



Little Wonders Preschool

Parent Handbook 2011 2012

PHILOSOPHY OF LITTLE WONDERS PRESCHOOL

Choosing the right Preschool for your child is a big decision. At Little Wonders Preschool our goal is to provide a safe, supportive and stimulating environment that will help prepare your child for a lifetime of learning. We recognize each child as a unique individual. With this in mind, our program is designed to meet the social, emotional, physical and intellectual needs of all children. We believe in the value of play, through open-ended activities that encourage creativity, exploration as well as, personal growth through the development of good communication skills and cooperation with peers and adults. A balance of quiet and active periods, individual and group focus, free play and adult-initiated activities occur on a day to day basis. Most importantly we learn to share and have fun!

MISSION STATEMENT OF VIEW ROYAL OUT OF SCHOOL CARE SOCIETY

We believe in providing a safe and fun environment where children may develop positive social skills such as responsibility, respect and cooperation through communication. (This environment should stimulate growth and provide opportunities for children to make choices that satisfy their individual needs.) We believe working as a team, with parents and teachers, is essential in order to provide consistent care and guidance to each child. We welcome your involvement, suggestions and support.

SOCIETY MEMBERSHIP

The View Royal Out of School Care Society was established in 1993 and its members are comprised of parents and/or guardians of the children enrolled in the program.

Our Annual General Meeting is held yearly and all our members are notified by way of email and a notice is also posted in our centre, you will receive notification of the meeting at least two weeks prior to the meeting date.

Your Parent Board meets once a month and members are encouraged to attend whenever they wish. Please see the Manager for meeting dates and times.

As this is your program, it is important that the parent board hear your comments. This could be in regards to anything; requests for changes in policies, suggestions for enhancing the program, fund raising ideas, etc. If you cannot attend a meeting but would like something tabled at the meeting, please feel free to voice your ideas in a letter or e-mail.

OUR RULES

LOOK

- Always be aware of your surroundings. Are you safe? Are those around you safe?

LISTEN

- Always be respectful. Listen to your friends, parents and leaders.

BE KIND

- Always practice kindness in your words and actions.



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HOURS OF OPERATION

The morning program is from 9:00 am to 12:00 noon. There is no afternoon program as of yet. Please allow enough time for your child to make the transition out of the Preschool (collecting personal affects, getting coats on, teacher communication, etc.). Parents are asked to wait until 9:00 am before entering the preschool. This allows staff time to set up the program for the children. (In inclement weather you are welcome to wait in the foyer.)

Though Parent participation is not required, should you wish to participate in any way, please speak to our staff.

OUR STAFF

We are so fortunate to have an incredible group of individuals who are working with your child on a day to day basis. Each member of our team has varied interests, skills, experience and education. In accordance, our Society's requirements along with those of VIHA (Vancouver Island Health Authority) licensing standards, each staff member possess the following:

- A medical practitioner's statement indicating that they are physically and psychologically capable of working with children.
- Has completed a course, or combination of courses, of at least 20 hours duration in child development, guidance, health and safety, or nutrition.
- Standard First Aid and CPR C
- A clean Criminal Record check and 3 child care specific references
- Our Preschool Teacher is a certified ECE.

REGISTRATION FOR LITTLE WONDERS PRESCHOOL

Registration for Little Wonders Preschool will be available on an ongoing basis.

UPDATING OF REGISTRATION INFORMATION

It is **IMPERATIVE** for your child's safety that the Program be notified of any changes to your home or work number, address, allergies, custodial arrangements, designated pick-up persons and emergency contacts, as well as any other information changes that may affect your child. It would also be beneficial if you would notify the Program of any situation that may affect your child (i.e., separation/divorce, death, etc). The utmost confidentiality will be maintained.

CARE PLANS AND SUPPORT GUIDES

We recognize that childhood is a time of development and learning. The needs of children develop and change over time as does a child's ability to adapt to social situations and meet standards of accepted behavior. We strive to provide an inclusive and integrated environment which supports children as they develop and learn.

