in the Preschool routine.**
- **At any given time, we can have a maximum of two children under 3 years old (ages 2.5 and up) enrolled in the Preschool Room.**
- **If a child transitions before their 3rd birthday, the Infant/Toddler Room tuition rate will continue to apply until the child turns 3 years old.**
- **On the first billing cycle following the child's 3rd birthday, the Preschool Room tuition rate will take effect.**

This policy ensures licensing regulations, promotes a balanced classroom environment, and supports a smooth transition for children who are developmentally ready.

Please reach out to the director if you have any questions about your child's placement or this policy.

## Effectiveness of Payment Change

When your child transitions from the Infant Room to the Preschool Room, the updated fee structure will take effect starting **after the month they turn 3 years old**. This policy ensures consistency and clarity in fee adjustments.

This also reflects the additional care and supervision younger children require, including support with diapering or toilet training, and the higher staff-to-child ration necessary to ensure their safety and developmental needs are met.

*For Example:*

*Your child moves in to the Preschool Room in January but they turn 3 on April – their fees remain the same until then, and the fee change will only be effective starting May (the month after they turn 3 years old)*

## Extreme Weather Policy

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### Snow, Ice, Heat, Air Quality - PRIORITIZING SAFETY!

We recognize that our choices regarding opening, closing, or delaying daycare operations during severe weather conditions can disrupt family routines. While we acknowledge that our daycare plays a significant role in the academic, emotional, and social development of our children, our foremost concern is the safety of our children and staff. Consequently, the decision to close or delay opening is not taken lightly and involves a thorough and collective evaluation within our center.

#### HOW DO WE ARRIVE AT OUR DECISION?

Please be aware that our decision to open or close the center in adverse weather conditions is grounded in a comprehensive analysis of various factors, including:

- We align with School District closures. If the district opts for closure due to severe weather, we will follow suit as a safety precaution.
- We rely on input from transportation staff, local law enforcement, and road maintenance teams for insights on road conditions.
- We assess the accumulation of snow and/or ice.
- We consider whether precipitation is expected to persist throughout the day.
- We factor in storm timing, trajectory, and projected development.

- We assess the condition of our facility, including whether our building's electricity and heating services are disrupted.

### **WHO MAKES THE FINAL CALL?**

Ultimately, the Manager and the Daycare Director assumes responsibility for the conclusive decision regarding closures, taking into account the factors mentioned above. Our Director often consults with other daycare center directors in our area who are similarly impacted by extreme weather conditions or school closures.

### **WHEN IS THE DECISION FINALIZED?**

We strive to make closure decisions as early as possible to allow families time to prepare. However, we can only make informed decisions once we have all the necessary information. Once a decision is reached, we promptly notify parents via WhatsApp and our Instagram account. It's important to note that, due to our location in a church building, we must close if the church does so for insurance reasons. Please be aware that the school district typically announces its decision at 7 AM on the same day. Even if they remain open, we may still opt to close, as some of our staff do not reside in this community, and we must adhere to specific staff-to-child ratio requirements.

### **WHAT IF CONDITIONS DETERIORATE?**

If conditions worsen throughout the day, we may find it necessary to have an early dismissal. In such cases, we will provide families with ample notice through the communication channels mentioned earlier. It is crucial for parents to have contingency plans in place in case a decision needs to be made later in the day. We recommend considering driving conditions and ensuring that you allow sufficient time in the afternoon to pick up your child when the center closes early.

While we make every effort to navigate this process diligently, we acknowledge that there may not always be a perfect decision. If you believe that it is unsafe for your child to attend, please use your best judgment regarding their participation. Rest assured that we are dedicated to remaining open whenever possible, even if it means adjusting our opening and closing times during extreme weather events. Your child's safety remains our top priority.

## **Power Outage**

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In the event of a power outage, the center will initially continue to operate normally for a limited duration of 1-2 hours. However, if power restoration is not imminent within that timeframe and it is anticipated that the outage will persist for an extended period, regrettably, we will be compelled to close the center for the entire day. It's important to note that operating beyond the initial 2-hour window without power would pose an insurance liability, making closure necessary for safety and compliance reasons.

## Evacuation Procedures

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In the event of an emergency, such as a fire, flood, or any other unforeseen situation, our top priority is the safety and well-being of the children and staff. In such circumstances, we have a well-defined evacuation plan in place:

**Evacuation to Albert Airey Park:** Our primary evacuation site is the Albert Airey Park, which is conveniently located next to our center. This designated safe area ensures the safety of all children and staff members.

