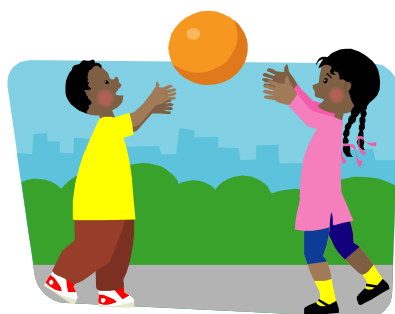


Little Wonders Childcare Center



Parent Handbook



A South Okanagan Quality Childcare Center

Little Wonders Childcare

750 Merlot Avenue
Oliver, B.C.

(250)689-2135 or (250)485-8041 During day care hours

Welcome to Little Wonders!

The program is owned and operated by Diane Gludovatz. Miss Diane is a certified Early Childhood Educator and special needs worker and has been working in the Childcare field for over 25 years; She and her staff are looking forward to working with your children. The program is a licensed member of the Childcare Resource and Referral program and has access to toys, games, and staff training programs. We are also part of the parent fee reduction initiative.

Philosophy

We at Little Wonders strive to provide your children with a sense of security, safety, and well being. We provide rules and routines, which help the children to know what is expected of them and what they can expect from others. In doing this, we hope to help the children achieve self-discipline and respect for themselves and others.

Quality care can be achieved through a combination of education, experience, a learning attitude and a love for children. Children's curiosity, creativity, confidence, and initiative are supported in an atmosphere of warmth and respect. We pride ourselves on working closely with parents to help them achieve the goals they have for their child. We consider it an honor to care for children, and we are committed to doing the very best for your child. We at Little Wonders have the firm belief that we can all make the world a better place. This is the basis for all of our policies, and is echoed in all of the daily activities.



Environmentally:

- 1)Any recyclable containers or materials are recycled.
- 2)Most projects use recyclable items, such as cereal boxes, egg cartons, cardboard tubes, newspapers, etc. Parents are encouraged to save these and bring them to the program.
- 3)The children have an outside playtime every day, weather permitting. They are encouraged to learn about the environment and responsible ways to care for it.

Personally:

- 1)By respecting each other's feelings and thoughts.
- 2)By respecting who we are, regardless of economic status, religion, or race.
- 3)By taking a zero tolerance stance on name-calling, teasing, physical violence, and ostracism.
- 4)By taking responsibility for our actions and developing a healthy sense of self-esteem.

Socially:

- 1)Discovering the ways in which people's jobs and services affect the quality of life of others in the community. This could involve field trips, such as to a bakery or fire station.
- 2)Discovering the ways in which we ourselves can enhance someone else's life, such as visiting Sunnybank Center and singing for the seniors, and helping with the community garden.
- 3)Charitable acts. We will be trying to do one fundraiser every few months, which will benefit such charities as the food bank, Christmas Hamper Fund, World Wildlife Fund, etc. The funds may be raised through bake sales, penny carnivals, Halloween party, etc.

Any suggestions or ideas about fundraising, field trips, or ways to encourage the children to be socially responsible are warmly welcomed.



Manager/Caregiver Responsibilities

1. To make sure the daycare and play areas are safe for the children by keeping all dangerous areas, materials, etc. inaccessible to the children, and by using safe toys, materials and equipment.
2. To be sure that the daycare maintains the health and safety of the children by making sure the children get time to play, both indoors and outdoors, adult attention, practicing proper hygiene, and notifying the parents of any health problems or concerns about their children.
3. To make sure all children are supervised at all times.
4. To call the parents, and if necessary, an ambulance, if their child becomes suddenly ill or injured.
5. To be able to handle an injury, emergency or fire in a safe way.
6. To make sure that all persons who are volunteering or working within the daycare setting have completed a Criminal Record Check.
7. To make sure that all employees have the appropriate qualifications.
8. To make sure that anyone who is to be left alone with the children have a valid first aid certificate.
9. To keep confidential, all information received about a child or a child's family.

Parent responsibilities

1. To pick up and drop off their child on time, we close at 5:30pm. Late fees will be applied
2. To let the caregiver know if an authorized pickup person will be picking up their child.
3. To let the caregiver know if the child will be late or absent, please leave a message on phone, giving the caregiver as much notice as possible.
4. To give all information needed, to care for a child by filling in the registration form, completely and accurately.
5. To fill in the attendance sheet when picking up or dropping off their child.
6. To keep their child home if he/she is ill, and to pick them up as soon as possible if they become ill while in care.
7. To let the caregiver know if their child has a communicable disease, or has come in contact with one.
8. To make sure their child is dressed appropriately for the weather and for field trips.
9. To send an adequate lunch and snacks (depending on hours attending.)
10. To pay fees or renew subsidy contracts on time.