We are a facility that would like to adapt our program for children with special needs (including physical, mental, emotional, behavioral, developmental, or health needs). When children with special needs wish to enroll in our programs or wish to continue to be enrolled in our program, Little Wonders Preschool (View Royal Out of School Care Society) needs to carefully consider whether or not Little Wonders Preschool (View Royal Out of School Care Society) can safely care for that individual as well as the other children in the program and our staff at the same time.

Parents/Guardians of children with known special needs must disclose and discuss their child's needs with the Preschool Teacher, Program Coordinator and/or Manager prior to enrolment. Failure to do so may result in termination of services.

If a child has special needs, or subsequently develops special needs, Little Wonders Preschool (View Royal Out of School Care Society), in consultation with the parents, will develop an Individual Care Plan ("ICP") for the child that ensures the health, safety and well-being of the child, other children, and staff. All supports must be in place before the child may attend the program or continue in the program. (A copy of this process can be obtained from the Program Coordinator or Manager.)

If Little Wonders Preschool (View Royal Out of School Care Society), in consulting with the parents/guardians in making the ICP or after implementing the ICP, determines that the child's needs cannot be met at Little Wonders Preschool (View Royal Out of School Care Society) in light of the centre's obligations to all the children in the program and its staff, Little Wonders Preschool (View Royal Out of School Care Society) may decline to enroll or continue the enrolment of the child.

Little Wonders Preschool (View Royal Out of School Care Society) cannot guarantee enrolment or continued enrolment for children with special needs, including those children whose needs require Supported Child Care through the Queen Alexandra Centre for





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Children's Health. We strive to accommodate and include as many children as we can, however the programming needs of all children must be met. There may be situations where, due to space restrictions, staff to child ratios, Licensing requirements or restrictions, the additional cost of providing accommodation, or other reasons, Little Wonders Preschool (View Royal Out of School Care Society) cannot accommodate a child.

Little Wonders Preschool (View Royal Out of School Care Society) welcomes your involvement and participation to ensure that your child's needs are met in our program. Please do not hesitate to contact either our Preschool Teacher, Manager or Program Coordinator.

In conjunction with the Child Care Act, our Society is required to have on hand a care plan for children attending our Programs. Please refer the Child Care Act (click on the link to Vancouver Island Health Authority Licensing <http://www.viha.ca/mho/licensing/>), see Care Plans under section 58.

Hours of Operation
Monday, Wednesday and Friday
9:00 am to 12 noon

DAYS IN SESSION

We will not be in session on Statutory and school holidays, however we may run on some but not all of the school Professional days. A notice will be sent home (or emailed) to all families advising them of the days when this program will not be operating.

PRESCHOOL PROGRAM & SCHEDULE

9am Free Choice Time

(ALL times are approximate)

Children arrive and are welcomed to preschool. A variety of options are provided (some of which are listed below:

- Play and pretend in the dress-up area
- Build on the block carpet
- Play in the sand/water/rice table
- Create in the art area
- Look at and share a story with a teacher or friend in the circle time area

10:15 am Clean-up time

We all work together to tidy up the preschool.

10:30 am Circle Time

After clean-up, the group will meet together on the carpet for stories, songs, music, show & tell and discussions. This can be as short as 15 minutes to as long as 45 minutes, depending on the groups' attention span, mood and interests. Circle time generally gets longer as the children get older!

11:00 am Transition to Snack Time

Children take turns using the toilet and washing their hands.

11:10 Snack Time

***IMPORTANT* If your child has a food allergy, please note it on the registration forms and bring it to the attention of the preschool staff immediately!**

Please see "Snack" section for more information.

11:30 Outside Time

Children get a chance to burn off some energy and get some fresh air in our fenced play area. If the weather is poor, we may extend the play indoors, however, please plan on your child having outside time and dress them accordingly. A pair of rain pants (thin nylon pants) will help in keeping your child's clothes clean and dry. Outdoor play will usually take place in our fenced playground.

12:00 Noon Home Time

Please ensure that you leave enough time to collect belongings, say good-byes and communicate with staff. The Program is designed to provide a sense of structure, but it will always remain flexible enough to meet the needs of the group to encourage a sense of spontaneity and fun.

