

Flying kites childcare center Ltd

Parents Handbook

Preschool / Before and After School Care



PLEASE INITIAL EVERY SINGLE PAGE OF THIS BOOKLET.

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1 GENERAL INFORMATION

LOCATION 23851 24TH Ave
Langley, v2z 3a3

HOURS: The Centre is open Monday to Friday 7.30am-5.30pm.

STAFF: All staff members are certified and hold a valid First Aid Certificate

REGISTRATION: A legal Parent or Guardian is required to register their child (ren) A non-refundable fee of \$60.00 is required

ORIENTATION: Arranged with staff before first visit

FIRST VISIT: Requires Parents only to discuss policies, procedures and philosophy to become familiar with the staff, centre and surroundings.

HOURS OF OPERATIONS:

Before school care : 7:30am-9:00am

After school care: 2:40 pm-5:30pm

Preschool Extended Hours: 9:00am-2:00 pm

Normal Full Days 7:30am - 5:30pm

If you have any questions concerning your child please feel free to call or make an appointment. We will be happy to talk to you

Parents Signature/ Initials: _____

2 PHILOSOPHY

As a caregivers, we enjoy being with children. We will provide your child (ren) with a safe, caring and comfortable environment to play and learn with loving guidance. We will share in their laughter, their tears, and their achievements. Your child (ren) will be treated with quality care. They will learn about themselves and the world around them. To become confident learners by trying their own ideas, experience success and acquire skills such as problem solving, using words to describe their feelings, ideas and observations. This is a play based facility which means throughout the day using arts and craft, singing, stories, games indoor and Outdoor play, meaningful, age appropriate toys, and a variety of other activities that will help stimulate your child's intellectual, social, emotional and physical development. We will work with your child (ren) in an individual, small and whole group situations and activity. Together your child will be loved and cared for.

3 PARENTS RESPONSIBILITIES

Parents play an important role in the success of our Program. We encourage open communication between parents and the teachers. We ask the parents to keep themselves familiar with the program handbook and follow the policies it included. Also, to ease the situation, we encourage the parents to take a minute to help the child (ren) feel comfortable.. It is important for the parents to reassure the child that Parents will return at a specific time. If your child (ren) does significant amount of crying at drop off time, please make your stay brief. Kiss, hug and tell your child that you love him or her and make a goodbye short. It is harder on a child when you prolong your stay.

Parents/Guardian signature _____

To provide the best care, we encourage parents to keep the lines of communication open with teachers. This includes:

- : Any discussion about changing behaviours of the child (ren)
- : Bring any and all concerns and or complaints to us directly.
- : Change of address, phone and emergency information promptly.
- : Inform us of any changes in your family situation
- : A written or release form of the person picking up your child.
- : Pick up child on time, make pickups and drop off brief, please call when going to be late.
- : Obtain approval to bring child earlier than scheduled, or on an unscheduled day.
- : Provide healthy snack, lunch, juice, water etc.
- : Assist child in putting on coat and shoes when leaving.
- : No garbage to be left on the School premises.
- : Feed child breakfast before arriving at School.

4 COMFORT KIT

In the event of an earthquake or other Emergency situations, we want to ensure that your child is cared for at all times. Please provide a comfort kit which will be stored in the classroom and returned at the end of the year. Fire and Earthquake drill is conducted every month. **Please bring comfort kit by the first week of enrollment.**

Parents Signature/ Initials: _____

5 GRADUAL ENTRY

Every child enters the classroom through the gradual entry process regardless of their starting date. The first few days of class focus on establishing an atmosphere that is positive, comfortable and fun. This process will help all the children establish a feeling of security and acceptance, whether they have had previous social experiences or not. Fears and anxieties are greatly reduced which allows for successful integration into the classroom.

6 TOYS AND BELONGINGS

Toys from home are not allowed as it does not let children concentrate towards their educational toys in the classroom. We will be doing show and tell every week where your child will be able to bring anything in the box given by the teacher so he/she can share and discuss their thoughts in the classroom.

