

Parent Handbook



Parent Handbook



I. AGREEMENT

This handbook, hereinafter referred to as "the Handbook," hereby establishes the terms and conditions governing the provision of care for _____ [CHILD/CHILDREN], between the Parent/Guardian, and Kelowna Early Explorers Academy, hereinafter referred to as "the Childcare Provider."

II. SERVICES PROVIDED

Our childcare facility is dedicated to offering a comprehensive range of services that cater to the diverse needs of children and families. The following is an outline of the services we provide:

Childcare and Supervision: We provide a safe and nurturing environment where children can explore, play, and learn under the careful supervision of our trained and qualified staff.

Age-Appropriate Curriculum: Our facility offers age-appropriate educational programs that focus on fostering cognitive, social, emotional, and physical development in each child.

Nutritious Meals and Snacks: We provide balanced and nutritious meals and snacks, taking into consideration dietary restrictions and allergies, to ensure the well-being and health of each child.

Indoor and Outdoor Play: Our facility offers indoor and outdoor play areas with age-appropriate toys and equipment to encourage physical activity and social interaction.

Educational Activities: We organize a variety of educational activities, such as arts and crafts, storytelling, music, and early literacy programs, to stimulate creativity and learning.

Rest and Nap Time: Adequate rest and nap times are provided to support the child's restorative sleep and overall well-being.

Personalized Attention: We believe in providing individualized attention to each child to understand their unique interests, strengths, and needs.

III. SCHEDULE AND ATTENDANCE

The Childcare hours of operations are [Monday through Friday from 7:30 am to 5:30 pm]
[Saturday from 8 am to 4 pm]

Days Requested:

From: am to pm

The Parent/Guardian acknowledge that the Childcare Provider provide care to their children no more than **9 hours per day**.

The Parent/Guardian must notify the Childcare Provider in advance of any changes to the schedule or if the child will not attend on a scheduled day.

Meal Plan included

IV. STANDARD RATES AND PAYMENT POLICIES

- The undersigned parties hereby agree that the childcare fee shall be set at the amount of \$ per month, starting .
- The Childcare Provider offer limited Saturday care services with two snacks and one meal based on availability. Saturday care is \$159 per day. The Parent/Guardian shall request Saturday care at least two weeks in advance. The Saturday care fee is due immediately after confirming spots are available.
- Upon enrolment the provider charges one-time refundable deposit of \$ The deposit is refundable if the notice of termination is given at least **30-days in advance**, or during the **30-days Trial Period**. Refunds will be processed within 30 days of the termination day, and the amount may be subject to change according to any overdue payments.
- Furthermore, it is hereby acknowledged and agreed that we shall not be held liable for the provision of care for your child beyond the specified days and times as established in this contract.
- Fees paid through 3-rd party may be subject to extra charges.
- If a Parent/Guardian is receiving any kind of subsidy(e.g. ACCB), the Childcare Provider will require full payment of the fees by the due date. The subsidy, when received, will either be reimbursed to the family or applied to the following month's tuition fee.
- All fees may be subject to change following the Child Care Fee Reduction Initiative. The Childcare Provider shall notify the Parent/Guardian at least one month in advance.
- In continuous events of failure to make payments in a timely manner, it is hereby agreed that care services may be terminated.
- Late Payment fees will be applied to overdue payments for childcare services. The late fee will be **\$25 or 5% of the outstanding balance**, whichever is greater.
- **We offer a 14-day Grace Period if invoices are due and not paid in full. Failure to clear overdue payments during the grace period may result in the termination of care. Deposit might not be refundable in this situation.**

V. HEALTH AND SAFETY

At our childcare facility, the health and safety of your child is our foremost priority. We maintain a clean and hygienic environment, promoting regular handwashing and proper sanitation of toys and surfaces to prevent the spread of illnesses and germs.

- Our staff is well-trained in **first aid and CPR** to respond promptly to any medical emergencies that may arise.
- We take allergies and dietary restrictions seriously, ensuring that meal planning accommodates individual needs.
- Medications to children will only be provided with written authorization from parents/guardians. They should be in an original labelled container
- Emergency drills are conducted to ensure preparedness, and our facility is child-proofed to reduce potential hazards.
- Parents/guardians are promptly informed of any health-related concerns or incidents, and we strictly adhere to all local health and safety regulations, maintaining a safe and secure environment for your child's well-being.
- The Childcare Provider maintains the right to reject services if the child is unwell or has infectious diseases.