**Emergency Contact Information:** To facilitate a seamless response, we will ensure that emergency contact information is transported with us to the evacuation site. This information is vital for promptly notifying parents or guardians about the situation.

**Parent Notification:** In the event of an emergency, you will be promptly contacted to arrange for the pickup of your child at the alternate location, which, in most cases, will be Albert Airey Park. We understand the importance of keeping parents informed and reunifying families as swiftly as possible.

**Communication:** In situations where we are unable to reach a parent or guardian directly, we will take the necessary steps to ensure transparency. Information will be posted on the outside door of the center, detailing the situation and our temporary location. Rest assured that during such times, children will remain in the care of our dedicated teachers, who are trained to prioritize safety and comfort.

Your child's safety is paramount to us, and our emergency protocols are designed to ensure a swift and organized response to any unforeseen circumstances. We are committed to maintaining open lines of communication and keeping you informed throughout the process.

## Missing Child Policy & Procedure

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Ensuring the safety and security of every child is our paramount concern at LCC. To maintain a safe environment, we have implemented vigilant supervision practices, both during drop-off and pick-up times. Our commitment extends to permitting children in our care to partake in activities and events meticulously planned to guarantee their utmost safety. Additionally, our staff is well-prepared to respond to any situation where a child may become lost.

In the unfortunate event of a child going missing, our staff is trained to execute the following procedures in a calm and methodical manner:

- 1. Determining Last Location:** Staff will swiftly establish the last known whereabouts of the child.
- 2. Immediate Area Search:** The staff member responsible for the child will initiate a thorough search of the immediate vicinity.

3. **Expanded Search:** If the child is not found within the immediate area, the search will expand, involving as many individuals as possible, including administrators, pastors of the church, teachers, and students from Canada Star and Windsor Hall school within the same building.
4. **Security Check:** Doors and gates will be examined to identify any security breaches.
5. **Comprehensive Area Search:** Every conceivable area, such as bathrooms, nap rooms, closets, and unoccupied rooms outside the center, will be meticulously inspected.
6. **Outdoor Area Sweep:** An extensive sweep of the outdoor vicinity will be conducted.
7. **Contacting Authorities:** If, within ten minutes, the staff is unable to locate the missing child, the senior staff will immediately contact the RCMP, providing them with pertinent information.
8. **Parent/Guardian Notification:** Simultaneously, parents or legal guardians will be informed of the situation and the ongoing actions. They will receive regular phone updates on the progress.
9. **Recovery and Debriefing:** When the missing child is found, the senior staff will notify all parties involved and promptly hold a debriefing session.
10. **Incident Report:** An incident report will be filed to document the incident and the actions taken.

#### **Follow up to a missing child incident:**

- **Notification to Licensing Office:** We promptly notify the Child Care Facilities Licensing office through an incident report.
- **Staff Evaluations:** We conduct evaluations to assess the incident and the staff's response.
- **Immediate Safety Enhancements:** Any necessary immediate changes to enhance safety are implemented.
- **Child Education:** We educate the children on what to do if they become lost or are approached by unfamiliar adults or children, with the aim of preventing similar incidents in the future.

Our commitment to the safety and well-being of every child remains unwavering, and we continually strive to improve our practices to ensure a secure and nurturing environment for all.

## **Unvaccinated Children During an Outbreak of Vaccine-Preventable Disease**

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### **Notification of Outbreak**

In the event of an outbreak of a vaccine-preventable disease (e.g., measles, whooping cough, mumps) within the childcare centre, the centre will promptly inform all parents and guardians of the situation. This will be communicated via email, phone calls, or notice boards to ensure all families are made aware of the outbreak.

### **Unvaccinated Children**

If your child is unvaccinated or partially vaccinated and there is an outbreak of a vaccine-preventable disease, the following actions will be taken:

- **Exclusion:** Unvaccinated children may be excluded from attending the centre for the duration of the outbreak to prevent the potential spread of the disease. This is particularly important if the child has not received the required vaccinations for the disease that is currently circulating.
- **Return to Centre:** Unvaccinated children may return to the centre once they have been cleared by a healthcare professional, or after the outbreak has been deemed over by local public health authorities. The decision to reintegrate an unvaccinated child will be based on the guidance provided by health authorities and the specific disease involved.