7 DROP OFF & PICK UP

Please make pickups and drop offs brief. Please inform the teachers if you will be dropping off late or picking up early.

Our center closes at 5.30pm and Final pick up occur by 5.30pm. If you are late picking up your child (ren) a fee of \$10.00 will be charged to you for every 15 minutes late. if no telephone call is given due to late pick up before 6.00pm an emergency person will be notified.

We will also appreciate your consideration to pick up your child on time. During summer we will be playing outside so please call if you will be picking up early. If your child is not coming to the center for any reason a phone call is required.

Parents Signature/ Initials: _____

8 GUIDANCE AND DISCIPLINE

We will work together with the children to have a warm, happy and relaxed environment, but when a child is having a difficult time following directions, or treating others, or equipment without respect, developmentally appropriate guidance techniques are used. We must enforce a discipline policy.

Our policy is as follow:

: Positive reinforcement by first speaking to the child, at the child's eye level, in a positive manner, we will discuss the problem and what the child needs to do in order to correct it.

: The child is redirected to another activity and given an opportunity to try again at another time.

: A statement in which the child is encouraged to accomplish something before going on to something else. e.g.: when you finish putting your toys away you can go outside and play.

When a child is exhibiting temper tantrum type behaviour or hurting him/her self, others or equipment then this techniques is used by teachers to let the child be in the same room with the rest of the group but asked to take a few minutes break at the quite reading area to calm down and then join the group again. When the child shows that he /she is ready to demonstrate acceptable behaviour, the child is encouraged to join the rest of the group and try again.

: If a child continues to abuse a certain toy the privilege of playing with that toy may be taken away from him/her for a period of several minutes or for the rest of the day. If the whole group of children are engaged in this, the toy will be considered "closed "for a while.

Parents Signature/ Initials: _____

: If the child continues to behave inappropriately, we will talk to you about it. I hope that these type of behaviours are ones you don't want your child(ren) to adopt to, so they will be reinforced at home.

: Children are never punished for accidents, spilled milk for example. In the case of spill, we will have the child help the teacher clean up if possible, not to punish, but to help teach responsibility.

: Punishment that is humiliating or frightening to a child, such as hitting, spanking, shaking, verbal abuse, with holding or forcing food or punishment are prohibited. These forms of punishments will never be used, even at the request of the parent. We will do our best to work with you on any concerns or questions.

9 RELEASING YOUR CHILD (REN)

If anyone, including yourselves arrives to pick up your children and appears to be incapable of providing safe care, we will not release the children. If you insist on taking the child we will contact the proper authorities.

Teacher's will only release children to their parents or someone who has been designated in writing by the parent ahead of time. A verbal notice is ok if the person picking them up is already on the list. Your child (ren) will not be released to anyone else without prior written notices. In case of parental custody, we must have a copy of the courts custody arrangements on file that specifies which parent has custody and or visitation for each day of the week.

Parents Signature/ Initials: _____

10 LOST/MISSING CHILD POLICY

If a child would become lost, a thorough search of the school and grounds would be made. If a child were not located, police and parents would be notified and a neighbourhood search will take Place

11 CLEANLINESS AND HYGIENE

Teachers will try their best to maintain strict cleanliness and hygiene standards. Child (rens) hands are washed before and after meals, and after toileting.

12 ILLNESS

Please do not bring your child if he/she is sick and also if your child has any of the following symptoms as below:

FEVER: 100 degree Fahrenheit or higher. A child needs to be fever free for a minimum of 24 hours before returning to the center and without the aid of Tylenol or any other fever reducing substance.

DIARRHEA: Running or water stools or 2 or more loose stools within last 4 hours.

13 MEDICATIONS

If your child is taking medication please be sure to sign a release to administer medication form. We cannot administer any medication to a child without the release being signed. Include the name of the medication, exact dosages, and the time it is to be taken. All medication must remain in the original container. Refrigerated medication will be kept in a locked box in the refrigerator, and all other medications will be locked in a cabinet in the kitchen.