VI. COMMUNICATION

We are committed to responding promptly to your inquiries and maintaining accessible communication for all parents. We ensure regular parent-teacher meetings and daily updates to keep you informed about your child's activities and progress. Newsletters, notices, and child development reports provide additional insights into your child's growth. Any changes in the child's health or behaviour that may affect their care must be communicated by the Parent/Guardian to the Childcare Provider. Your feedback and suggestions are valued, and we encourage your active involvement through workshops and events.

VII. PARENT RESPONSIBILITIES

The parent(s)/guardian(s) will provide the following:

- **Diapers, wipes and diaper cream (if applicable):** please ensure they are clearly labelled with the child's full name
- **Change of Clothes:** at least one set of spare clothes, including shirts, pants/shorts, underwear, socks, and appropriate outerwear. Recommend two sets for potty training
- **Bottles and Formula/Breast Milk:** if the child is not yet weaned or requires formula, parents should provide an adequate supply of bottles and the preferred formula or breast milk.
- **Special Dietary Items:** if the child has specific dietary needs or restrictions, parents should provide any specialized food or snacks required.
- **Sunscreen and Bug Repellent(Summer):** during outdoor activities, parents may be asked to provide child-safe sunscreen and bug repellent.
- **Medications and Medical Supplies:** if the child requires any medications, parents must provide them, along with clear instructions and necessary medical supplies, such as inhalers or EpiPens.
- **A Crib-sized Sheet and a Child Size Blanket:** to be used during naptime and taken home every Friday for laundry

- **Indoor Shoes:** To be worn inside the classroom
- **Appropriate Outdoor Gear:** depending on the weather, parents should provide suitable outdoor clothing, such as hats, mittens, jackets, and rain boots.
- **Art Supplies:** parents may provide child-safe art materials, like crayons, markers, or coloured pencils.
- **Specialized Equipment:** if the child has any specific needs, such as a teething ring or a special feeding chair, parents should supply these items.

Please ensure that all items are clearly labelled with the child's name to avoid confusion and to help keep track of the child's belongings.

Please do not bring:

- **Weapon Toy:** e.g. gun, sword
- **Cell phone/Electronic Devices**
- **Unauthorized Outside food:** in order to minimize the risk of allergy, outside food are allowed only with the director's approval.

VIII. TRIAL PERIOD

There is a **30-days** trial period before your child is guaranteed a permanent place in the Childcare facility. This time allows both the daycare and parents to assess suitability. During the trial, the daycare closely observes your child's behaviour, interactions, and emotional well-being. We encourage open communication with parents to address any concerns. Flexibility in decision-making allows either party to terminate the contract without penalty if the arrangement isn't suitable. Your child will have full access to facilities and activities. At the trial's end, we will make a joint decision on regular enrolment, ensuring that the program fulfils all of your child's needs.

IX. IMMUNIZATION

Parents must provide up-to-date immunization records and comply with local regulations. Medical exemptions with documentation are allowed. The child's well-being is prioritized during vaccine-preventable disease outbreaks, and parents may be asked to keep their child at home until safe to return.

X. HOLIDAYS AND SUNDAY

Care shall not be provided on Sunday, and the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- BC Day (BC)
- Labour Day
- National Day for Truth and Reconciliation (BC)
- Thanksgiving
- Remembrance Day (BC)
- Christmas Day
- Boxing Day

XI. ACTIVE PLAY

KEE has following standards in Active Play:

No Screen Time

Infant:

- **Birth to 3 months:** Encourage tummy time for 3-5 minutes, 2-3 times a day. Gradually increase as the baby gets stronger.
- **3–6 months:** Increase tummy time to 10-15 minutes per session, multiple times a day.
- **Reaching and Grasping:** Encourage baby to reach for toys or objects.
- **Kicking and Bicycling:** Lay baby on the back and allow them to kick freely, gently move their legs in a bicycling motion to stimulate leg muscles.
- **Interactive Play:** Encourage activities like playing peekaboo or singing songs with movements.
- **Rolling and Crawling:** Encourage baby to roll from tummy to back and vice versa, Once they begin to crawl, create a safe space for exploration.
- **Movement with Support:** Help baby sit with support or hold them upright to practice weight-bearing on their legs.