FIELD TRIPS

If the Supervisor takes the group on a short walk, there will be a minimum of two adults present and they will carry the cell phone and first aid kit with them at all times.

WHAT TO BRING TO CLASS

- Inside shoes (which must remain at the Centre) The table should be runners with non-slip soles, no slippery sandals please.
- Extra set of pants, underwear, socks, shirts, please leave at the Centre.
- A healthy snack
- Appropriate shoes/boots and coat for outside play. If it is sunny, please apply sunscreen before class begins and please send a hat.



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- Your child's backpack, snack bag, shoes coat, etc. should be labeled with his/her name.
- Each child in the class will have a turn to bring something for "show and tell". When it is your child's turn, they will bring home a reminder notice.
- Except for "show and tell" day, children should not bring their personal toys to class.

SNACK

*** **IMPORTANT** ***

If your child has a food allergy, note it on the registration forms and bring it to the attention of the Supervisor immediately. Thank you.

Snack should be simple and healthy, please consider the following when deciding what to send for your child:

- Good food choices are: fruit, veggies, yogurt, half sandwiches, etc.
- Children should not bring pop, gum, candy, or other high sugar snacks.
- Avoid foods such as popcorn, hot dogs, whole grapes, marshmallows, etc., as they can be a choking hazard.
- Foods should be ready to eat without preparation or reheating, please cut up apples and oranges.
- While our Centre has a fridge, it is not in the same room as the children, therefore we would ask that you not pack anything that requires refrigeration so that the Supervisor must leave the children unattended. A small icepack will keep food cold.
- If are specific class allergies, a note will be sent home. The room should remain allergy-aware; therefore we ask that you do not send foods with peanuts or other nuts.
- Juice boxes often go to waste; try sending juice in a non-spill sipping container that can be resealed. We have a water filtration system on site and the children are welcome to use that water.
- Send your child's snack in a lunchbox or brown paper bag if possible. A small lunch bag is far more manageable at the table than a backpack.
- Children will only share snacks on special occasions such as Birthdays. Please talk to the Supervisor beforehand about bringing in snacks to share.
- Encourage your child to eat a healthy breakfast before attending class.

HEALTH AND SAFETY

If your child will be absent from class, please notify staff. Call our Centre at 250-744-2718 and if no one is available to take your call, please leave a voicemail message or if easier for you, email us at vrosco@viewroyalosc.com.

Be considerate of the other children and their families by keeping your child at home if they are not well enough to attend. Remember if your child is not well enough to play outside or participate fully in the Program, they are not well enough to be in class.

Hand washing is an important role in staying healthy during the cold and flu season. Please model good hand washing habits at home. Thank you!

All children must be toilet trained and capable of using the toilet on their own.

GUIDANCE AND DISCIPLINE

Our aim is to help each child develop self-confidence and self-discipline in a warm and supportive atmosphere. Every child and staff member in the class will be encouraged to show respect for themselves, others and for their surroundings.

To help meet this aim, our staff at Little Wonders will provide the following:

- An environment that welcomes and values each child.
- Fosters self-help skills and builds self-confidence as well as self responsibility and acknowledgement of one's own behavior.
- Recognition that each child is an individual and therefore their behavior is influenced by many factors including his or her developmental abilities.

In order to build a safe and positive environment, our staff at Little Wonders will provide:

- Daily routines with clear and consistent limits.
- Reinforce appropriate behavior.
- Acknowledge feelings, and treat each child with respect.
- Model respect and open communication promoting self-esteem

When conflicts arise, the children will be reminded of group guidelines and limits. Our staff will model



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problem solving skills and encourage children to contribute suggestions of their own. Our staff may also offer appropriate choices or state the natural and logical consequences of the behavior. If necessary, they will redirect a child to other activities. The emphasis will always be to provide children with positive strategies that foster self-control and the ability to interact thoughtfully and successfully with others.

Every child of Little Wonders Preschool should always feel safe and comfortable in class. If a child is hurting himself/herself or others, the staff will work with the parents, however we may have to ask the parents/guardians to withdraw that child from the program.

