

# Lil Clubhouse Childcare

## Parent Handbook

(last updated June 2021)

### Welcome / Philosophy

Welcome to Lil Clubhouse Childcare. This handbook has been created to outline expectations and answer as many questions as possible. This handbook covers our childcare philosophies, business policies and expectations. Please read this handbook carefully, and feel free to discuss with a staff member or myself any questions that you may have.

Lil Clubhouse Childcare is committed to creating a safe, warm, loving environment for children where they can learn and grow physically, emotionally, creatively, intellectually, and socially at their own pace. We want to help your child increase their confidence, and self-esteem by treating them as unique individuals, and allowing them to express themselves in a variety of facets. We strive to make your child's time at daycare the best experience it can be for them as well as you, the parents.

We are committed to supporting families by maintaining open communication and encourage parental involvement in our programming and care activities. Our objective is to care for your child the same way you would.

### Deposit and Payment

Deposits are non refundable.

Monthly fees are one years 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.

- If a family decides to not start at our facility the deposit will **not be refunded.**
- If 2 calendar month's notice **is not given before your start date,** the first month's cheque will be deposited and considered binding. If paying fees by E-transfer, you will be required to E-transfer the remaining balance of your fees minus the deposit for the month you committed to start in. When you register, you agree to these terms as it is a binding agreement.
- If 2 calendar month's notice is **not given** for the withdrawal of care **after your start date,** the cheque for the balance of the next 2 month's fees will be cashed and considered binding. If payment method is through E-transfer, you will be required to pay for the next 2 month's before care the following day. This is a binding agreement.

- If we can fill your child's spot on the second month of withdrawal, you will be refunded for that month via E-transfer.

For example: If your child is to start June 1st and you give notice May 25th, you will need 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.

When you have entered into contract where you agree to pay with E-transfer as your preferred payment method, please set the fee up as a payee on your online banking and set it to payout every month on the 1st of each month. Regarding withdrawal of service policy when deposit and monthly payments are paid via E-transfer, you have agreed to follow all policies and procedures when you have outstanding payments due to withdrawal same as paying by cheque.

**Full fees are due regardless of a child's illness, statutory holiday or holiday days off taken by families.** 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 may be paid in cash, E-transfer or by post dated cheque. Any fees received later than the first day of the service month are subject to the \$5 a day late charge and any returned cheques are subject to the bank charge. Returned cheques may result in cash only payment policy for future services. 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. There is a nonrefundable deposit of \$1050 for babies and \$850 for 3-5 yrs.

### **Absences/Illness from Daycare**

Please have a reliable Plan-B to care for your child during onset of illness. If a child is too sick to attend daycare, please keep him/her home. There is no "sick room" at the daycare, and the best place for a child to be recuperating from an illness is at home. There are also many symptoms that a child may have that may prevent them from being able to partake in everyday activities. If your child experiences any of the following please keep them home until they are gone, or are well enough to participate in normal everyday activities:

- Fever
- Excessive drainage (clear or discoloured) from the mouth, nose, eyes, or ears.
- Skin rashes, as they are difficult to diagnose unless seen by a physician.
- Abdominal pain, vomiting or diarrhea.
- Difficulty breathing or untreated wheezing
- Yellow discharge from the eyes (Pink eye), viral or bacterial
- Lice or nits

If your child(ren) is sent to daycare with any of the above listed symptoms, or develop during the day they will be sent home. ***Once a child is sent home they cannot return the next day as a precaution. Parents must be reachable within half an hour to confirm pick up and must be picked up as soon as***

**possible.** Children should NEVER be medicated and then sent to daycare (i.e. given Tylenol to break fever). If Children are sent to daycare medicated but still contagious it puts at risk all the other children and all of the teachers. NO ONE wants to have all the caregivers unable to attend work! You should arrange for back-up care when your child is sick, and unfortunately there are no refunds or discounts for days that your child does not attend daycare. There are still costs associated with each childcare spot each day that unfortunately cannot be avoided if your child is not in attendance.

If your child will not be attending daycare due to illness or any other reason, please let someone at the centre know as soon as possible, as well as the reason they will not be attending.