Toddler:

- **At least 180 minutes (3 hours) per day** of physical activity spread throughout the day. This includes light, moderate, and vigorous activities.
- **Variety of intensity:** Toddlers should engage in a mix of activities, including light movement (walking) and more energetic activities (running, climbing, jumping).
- **Free Play:** Unstructured play, where toddlers can use their imagination, explore their environment, and choose their activities.
- **Structured Play:** Activities that are planned by a parent or caregiver, such as obstacle courses, dancing to music, or playing ball games.
- **Gross Motor Skills:** Activities that involve large muscle groups, like running, jumping, climbing, and riding tricycles.
- **Fine Motor Skills:** Activities that involve smaller movements, such as stacking blocks, using crayons, or playing with toys that require grasping.
- **Outdoor Play:** Allow toddlers to play outside as much as possible. Running, jumping, exploring, and interacting with natural elements are great ways to promote active play.
- **Indoor Play:** When indoors, create space for movement. Activities such as dancing, building forts, and playing with soft balls are ideal for indoor play.
- **Engage with toddlers during playtime.**
- **Encourage social play** with other children when possible, as it helps develop cooperation and communication skills.

Preschool:

- **At least 180 minutes of physical activity per day:** This includes any kind of movement throughout the day, such as walking, playing, or participating in structured activities.
- **Unstructured Play (Free Play):** This is child-led play where children engage in activities they enjoy. Examples include running around outside, playing with toys, or imaginative play. Helps develop creativity, problem-solving skills, and independence.

- **Structured Play (Organized Play):** These are adult-guided activities, such as games, sports, or group exercises. Examples include playing tag, obstacle courses, or basic sports like soccer. Builds teamwork, communication skills, and coordination.
- **Balance and Coordination:** Activities like hopping, skipping, and balancing on beams improve coordination.
- **Strength-building:** Climbing, jumping, or using playground equipment helps build muscle.
- **Cardiovascular Fitness:** Running, cycling, or fast-paced games increase heart rate and stamina.
- **Social Skills:** Group play fosters cooperation, communication, and empathy.
- **Environment and Safety Considerations:** Provide safe spaces for both indoor and outdoor play. Supervise children but allow them the freedom to explore and take age-appropriate risks.

Activities for Preschoolers:

- Playing in a playground
- Dance parties with music
- Simple ball games (kicking, throwing)
- Nature walks or treasure hunts
- Riding tricycles or scooters
- Organized games like "Simon Says" or "Duck, Duck, Goose"

XII. GUIDANCE AND DISCIPLINE

The KEE will work towards building a harmonious social group, starting at the level of the individual child, which involves the internalization of respect, sensitivity, and caring for self and others, and respect for the environment. This takes time, patience and lots of repetition. In acknowledgement of the developmental level of young children, we endeavour to:

- acknowledge the child's feelings;
- set clear limits and keep the limits simple; and
- adhere to the limits consistently by following through.

The all-encompassing rule at the KEE is to be considerate and kind to others. It is expected that no child will hurt or interfere with others. If a child hurt or interferes with others, KEE staff will talk with the child/children involved about what has happened and work on finding a solution.

KEE staff will provide children with prompt and positive guidance respond to the developmental level of the individual child; some children are very active and energetic and may require more attention. Children learn what behaviour is safe, friendly and fair and to solve their problems in a timely way.