If your child is experiencing any difficulties that might affect his/her behavior in class, please mention it to the supervisor. Changes at home (such as a new baby, a move, an illness, a parent that needs to be away for an extended period of time, etc.) can all affect the way your child interacts with others.

MONTHLY FEES

Monthly fees are due on the first day of each month. Payments may be made by either of the following:

1. Pre-Authorized Debit

One voided cheque along with the Pre-Authorized debit agreement. Payments will automatically be debited from your account on the 1st of each month.

2. Interac

(Debit card), payments are due on or before the first business day of each month and may be made weekly, biweekly or monthly, as long as your monthly fees are paid prior to the first business day of the month. If we have not received your payment by the 2nd business day you will be contacted and advised that if your payment has not been made by the end of that business day, your space is frozen as of the next day and your child may not attend until payment in full has been received.

If the funds have not been received by the 15th of the month, the Society will advise you in writing (either by letter or email) as to the status of your space in the program (this could include losing your space altogether).

Subsidy parents should talk to the Manager to find out what your parent portion (if applicable) is, and remit your Pre-Authorized Debit form in that amount.

Monthly Statements will be issued each month. The Parent Board will monitor accounts monthly. Failure to keep your account current could result in the loss of your space at the Program.

Under no circumstances will any of our staff accept cash payments for your monthly fees.

GOVERNMENT SUBSIDIZED FEES

For families that are eligible for funding it is your responsibility to ensure that your forms have been forwarded to our office by the 15th of the month prior to the beginning of your Authorization. The Manager is NOT required to send notices out – renewals are completely the parent's responsibility.

Should we not receive your renewal by the 15th of the month, you will be billed and you will be required to make payment directly to the Program. When your subsidy has been approved, the Program will claim for that month and show a credit on your account. Any fines incurred on your account would remain your responsibility.

REFUNDS

Refunds do not apply should your child be away due to illness, holidays, withdrawal without a month's notice, etc. Should we discharge your child from the program without notice, you will be reimbursed any balance of fees paid for that month, based on the date your child was discharged.

LATE PICK UP FEES

Without exception you will be charged \$15.00 per child for every 15 minutes or portion thereof that your child remains at the Program after 12:00 noon. You will be billed accordingly on your account.

The Program monitors these instances and repetitive late pick-ups will be reported to the Parent Board and could result in the loss of your spot in the Program. If payment has not been received in 10 business days your account will be billed \$25 (per child) every 30 days thereafter.

If we have not been able to contact someone to pick up your child within 30 minutes we will call Emergency Day-care Services. Social Services will take the child





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into their custody until the parent is located. A note will be left at the centre stating where the child may be picked up. In the event of an unexpected delay (i.e. Flat tire) please call centre to notify staff as soon as possible.

WITHDRAWING THE PROGRAM

THIRTY (30) DAYS WRITTEN NOTICE FROM THE FIRST OF THE MONTH IS REQUIRED NO EXCEPTIONS. Failure to provide written notification will result in payment of one month's fees.

Fines and Penalties

NSF Cheques	\$ 25.00
Late Pick Ups	\$15.00 every 15 minutes or portion of
Improper Withdrawal Notice	1 Months Fees
Outstanding Fees	\$ 2.00 per day from the 1 st of the month

(The Parent Board reserves the right to discharge your child from the Program after three of any of the above violations.)

TAX RECEIPTS

Receipts will be prepared no later than February 28 of each year. There is a \$25.00 charge for preparation of any duplicate receipt.

PARENT INFORMATION BOARD

From time to time, there will be notices posted on the Parent Notice Board. It is your responsibility to ensure that you read this information as it is posted. Should you have any questions or concerns we invite to you to either speak to the staff or contact us via fax, email or by letter.

TERMINATION OF SERVICES

The Parent Board may withdraw services for you and your child due to:

- ✓ 3 or more late payments, late pick-ups and/or NSF cheques.
- ✓ Non-payment of fees.

- ✓ Inability of the child or family to follow policies, procedures and rules of the program.
- ✓ Inability of the program to meet the needs of the child or family.