Rates, Hours of Operation, and Closures

We are open Monday to Friday, from 7:30am to 5:30pm, with the exception of Statutory Holidays and some School Holidays, when we will be closed. We will let you know well in advance of the daycare closures.

Rates for 2023 (will increase 25.00 per month for 2024)

Full Day 7:30 – 5:30~~~~~\$60.00 (32.25/day with fee reduction)

3yrs and up - \$875.00 (**330.00** with fee reduction)

Under 3 - \$925.00 (**225.00** with fee reduction)

In order to get discounted rate, payment **must** be made on or before the 1st of each month. **Payments after the first will be assessed a 10% late fee**

You will be responsible for pre-paying for the days your child attends care. As you are reserving a spot for your child, you will not be reimbursed for any days missed.

No refunds are given for absences due to family Vacations, illness, or legal holidays, or school holidays (such as Christmas)

Refunds or credits to next month are given only when the facility is unexpectedly closed (ie: Fire or flood). For example, if you have prepaid for the full month (20 days) and have only attended 10 before we are closed unexpectedly, then you will be given either half your money back or a credit for that amount towards the next month.

Payments are post dated cheque, e-transfer or cash by the 1st of each month. If paying by cheque, please make them payable to South Okanagan Quality Childcare (Or Diane Gludovatz). If payment is not received by the 1st, then a late fee will be assessed and you have until the 10th. After the 10th your child will not be able to attend until payment is made in full and your account is up to date.. If payment is not made by the 15th, your child will not be able to attend and could lose his spot to a child on the wait list. Drop in daycare is filled on a first come, first serve basis. You will receive a receipt every time you make a payment for your income tax purposes.

Fees do not include meals. Please send an adequate lunch and 2 snacks with your child for a full day. We do have a microwave, so we can reheat your child's lunch, but please send it in a microwaveable container. Think of it as a treat... Please remember that if all 20 children send something we have to cook in the microwave, lunch time is very long and children have to wait.

If your child does not have a snack, one may be offered. If we give your child a snack, the staff will inform you (the parent) of what was given. It will be written on the sign in sheet.

Occasionally we have a special birthday or party. If we are having a special occasion where cake or cookies or other food is served, you will be notified ahead of time. If you do not wish your child to partake in holiday treats, please let us know.

We recommend following the Canada Food guide in helping choose a nutritious lunch and snacks for your children. Please do not send candy or pop as these are empty calories and full of sugar. Children can be finicky so giving them choices is a great way to ensure they eat enough food to get them through the day.



Termination of Care

There is an initial four (4) week trial period in order to determine whether a child can adapt well to this setting. During this period, either party (caregiver or parent) may terminate care without notice.

After this trial period, two (2) weeks notice is needed for either party to terminate care. If a parent withdraws their child without notice, they are responsible for paying for two (2) weeks of care.

If you have prepaid with postdated cheques, all cheques that haven't been deposited will be returned with the following exception. If you terminate care between the 1st and 15th of the month, you will only be reimbursed for the following prepaid months. If you terminate care between the 15th and 31st, you will be reimbursed 2 weeks of the following month plus all remaining months you've paid for.

Pickup

To ensure the safety of your child, only yourself and people you have authorized on your child's registration form will be allowed to pick up your child. If for some reason, someone not on this list will be picking up your child, you must let us know beforehand. We cannot release a child to anyone not on the list, even if the child knows who he/she is.

You will need to pick your child up at daycare by 5:30pm. Please be on time. If you have a 5:30 pickup and you are late, you will be inconveniencing the program's employee. Therefore, the late policy is rather strict, and is as follows: You will have a 10 minute grace period, after which you will be charged \$1.00 for every minute or part thereof that your child is still at daycare. The time will be determined according to the program's clock. If it is one half hour past closing time and you are still not here and could not be reached, or have not phoned, then we will call your emergency contacts to come get your child. If we are unable to contact your emergency contacts, we will call The Ministry for Children and Family Development to come pick up your child.

We cannot allow a child to walk home or be sent home in a taxi. Yourself or an authorized pickup person must pick them up. There are no exceptions for this.

If a parent or guardian is under the influence of drugs or alcohol when coming to pick up their child, we will offer to call a taxi or help the impaired person to find a designated driver in order to get the child and adult home safely. If the parent/guardian insists on driving home, we are legally obligated to phone the police with the description of the vehicle, license plate number, direction of travel, and also phone the Ministry for Children and Family Development. We will not allow an impaired authorized pick up person, other than the parent, to pick up a child.