### **Developing Illness Policy (24-48 hr assessment waiting period)**

If your child is exhibiting symptoms of starting to fall ill, (sneezing, watery eyes, stuffy nose, sore throat, upset stomach, lethargy) we ask you keep them home for 24-48 hours to avoid the spread of sickness on the most contagious "first" days. This will allow us to determine whether your child's illness is simply a common cold or has progressed to something else transmittable. After the 24-48 hours, parent's are asked to touch base before returning to daycare.

In the event a child becomes ill during the course of the day, to the point where they are struggling to participate in regular activities (tired, tantrums, crying), the parents/guardians will be contacted and be required to come pick the child up immediately. If the parents/guardians can't be reached within 15 minutes, the alternate emergency contact person will be called to come pick up the child. We need to limit the exposure to others so quick pick up is appreciated.

Allergy related and symptoms do not require that the child be excluded from care after the 24 hour assessment period, everything else will be assessed to ensure limiting the spread to others who are in close quarters in a small setting who may be contagious is beneficial to everyone. It is always difficult to make the decision for a child to go home and inconvenience working parents, we want the least amount of disruption in a parents day, we understand that some employers are not as understanding as some about having to be home for your child when they are sick and we empathize with that however, we also need to remain healthy to stay open for everyone.

If any of the following conditions are present, it is required that children be excluded from care: Children may return to care when they are free of symptoms for 24 - 48 hours or are approved to return by the facility operator.

Please note we do not require a doctor's note for common illness to return to daycare. Doctor's notes are for clearing a child of an illness that is beyond the norm. We do not follow doctor's recommendations regarding length of time a child can return to daycare, as more often they do not coincide with our own policies. We also do not except self diagnosis of any illness.

For example;

- Pink eye (conjunctivitis, viral or bacterial); a doctor may say “he/she is fine to return to daycare, just keep washing the eye and discharge off”, our policy states a child can return to daycare after 24 hours free of pink eye. No discharge, no crusty’s, no redness, no itch.
- Rash; a doctor may say “it looks like a heat rash, just watch it for a few days, the child is fine to return to daycare, or it’s impetigo, here is some medication, he/she is fine to return after 24 hours” however it turns out to be hand/foot/mouth and rages through the entire centre including staff. Our policy states the child can return after being clear for 24 hours.
- Vomiting/Diarrhea; a doctor may say “24 hours is plenty, he/she is fine to return to daycare” however the child is still not eating/feeling well, is lethargic, vomits after nap or needs to go to the washroom every half hour. Our policy is very strict with these particular communicable sicknesses; no child is permitted to come to the centre unless they have had no vomiting/diarrhea for 48 hours.
- Fever; a doctor may say “it is just from teething, or it is just a virus” he/she is fine, our policy states a child can return after being fever free for 48 hours.

The following list is a minimum of 2 days symptom-free. We will stay in touch with families as the symptoms change and evaluate at the time when they are able to return. Please do not assume your child may return without talking to us beforehand.

If your child needs to be picked up, please have a plan in place so it does not take more than 30 minutes for pick up. We do not have a “sick room”. Any combination of the symptoms will need further review of return date.

#### **48 Hours**

- **Fever** – child must be free from fever (without being medicated) for 48 hours before returning to care at the facility
- **Vomiting** - may return to care after 48 hours clear of vomiting
- **Diarrhea** - if a child has regular movements that are loose, clear
- **Cough** - any onset of a persistent cough, wet or hacking cough
- **Runny nose +** sneezing, watery eyes, cough, unwell, tired
- **Difficulty in breathing** - wheezing or persistent cough
- **Pain** - any unexplained or undiagnosed pain
- **Sore throat** or troubles swallowing
- **Cold sores** - any undiagnosed sores on lips, around the mouth, blisters, can return once cleared up

## **24 Hours**

- **Upset stomach**, not eating
- **Runny nose** - light runny nose with NO other symptoms, possibly allergies

## **Can return after cleared up**

- **Rash** - a rash of any kind, can return once the rash is cleared up
- **Infected skin or eyes** (mucus/pus draining) Pink Eye, viral or bacterial

### ***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.*

\*\*\*Parents are required to inform staff of any serious illness or communicable / contagious disease (with their child or within their family) within 24 hours to allow other families within the child care centre to be alerted.