1. KEE staff will phrase limits positively and children will be told more than once in order to give children time to think about complying with the limitation. If a child is still not managing, KEE staff will give them a choice (i.e. "you may stay and listen in group or find some quiet work.")
2. A child may be redirected to another play area by KEE staff, especially if his/her behaviour is threatening the safety and well-being of him/herself or others.
3. If a child is having a particularly difficult time he/she may stay with a KEE staff member for a "time-in". This gives the child an opportunity to talk about the problem and help KEE staff to understand the child's behaviour. It also allows KEE staff help the child settle and to discuss other ways the child could respond to the situation next time.
4. In accordance with the Behavioural Guidance outlined in section 51 and 52 of the Child Care Licensing Regulation, KEE staff will ensure the following:
 - All behavioural guidance must be appropriate to the age and developmental level of the children who are receiving the guidance.
 - If a child has a care plan that includes instructions regarding behavior guidance, the child may only receive that guidance from his/her extra support worker and/or trained staff in a manner that is consistent with those instructions.
 - If a child has a care plan that includes instructions regarding the use of restraints as part of behavioural guidance, only the extra support worker or staff who are trained to restrain a child may do so, ensuring no harmful actions occur.
 - No child will be subject to the following harmful actions:
 - shoving, hitting or shaking by an employee or another child
 - confinement or physical restraint by another child
 - confinement or physical restraint by an employee, except as authorized in a child care's plan if the care plan includes instructions respecting behavioural guidance
 - harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self respect
 - spanking or any other form of corporal punishment
 - separation, without supervision by a responsible adult, from other children
 - deprivation of meals, snacks, rest or necessary use of a toilet as a form of punishment
5. No child will be subjected to emotional abuse, physical abuse, sexual abuse or neglect as defined in the Child Care Licensing Regulations. Any of these actions perpetrated on a child while under care in any program administered by the KEE will be immediately reported to Licensing Officer and the Ministry of Children and Family Development and is cause for immediate dismissal of the perpetrator.

XIII. MEAL AND NUTRITION

KEE supplies nutritious cooked meals. We work with a four-week rotating menu, consisting of morning and afternoon snacks and a lunch. Menus are posted in each room and by the front entrance. If the child requires a special diet for cultural or medical reasons, we will do our best to accommodate you. However, please be advised that we may not be able to supplement everything. Please speak to the director and she will advise you as to what KEE is able to provide and what parent/guardian must supply yourself. Also, please keep in mind that the food that you supply should be nutritious and follow the Canada Food Guide

XIV. PAYMENT FOR ABSENCES

We understand that unforeseen circumstances may require your child to be absent from the Childcare facility. However, to maintain the quality of our services and ensure a stable environment for all enrolled children, we have established the following guidelines regarding payment for absences:

Regular Payment Policy: Unless otherwise specified in the contract, the regular fee will apply even if your child is absent for any reason, including illness, vacations, or personal reasons.

Notification: We kindly request that parents inform us in advance about any planned absences, such as vacations or holidays.

Medical Absences: In case of extended medical absences due to illness or other medical conditions, please notify us as soon as possible. Medical absences may be subject to special considerations, which can be discussed on a case-by-case basis.

Discounts or Make-Up Days: We do not provide discounts or make-up days for regular absences. The facility's fixed expenses and staff-to-child ratio must be maintained to ensure consistent care and safety.

Government Subsidies: If your child's absence is covered by government subsidy programs, please provide us with the necessary documentation to ensure accurate billing and reporting.

XV. ATTENDANCE, ARRIVAL AND DEPARTURE

Parents/guardians are responsible for dropping off and picking up their children within designated hours in part III.

Overtime Charges: In the event that a child is picked up after the scheduled closing time, an overtime charge of **\$1.5 per minutes** will be applied. Overtime charges are necessary to compensate our staff for the additional time and resources required to care for your child beyond regular operating hours.

Late Pick-Up Notification: We understand that unforeseen circumstances may arise, leading to a late pick-up. In such cases, parents/guardians are required to notify the childcare facility as soon as possible about the delay.

Consistent Tardiness: If late pick-ups become a recurring issue, the childcare facility may need to discuss the matter with the parents/guardians to find a solution that minimizes disruptions to the child's routine and ensures proper staffing.

Unplanned Overtime: In the event of unexpected situations that prevent parents/guardians from picking up their child on time, the childcare facility will make every effort to accommodate the situation. However, overtime charges will still apply.

XVI. ILLNESS AND EMERGENCIES POLICY

The health and well-being of all children in our childcare facility are of utmost importance. To maintain a safe and healthy environment, we strictly enforce the following guidelines regarding illness:

In order to ensure the safety and well-being of all children, it is hereby agreed that no child shall be admitted if they exhibit any of the following conditions: Fever, vomiting, diarrhea, sore throat, difficulty in breathing, or any other ailment that may be contagious.

Medical Emergencies: In the event of a medical emergency involving a child while at our childcare facility, our trained staff will immediately seek medical attention. Parents/guardians will be notified and asked to pick up their children.