Legally, we cannot stop a parent with legal guardianship, from picking up their child.

Parental Access

Please note that Little Wonders has an “Open Door” policy. This does not mean that our doors are left open at all times. This simply means that you are welcome to come visit your child at anytime during daycare hours. Feel free to stop by.

Confidentiality

Any information about your family will be kept confidential, unless it involves suspected abuse of the child.

Legally, we are required to report to the Ministry for Child and Family Development if there are signs that a child is being neglected or abused. This could include:

- signs of physical abuse, such as unexplained injuries, presence of several injuries in different stages of healing, repeated injuries and/or accidents

- signs of sexual abuse, such as fatigue due to sleep disturbances, self-mutilation, difficulty walking, excessive itching in the genital area, disclosure

- signs of neglect, such as unattended medical needs, consistent lack of supervision, consistent hunger, poor hygiene, persistent conditions, developmental delays.

There are also behavioral indicators for each of these. The program has The B.C. Handbook for Action on Child Abuse and Neglect and all staff will abide by it to the letter.

Discipline Policy

Our discipline policy is preventative. We let the children know exactly what we expect from them in each situation, as well as the consequences for not meeting expectations. This allows the children to be responsible for their actions. Consequences are non-physical, and range from diversion and redirection to removal from an activity. Positive reinforcement is used for appropriate actions, and the discipline and guidance is adapted to fit each individual child, to help them develop self-control while maintaining healthy self esteem.

If you would like to know more about our Guidance and discipline or behavior management policy, please feel free to ask for a copy of our Guidance and discipline handbook.

Emergency Procedures

Fire drills are practiced monthly. In case of fire our meeting place is at the far fence at the south end of the property by the gate to call 9-1-1 and call parents.

If there is an emergency evacuation, and we need to leave the neighborhood, we will proceed to Tucelnuit Elementary school, or if we need to go further, the Oliver Community Center or No Frills on Main street.

If there is an emergency evacuation of the entire area, if parents are not reached, we will then call emergency transport and proceed 44 km to Interior Health in Penticton on Carmi Avenue.

If there is a disruption of basic services and the children are unable to be cared for adequately, then parents will be called to come pick up their children.

Screen Time Policy

Although Little Wonders does not have electronic devices for childrens use, if one is brought in for teaching use, then our policy is no more than 30 minutes of screen time per day, (or 2.5 hours per week)

Sickness

There is an illness policy at the end of this manual, which has been supplied by the health unit. As a licensed facility, we have chosen to abide by it. If your child becomes ill in our care, we will call you to come pick up your child. If your child becomes suddenly ill or injured, first aid will be administered, and an ambulance will be called if necessary.

If your child has a communicable disease, or has come in contact with one, please let us know, so we can alert the Public Health Nurse and Licensing. Please let us know if your child has had any major life changes, as this often translates into stomach aches or other physical symptoms, as well as behavioral changes.

Our Daycare facility does periodic lice checks. Although it's not a health risk, lice are highly contagious and any child found with lice will be sent home. If your child has lice, you will be notified and you must arrange to have your child picked up. The child may not attend until hair has been treated and all nits are removed. Nits are hard to see, so don't be offended if we find more and send your child home. Suggestions on treatment and identification of lice and nits can be found online.

****During a pandemic if we are open, our centre will enforce strict cleaning, attendance and capacity rules.**

Capacity – maximum 16 children per building in order to comply with social distancing measures to the best of our ability. Outside as much as possible and during pick up and drop off.

Attendance – All parents must take their child's temperature each day and sign a declaration that they ensure that their child is not sick or been exposed to anyone who is. (see covid wellness declaration)

****DONOT bring your child if they or you are sick****

Cleaning – All toys and high touch areas are cleaned daily. Parents and children will be required to use hand sanitizer at drop off each day. In addition to regular hand washing before eating and after toileting, Children will be required to wash their hands if they cough, sneeze or put anything in their mouths. Any toys that are mouthed will be sanitized immediately as well as any areas that may have been coughed or sneezed on.

If a child becomes sick at preschool the parent or emergency contact will be called for immediate pick up. The child will be isolated (with a teacher) and required to wear a mask until picked up. All parents will be notified that a child became sick and will be asked to monitor their child for symptoms. The sick child's family will be asked to test for covid and self isolate.

In the event that the child tests positive for Covid-19 the daycare will inform all families and follow all PHO and IH licensing rules. Families are

asked to monitor for symptoms and follow current PHOs and get tested should they become symptomatic.