## **Clothing**

Children should come dressed in comfortable, season appropriate clothing that can get dirty, since some activities we do on a daily basis are messy. A spare change of clothes is required for all children in case of soiling of clothes. Children under the age of 3, and those who are potty training require at least two changes of clothing (including socks). We want to keep your children happy and comfortable.

A separate set of indoor shoes is recommended at the daycare for each child at all times. These "indoor shoes" can be simply a pair of crocs from the dollar store, or a pair of slippers that they don't use at home, or even a separate set of sneakers if you wish. Indoor shoes also protect your child's feet in the event of a fire drill in the winter months/rainy days.

## **Potty Training**

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

- The child is able to pull down and up their pants and underwear/pull-ups on their own with little or no assistance .
- The child is able to communicate to you when they need to go to the bathroom .
- The child's diaper is dry after nap times and for long periods during the day.
- The child is able to hold their bowels and bladder until they get to the potty once they realize that they need to go.

If these signs are not present, your child is not ready to potty train at daycare, as we cannot have a potty in each room for them to use – it is against public health sanitation policies. We will always encourage children to use the potty regularly. When your child does potty train, we ask that you provide extra clothing and remove soiled clothing daily. If we run out of clean clothes and underwear then you will have to be contacted during the day in order for you to provide them, as we do not have daycare “loaner” clothes.

When parent's have started potty training and we are continuing your training at the daycare, we will take your child to the bathroom regularly but accidents will happen, it is all part of the learning process. If there are more accidents rather than not, where distractions are proving to be difficult on the child to be able to let us know they need to go potty before an accident, we will have to reevaluate whether or not the child is ready. A child may need to wear pull-ups during the day to eliminate the child from wetting themselves if it is too often. Not only is this hard on their confidence, we can't continue to have children wet themselves if there is no progress or the child is not fully understanding the process of training, sometimes children need to try again a couple of months later. Please remember there are 16 children in the classroom, it is not possible to take one child to the bathroom every 15 minutes to avoid accidents.

### **Evacuation Procedures**

In case of emergency (fire/flood/otherwise), children and staff will be evacuated to the Guru Nanak Niwas Temple next door. Emergency contact information will be transported along with us, you will be contacted to pick up your child at the alternate location. If we are unable to reach a parent we will also post information on the outside door of the centre, and the children will remain safe with the teachers.

### **Avoiding Drop off after 10:30 am and Pick up between 12:30-3:00**

We understand that doctor appointments and/or unforeseen circumstances may occur, please plan ahead of time for your child to be dropped off for the day by 10:30 am. The reason is that by this time we are underway in our daily routine, the children have eaten snack, are focused on art and circle time or are preparing to go outside. Some children are still transitioning and are triggered by parents arriving during these times, which causes them anxiety. The arriving child needs an appropriate amount of time to settle into routine, late drop offs would ultimately include rushing the child through these activities, eat lunch and nap right away, this has proven unsuccessful for the child being dropped off late and causes them anxiety. When planned ahead of time, we will make every effort for a smooth drop off experience.

In order to avoid disrupting children during nap times, pick up of children during nap time is to be avoided, please make arrangements to pick up either before or after nap times.

### **Signing in and out/Attendance Records Policy**

Children are signed in and out by a parent upon their arrival and departure. We ask that if your child is not going to attend care as per usual that you inform the centre by 9:30 am. This will help us plan activities for the day. When your child does not attend daycare you must message the center to let us know the reason – if it is a communicable illness we are required to record this incase of other cases breaking out. Please leave a text message. If there is a No-Show, we will call by 10:00 am to confirm with the family to assure the health and safety of the child and family in the event of an unfortunate circumstance.

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

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

### **Late child pickup procedure**

The Centre closes at 5:15 p.m. 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 5:15 p.m. If the parent/guardian is aware that they are going to be late, they should call or text the Centre to advise staff of this and of their plan to pick up their child/ren. Due to the operational and staffing costs incurred when a parent/guardian is late, a \$20 late fee will be charged and must be given at drop off the next day.