Parents Signature/ Initials: _____

14 EMERGENCIES

Each month at Flying kites childcare center, we will conduct a fire drill, and earthquake drill. These are done in accordance with the licensing department; each enrolled child participates in the drill. Emergency plans for fire, lightning storm, and earthquake or any other serious emergency are posted on the bulletin board near the front entrance. Please take a moment to review these plans. Our Meeting area will be beside the playground or if we will have to leave from the school premises our 2nd location to meet up is at **pumpkin patch park** the one that is located at 2233 240th street. If your child (ren) requires immediate attention, you will be contacted and if we are unable to reach you, your child (ren) will be transported by ambulance to the most appropriate medical facility. All costs incurred will be your responsibility.

15 ABSENCES

There will be no refunds or adjustments made to your children's fees for their time missed due to illness, holidays or your days off. A place is reserved for each child that cannot be filled on a short term basis.

16 NSF CHEQUE

If a cheque is returned to the center for non-sufficient funds, you will be required to pay all the fees that we incur as a result of the returned cheque.

Childcare services will be immediately halted until full payment and NSF charges have been made, in CASH. In addition we will only accept cash payment from you from that point forward.

Parents Signature/ Initials: _____

17 Fire

In case of an Emergency FIRE, EARTHQUAKE etc. our meeting place will be beside the playground.

In the event of an emergency, children will be called together by using whistle four times. We will gather by an exit, a head count will be taken and the attendance sheet, emergency kit will be taken with the children to the meeting place for safely. Teacher will close the doors on her way out of the building. 911 will be called.

Regular Fire Drills will take place with all the children and will be documented in the fire drill binder.

EARTHQUAKE

In the event of an earthquake, children will be asked to go under a table and place their hands over the back of their heads. We will stay inside the building and we will prepare the children for an aftershock by calmly taking to them as to what will take place.

When the aftershock has passed, we will go to the children to assess who are injured. The injured will be cared for first. Attendance will be taken.

When the children are settled, we will assess the damage of the building and decide if it is safe to remain inside or move the children to the playground area.

18 STATUTORY HOLIDAYS/VACATIONS

Preschool will be closed on Statutory Holidays throughout the year, that are declared national/civic holidays. If your office is closed, chances are, I will be too. A schedule of closures is posted on the wall/bulletin board, as well as below:

New Year's Day Good Friday Easter Monday Victoria Day
Canada Day Civic holiday Labour Day Thanksgiving Day
Remembrance Day Christmas Day Boxing Day New Year's Eve

We closed 2 weeks of Christmas break , last week of August till school reopens , 2nd week of spring break in March.S

19 PAYMENT PROCEDURES

Your specific rates will be outlined in your Rate Agreement. Payment is payable in advance and is due no later than the drop off time on the first day of each month. Post dated cheques are preferred for full time or permanent part time care. If this day is a holiday, payment is expected on the previous day. If you go away on vacation, payment is due before you leave.

In case of illness, your payment is still expected unless other arrangements have been made. If we close the Centre due to an emergency, payment will be accepted on your first day back to the Preschool.

Payments may be made by cheque or cash, as long a no cheques are returned to us for non-payment. Cheques must be dated for the first of the month. There will be \$25 fee for each day late. This includes post dated cheques. We will give you at least 3 weeks' notice in case of increase in your child's Preschool fees.

Subsidy care arrangements are the parents/Guardian responsibility to set up. Parents will pay the full fees until 1st subsidy cheque is received at that time the parents will be reimbursed by the Manager.

Parents Signature/ Initials: _____

20 PARENT CONTRACT

At Flying Kites childcare center we are required by Law and so are you as a parents, to report any Physical, Emotional, Sexual or Verbal abuse to the community cares licensing Department at 604-587-7637 or the Helpline for the Abused and neglected children at 604-310-1234. If the teacher suspects that the designated pick up person is not in the position to pick up the child the teacher in such situation will not release the child and will contact the Ministry for children.

