



## **Parent Handbook**

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## **Welcome**

This handbook is designed to provide you with valuable information about our policies, procedures and programs. Detailed descriptions of our policies and schedules will allow you and your child to feel comfortable and confident in our safe and stimulating environment.

## **License**

The centre is a licensed facility, inspected regularly by the Vancouver Coastal Health. We follow the regulations set out in the Community Care and Assisted Living Act and Regulations, which are monitored by the Department of Community Services. You will find the following documents posted on our parent bulletin board –Act and Regulations, a copy of this handbook, our behaviour guidance policy, our daily routine and program plan, our license and employee information.

## **Philosophy**

Peek-a-Boo childcare centre is a place for infant and toddlers to thrive and learn. We believe that physical growth, social, emotional and cognitive developmental changes are far more rapid between birth and 3 years of age. How a child learns in these years can greatly affect her/him in future; therefore the centre encourages the advancement of physical and intellectual competence of each child in age appropriate activities. The centre creates a safe and warm environment where the child will feel confident in making choices and decisions.

We consider each child a unique individual so we will endeavour to meet his/her developmental needs by keeping our program as flexible as possible.

We make sure that each child can explore his/her own creativity and imagination through art, language, music, movement and active learning.

We will encourage a positive self-image and concept in each child to give him/her the tools needed to function confidently as an individual as well as in a group.

Our goal is to create an environment where the child, parents, and teachers will feel comfortable at all times.

We provide indoor and outdoor activities that encourage the development of large and small muscle skills appropriate to each child level of development. We are informed that the activities should promote the development of self-help skills of the children as well as their good health

and their safety habits. The programs offered in our centre are flexible and respond to the needs and interests of the children. Our series of activities offered stimulates their language skills and emotional development, as well. We are dedicated to provide a warm, happy and enriching environment for all of our children. We value each child's individuality, growth and understanding of the surrounding environment.

It is our goal to provide the variety of experiences in all areas of development and at the same time we would like each child to be able to experience the joy of living and learning through their childhood.

### **Mission**

Peek-A-Boo Childcare aims to offer safe and secure child care at all times. All children will be valued equally and will feel a sense of security, warmth and love. The Centre is committed to make sure each day allows for both planned and spontaneous experiences that result in a positive learning adventure for children. Paying close personal attention to each child is essential to provide a quality experience for all children; therefore, adequate personnel will be hired to ensure each child has the proper supervision in our care. We offer uniquely premium child care services, as measured by the curriculum and activities offered, experience and educational level of the instructors and community involvement.

### **Inclusion**

At Peek-A-Boo Centre we do our best to offer high quality care to all children and families regardless of racial/cultural background or abilities of the child. Our employees are qualified and experienced individuals and plan programs based on the needs and abilities of all children. Our teachers are encouraged to continue to learn and introduce new methods through available resources and professional development opportunities. Children learn acceptance of others through their experiences at this centre. Having the opportunity to meet and socialize with many different people, expands their knowledge and understanding of different needs and cultures.

## **Hours of Operation**

The centre offers services for ages from birth to 3 years of age. Hours of operation are from 7:00A.M. to 6:00 P.M; Monday through Friday. You must ensure a staff member is aware that your child has arrived in order to ensure proper supervision.

Night Care and weekend child care is available upon request.

## **Holidays**

Peek-A-Boo Childcare is closed on the following holidays:

\*Statutory Holidays:

New Year's Day

Family Day

Good Friday

Easter Monday

Victoria Day

Canada Day

BC Day

Labour Day

Thanksgiving Day

Remembrance Day

Christmas Day

Boxing Day

December 24 to January 2

The last week of July

\*While the centre is closed on the above holidays, fees still apply. Please refer to daily fees and policies regarding payment. Please note that the centre will close at noon on Christmas Eve. Full day fees apply as staffs are paid for a full day.

## **Family Participation**

At Centre we recognize the importance of developing a relationship with the families that we serve. You will have the opportunity to be involved with the centre through volunteering for our parent committee, assisting with outings or special projects and attending parent teacher meetings. If you have a specific concern we would ask that you make an appointment to speak with your child's teacher or our Supervisor, as during the day, our staff's primary concern is supervision of the children and we would prefer to be available to fully address any concerns in a confidential manner.

## **Educators**

All of our child care staff have current first aid and CPR training and are subject to a criminal record check.

## **Programs and Goals**

At Peek-A-Boo childcare we believe children are naturally curious and learn best when they are provided the opportunity to explore their world at their own pace.

Through an emergent curriculum we will provide the environment and materials to spark the interest of children in a variety of topics and will allow them to explore those topics in a variety of ways. Our Educators, through observation, will determine the interests of the children and provide the materials to enhance that interest and challenge the children to "dig deeper" and "discover more".

Through this exploration we will ensure opportunities for growth in all developmental areas.

## **Nutritional Information**

Staff will provide a relaxing and enjoyable environment during meal times. Staff members eat with children to help model appropriate eating behaviours and positive food choices. Teachers do not force children to eat, or withhold favourite foods for inappropriate behaviours, but encourage children through positive modelling and reinforcement to try new foods.

Staff are responsive to children's cues around hunger and thirst, and will provide snacks outside of the regularly scheduled times if required.

Please keep us informed about any food allergies, and food substitutes can be discussed at the time of registration between parents and the director.

If your child requires supplements or special snacks due to a medical condition and/or religious/cultural beliefs, you will be responsible for providing them.

For infants requiring formula or breast milk, families must provide this daily in labelled containers with clearly written instructions for staff. An infant feeding plan will be developed once children begin eating solid food.