### **When the parent/guardian is late:**

1. Contact the parent/guardian at the numbers on the child's file card
2. If contact with parent/guardian is not established, call the emergency contact(s) on the child's file card and make arrangements for the child to be picked up.
3. Contact the Supervisor/designate.
4. In the event that the parents/guardians/emergency contact(s) are not available and it is 6:15 pm; contact the appropriate Children's Aid Society and follow their instructions. Under no circumstances is the staff to remove the children from the Centre.
5. If the parent/guardian is repetitively late, staff will notify the Supervisor/designate who will meet with the parents/guardians regarding the situation.

### **Late Fees**

- From 5:00 p.m. to 5:00 p.m. the fee for the first time late is \$20.00.
- The fee for the second time late is \$3.00 per minute.
- If late four times in any four-week period the family faces removal from the centre.
- The daycare clock is the time used to determine the late payment. Late fees are required to be paid at the start of the following day

### **Items Needed From Home**

- Nap Bedding – We need a crib sheet/blanket that they 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/Sun Block, 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 space permitting.

### **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.

For prescription medication, only the directions on the bottle will be accepted for administering the medication. And in all instances staff needs to know when the child received his/her last dosage of the medication, to ensure medication is given at appropriate times consistently.

With any prescription antibiotics children may not return to care until they've had a full 24 hours of dosage, are no longer contagious and ready to participate in the full childcare day, to ensure they are well on the road to recovery.



### **Allergies**

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

### **Telephone Communication**

If you need to contact the daycare for any reason, please feel free to message the daycare number. Text message on WhatsApp is the best and most prompt way to communicate, as often we are out or busy with the children and unable to get to the phone at that moment. We do check text messages as soon as we get the chance. We do not mind text messages to check to see how your children are doing during the day. We do please ask to limit them to 2 per day, as they do disrupt the classroom to pull a teacher away from the children to use the phone. Thank you for your understanding.

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

### **Withdrawal of Services Policy**

A non-negotiable (2) calendar months notice is required for termination of childcare services. Even if your child does not attend during that period, a cash/e-transfer payment for the remainder of the fees is still required at the beginning of the last month of care or on the last day of care if not staying for the full remainder of the two calendar months. This gives us some time to fill your spot. Any fees not paid on time with regards to termination of childcare services will also be subject to daily late fees, until full payment is received. If fees are not paid, the unpaid bill will be placed into collections.

### **Discipline/Guidance**

As children mature and try to gain self-control, they may lose control. At such times, children may be redirected to another activity. Sometimes talking about what has happened eases the tension. A child may occasionally need to sit quietly with a book or sensory box in order to calm down and regain self-control.

Children are never humiliated, or embarrassed. If the behaviour is persistent, teachers will examine the environment and the events, which surround the behaviour. Through observation and discussion, teachers will decide the most appropriate way of dealing with the situation. Parents will also be asked to share their ways of dealing with difficult situations. Time-outs are not used at this centre as we believe it embarrasses the child in front of their peers.

### **Child Abuse/Neglect**

If there is any abuse or neglect suspected of any children in our care, we are required to report it to Child Protection Services. Please be aware also that children will NOT be released under any circumstances to impaired individuals. If we have reason to believe that any persons picking up a child is under the influence of drugs or alcohol, an emergency contact will be called to pick up the child. The incident will also have to be reported.

### **Biting**

When a child is bitten, it is a traumatic situation for both children and both sets of parents. Yet, biting is not unusual behaviour for pre-verbal children. They may become frustrated when they cannot say "Move", "I was playing with that", or "You are too close". Because they cannot speak, some children will bite.

When a child is bitten, the area is cleaned and ice may be applied. They are held and consoled until they are ready to re-join the group. The "biter" is told that biting is not allowed and that it hurts, we explain how the other child is feeling, and show them how to be gentle with their friends. The "biter" is removed from the group and encouraged to play individually for a short period of time. In extreme chronic biting cases, if the "biter" is not getting better with time, the child may have to be removed from the centre. Safety of all children is our priority.

### **Instagram** (Private Parent account)

Lil Clubhouse Childcare has a private parent account to view your children during the day to see what they are up to. This is safe and fun for parents to use as a tool to talk with their children about their day, ask about the art or story that parents were able to watch on the Instagram story. Any families' who are not comfortable with this will not have their child's picture or video posted. Some days there will be lots to see and some days we are so busy we will not have too much time to post as much. We are not selective in who we post, this is a fun extra feature but it does take time for teachers to find the time to record and post, we do the best we can to include everyone.