If a staff member should become sick and tests positive for Covid-19 then the daycare will inform all families and follow all PHO and IH licensing rules. Families are asked to monitor for symptoms and follow current PHOs and get tested should they become symptomatic.

Smoking

The Seven Day Adventist School property is a non-smoking premises and all people are asked to put their cigarettes out before even entering the school grounds. This way the children are not exposed to second-hand smoke nor to the idea that smoking is an acceptable and healthy activity.



Nutritional Needs

You, the parent, will be responsible for sending a nutritious lunch and snacks for your children. Please try to send items that are based on the Canada Food Guide (Food Flair), instead of items that are high in sugar or that will not give them enough energy to keep them going until pickup time.

It is the parents responsibility to provide an adequate and nutritious lunch, it is the child's responsibility to choose from it and decide how much they eat.

Because children's tastes and appetite vary from day to day, please send multiple choices for your child to choose from.

If you have concerns about how much your child is eating, please feel free to talk to us. But we cannot and will not force children to eat, nor withhold or use it as a punishment or reward.

Hand washing, with running water and soap, is used before and after eating, as well as after using the washroom.

The children are encouraged to develop good personal hygiene, which will keep illness in the program at a minimum.

Potty Training

All children must be in the process and preferably late stages of being potty trained before they can attend Little Wonders.

Please send extra clothes and pull ups for accidents.

DAILY ACTIVITIES LITTLE WONDERS CHILDCARE

7:30am – 9:00am – Children arrive and Free inside or outside play and Art

9:00am – 9:45am – Clean up and Circle time

9:45am – 10:15am - Snack

10:15am – 11:30am – Free Outside play

11:30am - 11:50am - Story time

11:50am – 12:30pm - Wash up for lunch, Lunch and clean up.

12:30pm - 12:40pm - Quiet Story time (prepares the children for nap time)

12:40pm – 2:00pm - Nap time/ Quiet time
15 minutes of lying quietly. After which any children still awake may play quietly either doing puzzles, coloring, looking at books etc.

2:00pm – 2:30pm - Craft / Free inside play

2:30pm – 3:00pm - Circle

3:00pm – 3:20pm - Wash up for Snack, Snack time and clean up

3:20-4:30 - Free outside play

4:30-5:30 - Free inside play / Departure

ILLNESS IN CHILD CARE A QUICK GUIDE...

DISEASE	SYMPTOMS	INFECTIOUS?	REMOVE FROM CENTRE
CHICKEN POX	Fever Blister type rash	YES five days after onset	YES From when spots first appear and five (5) days after
COLD WITH FEVER	Runny nose, clear discharge, doesn't want to eat, slight cough, plus fever – above 37°C. Runny nose – green discharge, tired, severe cough, hurts all over.	YES Before and during symptoms	YES Until symptoms return to common cold
COMMON COLD	Runny nose, clear discharge, doesn't want to eat, slight cough	YES Before and during symptoms	NO
DIARRHEA #1	Runny stools. If no other problems, check with parent. It could be normal or because of diet.	NO	NO
DIARRHEA #2	Runny stools, fever above 37°C., bad smell, fussy, cranky, pain and/or vomiting.	YES	YES Until Doctor says it is not infectious
EAR INFECTIONS	Fever, clear discharge from nose, cranky, pulls on ear.	NO	NO
FLU	Fever is above 37°C., cranky, in pain, may have runny nose, nausea or vomiting.	YES	YES Until symptoms are gone
HAND FOOT AND MOUTH DISEASE	Spots on palms of hands, fingers and soles of the feet. Sometimes on buttocks; for seven (7) to ten (10) days.	YES	YES Until symptoms are gone
HERPES SIMPLEX (common cold sore)	Fever blister or sore around mouth.	YES	Decide each individual case with a Public Health Nurse
IMPETIGO	Crusty rash, mostly on face, arms or legs.	YES	YES Until on antibiotics for 24 hours
NAUSEA/ VOMITING		YES	YES Until it stops
PINK EYE	Thick discharge from one or both eyes, redness or itching of one or both eyes.	YES	YES Until seen by a Doctor who says child may return to the child care facility
RASHES	Red spots anywhere can be measles, chicken pox, allergies, impetigo	YES	YES Until Doctor says it is not contagious
SORE THROAT	Fever, red throat, hurts to swallow (could be strept throat)	YES	YES Until on antibiotics for 24 hours

illness chart – child care.doc
REVISED July 6, 2004

Please keep this form in an easily accessible area for reference and viewing.