Parent/Guardian signature

Date

21 SNACK

At our centre we do not provide Snack or Lunch. All Parents are required to provide healthy Snack and Lunch for their children. Please visit Canada food guide for more information.

Our center is a NUT /MARSHMALLOW/EGGS -free zone please ensure that you do not pack them for your child's snack or Lunch.

22 PARENT CONTRACT

I have read the Policies and procedures along with the terms of my child (rens) enrolment with Flying Kites child Care Center. I accept responsibility for my part of the commitment, to the Before and After school care . I understand that the philosophies and procedures may change and if I am unhappy with the changes or disagree with the changes I will have an open communication with the Management.

Parent/Guardian

Date

23 SUBSTITUTE CAREGIVER CONSENT FORM

I HEREBY give consent to _____

to leave my child (ren) with the substitute Teacher.

Parent/Guardian

Date

24 SKIN CARE PRODUCTS

I HEREBY give Consent to Flying Kites Preschool Teacher to apply Skin Care product to my child (ren) _____ As in her discretion are appropriate, desirable or necessary.

25 MEDICAL RELEASE CONSENT

In the event my child _____ is injured, ill or in need of immediate medical attention, I authorize Flying kites child Care Center staff to seek medical attention and /or admit my child to hospital if I am unable to be contacted or otherwise unable to respond.

Signature of parents/Guardian

Date

26 FIELD TRIP CONSENT

Students occasionally go on a walk through the neighbourhood. I/we consent to having my child go on a field trip together as a group. Parents will be notified of these events in advance that require us to leave the center. Our Field trips will require parent to Participation

Signature of Parents/Guardian

Date

27 ACTIVE PLAY POLICY

We will be taking children to the playground every day in the Morning and also in the evening for at least 20 minutes to 30 minutes. Some days we will also be using Gym to play different games so we can encourage all the children to develop their movement skills, physical active skills and also to support learning and social development.

28 SCREEN TIME POLICY

For the Screen time we will only allow 15-20minutes each time when your child is in our care and that includes video games, tablets, I pads.

29 PHOTOGRAPH CONSENT

Throughout the school year photographs are taken of various student activities. I/ we _____ give my permission to Flying kites childcare to take pictures for Documentation of my child while in their care. I Understand that these pictures will not be used for Profit or exploitation in any Way.

Signature parents/ Guardian

Date

30 REPORTABLE INCIDENT POLICY

This policy is to ensure that incidents are reported and reviewed in a timely manner. It will assist staff defining and completing forms and where possible to prevent recurrence of similar incidents and to promote a high standard of care, safety, health and dignity of the persons in our care.

1 Notify parents or emergency contact immediately giving detail of accident.

2 Complete a reportable incident report form provided by Frazer health. A list of definitions of reportable incidents appears on the back of the form. Review info on the form, sign it, retain the white copy and forward the yellow copy to licensing. Do not fax until its urgent nature requiring licensing involvement (sexual, physical or emotional abuse or neglect) for these incidents immediately fax and call licensing officer and mail yellow copy to licensing officer within 24 hours. for less serious incidents not urgent mail yellow copy within 5 working days.

3 After sending the incident report, take action to resolve the situation being reported, ensuring corrective measures are taken to prevent re-occurrence of similar types of incidents.

4 Call parent to enquire about child's health and to advise the parent that a report has been filed.

31 PROTECTING YOUR PERSONAL INFORMATION

Flying kites childcare center collects and uses Personal information for the purpose of maintaining accurate student's records and to respond immediately an emergency. Flying kites childcare center commits storing this information responsibly and will not release this information to a third party without your verbal or written consent.

32 WITHDRAWAL POLICY

Flying kites childcare is committed to providing a safe and nurturing environment for all the children in our care. For any reason if parents are not satisfied with our program and will like to withdrawal their child from the program we will request written notice of at least 3 weeks notice prior to your child's last day. if the notice has not been given on time then full fee will be charged for the next month.