## Vaccinated Child

Vaccinated children, in accordance with recommended immunization schedules, may continue to attend the centre during an outbreak unless otherwise directed by public health authorities. The centre will monitor the situation and follow public health advice regarding vaccination status and possible exposure risks

## Communication with Healthcare Providers

Parents or guardians of unvaccinated children are encouraged to discuss their child's vaccination status with their healthcare provider, particularly if they have concerns or if vaccinations need to be updated. The centre may request documentation of a child's immunization status to support decision-making during an outbreak

## Preventative Measures

To reduce the risk of outbreaks, the childcare centre will continue to:

- Promote good hygiene practices among all children and staff, including frequent handwashing and sanitization.
- Encourage vaccinations for all eligible children and staff as part of the centre's ongoing efforts to maintain a safe environment.
- Regularly review and update policies in line with current public health guidelines.

## Illness Policy Chart

(UPDATED MAY 2024)

SYMPTOM	WHEN TO RETURN
FEVER	• May return to childcare after <b>2 CALENDAR DAYS</b> symptom free / no new symptoms appear.

	<ul style="list-style-type: none"> <li>• Child must be fever free (without being medicated) for <b>2 FULL CALENDAR DAYS</b> from the last fever before returning to child care</li> </ul> <p><b>** Teething is not a source of fever, a child might have a mild elevated temperature from teething however a child will not have a fever **</b></p>
<b>VOMIT/DIARRHEA</b>	<ul style="list-style-type: none"> <li>• May return to childcare after <b>2 CALENDAR DAYS</b> symptom free / no new symptoms appear from the last vomit/diarrhea episode. Child must not have any vomit/diarrhea for 2 full calendar days before returning to child care.</li> <li>• Must speak with staff before returning.</li> </ul>
<b>COLD/FLU (CLEAR RUNNY NOSE, WATERY EYES, UNWELL, LETHARGIC, COUGH, SORE THROAT)</b>	<ul style="list-style-type: none"> <li>• May return to childcare after <b>2 CALENDAR DAYS</b> / no new symptoms.</li> <li>• If runny nose needs to be cleaned more than twice in a half hour span, the child is still actively sick.</li> <li>• Active colds/flu with sneezing, watery eyes, cough, loss of appetite, congestion etc., children must stay home, aftermath runny nose (green/yellow) or lingering cough might be acceptable.</li> <li>• Must speak with staff first before returning.</li> </ul>
<b>RUNNY NOSE ONLY</b>	<ul style="list-style-type: none"> <li>• May return to childcare after <b>1 CALENDAR DAY</b>/no other symptoms.</li> <li>• If runny nose needs to be cleaned more than twice in a half-hour span, the child may be actively sick.</li> <li>• Aftermath runny nose (green/yellow) might be acceptable.</li> <li>• Must speak with staff first before returning.</li> </ul>
<b>EXCESSIVE/SEVERE COUGHING</b>	<ul style="list-style-type: none"> <li>• May return to childcare after <b>2 CALENDAR DAYS</b> if minor/ no new symptoms.</li> <li>• Child must be able to engage in normal activities and exercise without having a significant coughing episode.</li> <li>• If the cough persists during rest time, additional days should be added before returning.</li> <li>• Lingering cough might be acceptable.</li> <li>• Must speak with staff first before returning.</li> </ul>
<b>DIFFICULTY BREATHING OR WHEEZING</b>	<ul style="list-style-type: none"> <li>• May return to childcare when breathing is clear and normal.</li> </ul>
<b>UNEXPLAINED FATIGUE OR ACHES</b>	<ul style="list-style-type: none"> <li>• May return to childcare after <b>2 CALENDAR DAYS</b> /no new symptoms.</li> </ul>
<b>RASH, COLD SORES</b>	<ul style="list-style-type: none"> <li>• May return to childcare after rash or sores have cleared up.</li> </ul>
<b>COMBINATION OF SYMPTOMS</b>	<ul style="list-style-type: none"> <li>• May return to childcare after <b>3 CALENDAR DAYS</b> symptom free and no new symptoms have appeared.</li> <li>• Must speak with staff first before returning.</li> </ul>
<b>HAND, FOOT, AND MOUTH DISEASE</b>	<ul style="list-style-type: none"> <li>• May return to childcare once all blisters/sores are no longer open and have scabbed over.</li> <li>• If your child develop fever/vomiting during the infection they must be <b>SYMPTOM FREE FOR 2 CALENDAR DAYS</b> before returning</li> <li>• <b>SIBLINGS MUST STAY HOME AS WELL</b></li> <li>• Must speak with staff before returning.</li> </ul>
<b>PINK EYE (CONJUNCTIVITIS)</b>	<ul style="list-style-type: none"> <li>• May return to childcare once the discharge or redness from the eye is gone.</li> <li>• After taking antibiotics may return after</li> <li>• Conjunctivitis is very contagious. Must be symptom free/ no new symptoms.</li> <li>• Must speak with staff before returning.</li> </ul>