The Parent Board will give the family one month's notice in writing when terminating services. If termination of services is due to non-payment of fees or for safety reasons (children or staff) no notice is required.

If a child or family is facing the possibility of termination due to the inability of the child or family to follow policies, procedures or rules of the Program, or the Program is unable to meet the needs of the child or family, the Manager may (but not always) notify the family of the possibility of termination at the time the concern arises. The Centre retains the right to terminate services immediately and without notice should the safety of the child, other children or staff be compromised.

CLOSURES

Weather Conditions – In the event of extreme weather conditions the School District will advise us as to if/when the school will be closed. In the event of school closures, the Centre will also be closed. (Should schools be open in the morning, but during the course of the day, the weather conditions should deteriorate, the Centre shall reserve the right to close.) Every attempt shall be made to give parents as much warning as possible. Please be aware that should the decision to close the Centre be made, due to weather conditions, it is solely for the safety of the children and staff.

SMOKING

Smoking is not permitted on the grounds of View Royal OSC nor is it permitted inside the building

ALLEGED IMPAIRED PICK-UP

View Royal Out of School Care Society takes every reasonable precaution to prevent any person unable to provide care from gaining access to a child. If a staff member believes the child to be at risk, they will offer to call a taxi, relative, or friend to pick up the person and child. As required by law, our staff may call Child Protection Services and/or the police in the event that a child is taken off premises by an allegedly impaired person.





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OUTSIDE OUR CENTRE HOURS

As a reminder to both our families and staff members, any contact between yourselves outside our Centre hours is strictly between you, whether this is on a personal or business basis.

MEDICATION

Medications (prescription and over the counter non-prescribed) may be administered by staff. It must be in the original container with the child's name on it and accompanied by a completed and signed Permission to Administer Medication (PAM) form (available at the Centre). All medications (prescription and over the counter non-prescribed) must be kept in our locked medication box. Staff may refuse to accept the responsibility of administering medication if they do not feel capable of doing so safely. Staff are not permitted to give medications in dosages that exceed those on the physician's prescription or those on the manufacturer's label (if it is a non-prescription medication), even if the parent indicates such on the PAM form.

ILLNESS

Parents/Guardians will be contacted should their child(ren) arrive, or become ill at the Program. (cold, fever {100 degrees F or higher}, vomiting, suspicious rash, diarrhea, etc.). You will be required to pick up your child immediately. VIHA (Vancouver Island Health Authority – Licensing) regulations require that the child be removed from the Program when they are ill to ensure the health of all the children and staff at the facility.

Children returning to the program after having a communicable disease must have met the criteria for treatment as prescribed in the VIHA booklet 'Communicable Diseases'. A copy of this booklet is on file at the Centre. In some cases a note from the child's doctor may be required before returning to the program. Parents are required to inform the Centre if their child has contracted a communicable disease. (Chicken pox, impetigo, scarlet fever, head lice, etc.)

ACCIDENTS OR INJURIES

Our Preschool Teacher, Program Coordinator, and/or Manager will decide whether or not to summon an ambulance or seek medical attention (i.e. hospital or clinic) in the event of an injury. Parent/Guardian or authorized emergency contact will be notified immediately.

Any injury that we believe requires emergency medical care will be documented and reported to the parent, Manager and VIHA within 24 hours. Minor injuries such as bumps, bruises and small scrapes or surface cuts, etc., can/will be tended to by the staff and brought to the parent's attention at pick-up time.

CHILD ABUSE

Any incident of suspected child abuse will be documented, reported to the Manager and to the Ministry of Children and Family Development: Child Protection immediately and without reservation.

Staff are not permitted to subject children to any form of physical punishment (shaking, shoving, spanking, hitting, etc.) or verbal or emotional abuse (belittling, degrading, humiliating comments, etc.) or deny physical necessities as a form of punishment (food, toileting, etc.). Staff may need to physically restrain a child if he/she is out of control and presenting a danger to themselves or others. This restraint will be in the form of holding and will only be used until the child has regained self-control.