## **Extreme Weather Policy**

### **SAFETY IS PRIORITY!**

Our staff understands that our decision to open, close or delay school opening during extreme weather often disrupt family schedules. We also understand that our children are better served academically, emotionally and socially by being in school or daycare. But, as always, our top priority is the safety of our children staff, so the decision to close or delay opening is not an easy one. The process is elaborate and involves everyone within our center.

### **HOW DO WE MAKE OUR DECISION?**

Please understand that we make the decision to open or close the centre in bad weather based on careful analysis of all relevant factors including:

- Information on road conditions from transportation staff and from local law enforcement and road crews
- Amount of snow and /or ice accumulated
- Whether precipitation will continue throughout the day
- Storm timing, trajectory and projection
- Building conditions (such as whether our building's electricity and or heat service is disrupted)

#### WHO MAKES THE DECISION?

Ultimately, the Daycare director is responsible for the final decision based on the above factors in school closures. Often our Director consults with other areas centre directors who are similarly affected by extreme weather/school closures.

#### WHEN IS THE DECISION MADE?

We strive to make the decision to close as soon as we can where it allows families to have the chance to prepare. We cannot make any decisions until we have all the information necessary, so we can notify parents immediately via WhatsApp and our Instagram account. As we reside in a school building, we must close if the district closes due to insurance. Please note that the school district does not often make the decision until 7 AM the same day. If they remain open we still may opt to close, not all of our staff live in this community and we have ratio numbers we must follow.

#### WILL WE CLOSE IF CONDITIONS WORSEN?

If conditions worsen throughout the day, we may need to have an early dismissal, but we will give families as much notice as possible through the previously mentioned methods of communication. However, it is very important for parents to have plans in place in case the decision needs to be made later. We encourage you to consider driving conditions, always allow yourself plenty of time in the afternoon to pick up your child when the centre closes early.

Although we do our absolute best in this process, we do know that often no perfect decision exists. If you do not feel that it is safe for a child to attend, use your best judgement whether or not he or she should attend. Again we try to our absolute best to remain open even if that means adjusting opening closing times during extreme weather.

# ILLNESS POLICY

(Updated June 2021)

<b>Symptom</b>	<b>May return when</b>
Fever - Temperature of 100 F / 37.8 C or higher (orally) or 99 F / 37.2 C or higher (under the arm)	May return to child care after 2 calendar days symptom free. Child must be fever free (without being medicated) for 48 hours before returning to child care.
Vomit/Diarrhea	May return to child care after 2 calendar days and no new symptoms, must be symptoms free for 48 hours.
Runny nose (no other symptoms) Sinus Congestion (allergies)	May return to child care after 1 calendar day and no new symptoms.
Runny nose – <b>Cold</b> + Sneezing, watery eyes, unwell, tired, cough	May return to child care after 2-3 calendar days, and no new symptoms, after speaking with staff first.
Cough  Difficulty breathing or wheezing	May return to child care after 2 calendar days and no new symptoms.  May return to child care when breathing is clear and normal.
Unexplained fatigue, aches or cold/flu-like symptoms	May return to child care after 2-3 calendar days and no new symptoms, after speaking to staff first.
Rash, cold sores	May return to child care after rash or sores have cleared up.
If child is sent home during daycare	May return to child care after 1 calendar day, may not return the next day.
Exposure to Covid-19	If anyone in your household has been exposed to Covid: <ul style="list-style-type: none"> <li>- Inform us right away.</li> <li>- <b>Do not</b> bring your child to daycare.</li> <li>- <b>Do not</b> bring your child to daycare if you are needing a Covid test.</li> <li>- <b>Do not</b> bring your child to daycare if you are awaiting a Covid test.</li> </ul> You may return to child care after the appropriate isolation time given to you by VCH. Proof will be required.
Positive Covid-19	If anyone in your household has tested positive for Covid: <ul style="list-style-type: none"> <li>- Inform us right away.</li> <li>- Isolate until VCH has deemed you and your family safe to leave isolation. Proof will be required.</li> </ul>

*\*\*Parents please touch base with us prior to returning to childcare after an illness to confirm whether your child can return.*