Serious Illness: It is required that a parent must inform the facility within 24 hours of:

- a) The diagnosis of a serious illness or communicable disease in their child.
- b) The exposure of their child to a serious illness or communicable disease in any other member of their family.

Our facility will require a doctor's approval before your child can return to the facility

XVII. PICK-UP PROCEDURES

To ensure the safety and security of all children in our childcare facility, we have established the following pick-up procedures:

Authorized Pick-Up List: Parents/guardians must provide a list of authorized individuals who are permitted to pick up the child. Only those individuals listed on the authorization form will be allowed to collect the child from the facility. A signature will be required to drop off and pick up the child.

Identification Requirement: Any individual picking up the child must present a valid photo identification matching the name on the authorized pick-up list. This measure helps us ensure that the child is released only to the correct person.

Informing Staff: Parents/guardians must inform the childcare facility in advance if someone other than those on the authorized pick-up list will be picking up the child. Staff will require verbal confirmation before releasing the child to the designated person.

Late Pick-Up Procedure: If parents/guardians anticipate being late for pick-up, they must notify the childcare facility as soon as possible. Late fees will apply as per the Overtime Policy outlined in this agreement **part XV**

By adhering to these pick-up procedures, we can maintain a safe and controlled environment for all children in our care.

XVIII. CHANGE OF ADDRESS

Parents/guardians are required to promptly notify the childcare facility of any change in their address or contact information. It is crucial to keep this information up-to-date to ensure effective communication and ensure the child's safety.

Please inform us immediately of any changes in address, phone numbers, or emergency contact information to avoid any delays in reaching you in case of emergencies.

XIX. SIGNS OF NEGLECT

The well-being and safety of our children are of utmost importance. The childcare facility is vigilant in observing any signs of neglect or abuse. If staff members suspect any signs of neglect or harmful situations concerning a child, they are legally obligated to report it to the appropriate authorities as per Child, Family and Community Service Act.

XX. DAMAGES

Parents/guardians are responsible for any damages caused by their child to the childcare facility's property, equipment, or materials beyond normal wear and tear. The cost of repairs or replacements will be the responsibility of the child's parents/guardians.

XXI. TERMINATION OF CARE

Termination of care may occur for various reasons, and we strive to make the process as smooth and respectful as possible. The following guidelines govern the termination of care at our childcare facility:

Notice Period: If parents/guardians decide to terminate their child's enrollment, a minimum of **30-days** advance notice in writing is required. This notice allows us to plan accordingly and helps facilitate a seamless transition for the child.

Childcare Facility Discretion: The childcare facility reserves the right to terminate care in exceptional circumstances, including but not limited to situations where the child's well-being, safety, or the well-being of other children or staff is at risk. In such cases, reasonable notice will be given whenever possible.

Outstanding Payments: All outstanding payments, including tuition fees, late fees, and any other charges, must be settled before the termination of care.

Return of Personal Belongings: Upon termination of care, parents/guardians are responsible for collecting all of their child's personal belongings from the childcare facility.

XXII. LIABILITY

While the childcare facility takes every precaution to ensure the safety and well-being of the children in our care, parents/guardians acknowledge that certain inherent risks may be associated with childcare activities. Therefore, by signing this contract, parents/guardians agree to the following:

Assumption of Risk: Parents/guardians acknowledge that the child may participate in various activities during childcare, and there are inherent risks associated with these activities. Parents/guardians assume all such risks.

Waiver of Liability: Parents/guardians waive any claims, demands, or actions against the childcare facility, its staff, or representatives for any injury, loss, or damage that may occur as a result of the child's participation in childcare activities.

Medical Emergencies: In the event of a medical emergency, parents/guardians authorize the childcare facility to seek medical attention and treatment for the child when they cannot be reached promptly.

Responsibility for Personal Belongings: The childcare facility is not liable for the loss, theft, or damage of personal belongings brought by the child to the facility.

Should you have any questions or require further information about our services, please do not hesitate to contact us.

By signing below, both parties hereby acknowledge, comply and mutually consent to the terms and conditions set forth in this Parent Handbook.

Parent/Guardian Name Printed

WEN QIN

Director of KEE ACADEMY

Parent/Guardian Sign

Director Sign

Date