Any Staff member or volunteer suspected of abuse will be immediately removed from the facility and investigated accordingly.

DISCIPLINE POLICY

Our Staff adheres to the policy of redirections, time away periods (no longer than 1 minute per age of child), non-inclusions in some activities, and/or simple chores as appropriate methods of discipline and/or consequences. We like to involve the parents and our staff so your child has consistent expectations.

Please note that if a child displays dangerous physical behavior to other children, staff or themselves, the child may be moved to a safe area. Physical behavior towards any child or staff member is not tolerated and could result in immediate dismissal from the Program without notice. We make every attempt to work with the child and family with regards to behavioral issues. Our staff will observe the following steps.

- The parents/guardians will be notified of their child's inappropriate behavior verbally.
- The child and parent/guardian will meet with the Staff of the Program (including the Manager) to discuss the concerns and solutions.
- If after the above discussion the child is still a having difficulties the parents/guardian will be





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notified in writing by the Manager with a copy of the letter going to the Parent Board.

- Should problems still occur the Parent Board may then exercise the Program's right to remove the child from the Program.

PERSONAL TOYS AND ITEMS

We encourage children to properly label all items brought to Little Wonders Preschool Program. Any child that brings a personal toy or piece of equipment brings it at his or her own risk and will be asked to leave it in their cubby. **GAMEBOYS OR OTHER ELECTRONIC GAMES ARE NOT PERMITTED.** No cards of any sort will be permitted and any reading material that your child wishes to bring must be appropriate for all the children to read (ages 3 – 5).

Staff of the Program is not responsible for lost, stolen, or damaged belongings. The "Lost and Found" will be emptied at the end of each month. Equipment, school projects and other belongings being transported from school to home may be stored in a safe place by the Staff until the child leaves for home.

The Society is not responsible for lost or damaged items.

SIGNING IN AND OUT EACH DAY

Each child must be signed in prior to the start of the Program by a parent and/or guardian or responsible adult. When you arrive to pick your child up at the end of the day's session, you must also sign your child out. We are also required to have you record the time that you drop your child off at and the time that you pick them up. Please advise our staff if your contact number for the day will be different. This will ensure that the staff will be able to contact someone quickly in the case of an emergency.

DROP OFF AND PICK UP PROCEDURES

When the children arrive in the morning, they should hang up coats and change into their inside shoes. Parents/caregivers must always sign their children in at the beginning and the ending of all classes.

Please take your child to the washroom before they begin to play. You are welcome to spend a few minutes with your child, helping him/her settle in for the day.

An authorized adult must sign the child out when they are picked up.

In the event that a child goes missing from the Centre our staff will follow the following procedures to find the child:

- Search the Centre
- Search the perimeter of the building (looking in the field and parking lot)
- Search the school, talking to the teachers as well as checking the office.
- If the child has not been found the parent(s) will be called. If we cannot contact them we then call the Emergency Contact person.
- Should either of these contacts not be able to verify the whereabouts of the child, we will then call the RCMP and a full search will be launched.

CUSTODY AND SEPARATION AGREEMENTS

Information from the enrolling parent about custody is considered to be the advice that should be followed by childcare staff. Our Staff rely on this information to make sure that your child is released into the care of the appropriate person. Staff cannot deny a parent access to their child unless we have a copy of the court order which denies or limits the parent's access. Should you have a Court Order it is your responsibility to provide us with a copy upon registration.

RELEASE OF A CHILD

Children will only be released from the facility to a parent of the child or an authorized adult as authorized on the child information sheet.

Should you wish to add another person to the contact list you must do so in writing (letter, fax or email). No verbal requests will be accepted. Please make sure to advise anyone that is authorized to pick your child up that they will be asked for photo identification.

CONFIDENTIALITY

All staff and Parent Board members are to ensure the protection and privacy of personal information received from parents and children. We will collect only that information that is necessary for the delivery of services, and this information will be treated as confidential, and securely stored to ensure privacy. No information will be released without first receiving permission from the parent or staff, unless required by law (reporting abuse, legal investigations, etc.) during medical emergencies or when necessary to collect outstanding accounts.