<p><b>TEETHING</b></p>	<ul style="list-style-type: none"> <li>• If your child is teething they may attend unless they have a fever.</li> <li>• <b>Symptoms of teething may include:</b> <ul style="list-style-type: none"> <li>• Drooling</li> <li>• Rash on the face (typically caused by skin reaction to drool)</li> <li>• Gum pain</li> <li>• Fussiness or irritability</li> <li>• Trouble sleeping</li> </ul> </li> <li>• If your child has a temperature above 100.4 °F (38 °C), it is considered a fever. Not a slightly increased body temperature.</li> </ul> <p>“Teething does not cause fevers. If you have any concerns, call 811 to speak with a nurse or contact your health care provider” – Fraser Health</p>
<p><b>GETTING VACCINATED</b></p>	<ul style="list-style-type: none"> <li>• We cannot take the risk assuming your child has fever or is feeling unwell from getting the flu shot, the COVID vaccine, or any vaccine in general.</li> <li>• If your child develops any symptoms after getting vaccinated, please follow the illness policy.</li> <li>• If your child is getting vaccinated before/during childcare hours, please keep them home to monitor and they can attend the following day as long as they remain symptom free.</li> <li>• Must speak with staff before returning.</li> </ul>
<p><b>IF CHILD IS SENT HOME DUE TO ILLNESS OR UNDETERMINED ILLNESS</b></p>	<ul style="list-style-type: none"> <li>• May be able to return to childcare after <b>1 CALENDAR DAY OBSERVATION</b> to determine issue/illness.</li> <li>• May not return the next day.  <b>For example: If your child is sent home Monday at 10:30 am, they can return Wednesday unless new symptoms start or the child's illness is determined, in that case you follow the illness policy based on the child's illness.</b></li> <li>• Must speak with staff before returning.</li> </ul>

## Head Bump Policy

At Lil Clubhouse, the **safety and well-being of every child** in our care is our highest priority. Although we keep a very close eye on children, little ones can be clumsy, and accidents can happen even right in front of us. For example, a child may trip near a table or bump themselves while exploring. Babies especially are still learning balance, which makes bumps and falls more common.

In the event of a head bump or injury, this policy explains the steps we take to ensure a **timely and appropriate response**, maintain **clear communication with parents**, and provide **follow-up support** to safeguard your child's health.

### 1. Immediate Response

- Staff will check your child right away.
- Comfort and reassure your child.
- If serious, staff will give first aid or call 911.

## **2. Assessment & Documentation**

- A trained staff member will assess the bump.
- We record: time, place, what happened, and any symptoms.
- If needed, we may call healthcare professionals for advice.

## **3. Parent/Guardian Notification**

- We call you promptly to explain what happened.
- You'll be told about your child's condition and next steps.
- We complete a Head Injury Report that parents are asked to read over and sign.
- Parents may request a copy of this report for their own records. It provides a detailed written account of the incident and your child's condition.
- In some cases, we may ask you to pick up your child to monitor at home and recommend seeking medical care.

## **4. Monitoring at Daycare**

- We continue to observe your child for signs of concussion or changes in behavior.
- You'll be updated about anything unusual.
- If needed, we will seek further medical attention

## **5. What Parents Should Watch For at Home**

- Dazed look or confusion
- Irritability, crankiness, excessive crying
- Unsteady walking or loss of balance
- Vomiting
- Sleeping or eating changes
- Lack of interest in favourite toys

## **6. When to Seek a Doctor Right Away**

Call a doctor or go to emergency if your child has:

- Repeated vomiting or nausea
- Loss of consciousness (even briefly)
- Severe or worsening headache
- Blood or fluid from nose or ears
- Vision or eye changes (unequal pupils)
- Seizures or convulsions
- Slurred speech, confusion, or unusual behavior
- Large bumps/bruises on the head (especially for infants under 12 months)

## **7. Prevention & Review**

- We regularly review safety practices to reduce head bumps.
  - Staff and parents are reminded of concussion signs and response steps.
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**We act immediately, keep you informed, and provide a written report for you to read and sign, so there's a clear record of what happened and what to watch for at home.**