We welcome mothers to breastfeed in our centre and will provide a comfortable space for breastfeeding if requested

### **Your Child's Introduction Day**

Prior to your child joining our program, an application package must be completed. This includes all required documents. In addition, a \$100 registration fee is due with your application to secure your child's spot at the centre. Fifty percent of this fee will be applied to your first month's fees and is non-refundable if your child does not attend.

Children need time to adjust to new environments, thus we recommend giving your child two opportunities to become familiar with their new surroundings (routine, staff & activities) before their first day. During the first visit, we suggest a parent/guardian spend about an hour with their child and participate in our program. During the second visit, we suggest a parent/guardian stay for a short period of time and then leave the child with us for two-three hours. Please keep in mind this process may vary depending on the age and developmental level of the child.

This will also give you the opportunity to familiarize yourself with our staff and routines. Please feel free to ask any questions and voice any concerns during these visits.

### **Tips and Necessities**

The Centre's programs are designed to encourage and facilitate active learning and development through exploration and play. When packing your child's belongings, please keep the following in mind:

1. Children's clothing may get soiled during the day. Please dress your child in comfortable clothing that allows complete mobility to explore the multidimensional environment.

2. All clothing should be clearly labelled with your child's name or initials. While every effort is made to protect your child's items from loss or damage, it cannot be guaranteed. Please monitor the lost and found box regularly.
3. Please arrive at the centre with appropriate outdoor clothing (muddy-buddy) for the day. We go outside twice a day and explore nature, which requires appropriate clothing. In addition, one pair of indoor shoes (sneakers are best) are required and a complete change of clothes.
4. Parents are required to provide diapers and any related supplies (wipes, creams etc.). Please label diapers, creams etc.
5. Children's possessions will be stored in their designated cubby. You may also find artwork, notices, or other items to be taken home in their cubbies or folders.
6. We ask that personal items like toys and treats be left at home unless we request them. This helps to prevent problems associated with sharing these items with other children, and possible loss or damage. However, a soft toy for nap period like a stuffed toy is optional. Blanket and fitted sheet is necessary.

## **Arrival and Departures**

### **Services**

The centre offers services for ages from birth to 3 years of age. Hours of operation are from 7:00A.M. to 6:00 P.M; Monday through Friday.

Night Care and weekend child care is available upon request.

We maintain consistency within our programs, to ensure children experience few interruptions, and for the safety of all children, for arrival and departures we ask that:

#### Arrivals:

1. Parents bring their children to centre and assist in removing outdoor clothing and make sure items are placed in the appropriate cubby.
2. Parents must guide their child into the playroom or play ground where a staff member will mark their attendance, noting the time of their arrival. Our responsibility for your child does not begin until she/he is in the care of a staff member. Children are not to be left at the door.
3. Please arrive at the centre by 9:30 am to enable your child's full participation in all activities.
4. Parents should notify the centre as early as possible (preferably before 9:00am) to inform a staff member if their child will be late or absent.

#### Departures:

1. Parents or authorized individuals can pick up their child.



2. Parents should keep authorization forms up to date, as staff will only release children to those on the list.
3. Parents should inform staff in writing or in person if someone not on the authorization form will be picking up your child.

**Additional departure information:**

-Under no circumstances will the Centre staff release a child to anyone under the age of 12 years.

-As our staff are professionals who have provided care for the children all day, we ask that you respect our business hours so that they can finish their shift as scheduled. For parents who must arrive late due to unforeseen circumstances please let the centre know in advance. If you are consistently late we will make other arrangements for your child that better suits your schedule.

**Nap/Rest Period**

The children under 18 months must have a rest period in their educational programs after consultation with the parents, and based on the child's needs. All Children over 18 months have a quiet/rest time each day. If some toddlers are not required to sleep, they are given the opportunity for quiet time (i.e. lie down and look at books). The rest period is necessary to prevent fatigue and illness. (Please send a blanket and fitted child's sized sheet for napping, labeled with your child's name. The centre provides individual mats for every child. The blanket and sheets are sent home every week. please Wash them and send them next working day.

**Health Policies**

We are concerned about the health and safety of all children and staff at the centre. We strictly enforce health regulations as infections can spread rapidly within a childcare centre. We are required to maintain updated immunization records for all children. Please inform us as your child receives immunizations. We recommend that you discuss your child's attendance at day care with your family doctor and arrange for regular medical examinations for your child.

Illness:

1. If your child will be absent due to illness, call the centre and notify the staff of the condition of your child. We are required to keep a log of symptoms of illness that children exhibit. This allows us to quickly determine if a particular illness is spreading

- throughout our facility.
2. Please keep your child home if there is any question of illness, as we cannot accommodate sick children. Children exhibiting the following will not be permitted to attend:
    - a. Condition of illness which make him/her unable to cope with the regular activities of the program.
    - b. Symptoms of a contagious or transmittable disease (i.e. fever 38 degrees , diarrhoea, vomiting, infection, consistent coughing, swollen glands, unidentified rash, pain/aches, chicken pox, etc...)
  3. Should your child become ill while attending the centre, you will be notified immediately and expected to have an authorized person pick up your child as soon as possible.
  4. Please inform the staff of any contagious conditions your child may have upon a diagnosis by a medical doctor. This will allow us to inform other families that their children may have been exposed to the condition.
  5. You will be informed of any contagious conditions your child may have been exposed to while at the centre.
  6. Once diagnosed with a contagious condition, your child can return to the centre only when she/he is past the contagious period of the condition and able to participate in the centre activities.

While we sympathize with all children and families experiencing illness, it is our responsibility to provide all children with a safe and healthy environment. We ask for your cooperation about this matter.

### **Medication**

1. The staff at Peek-A-Boo Childcare are only permitted to give medication authorized by a doctor's prescription.
2. All medication must be in the original container, with a readable label.
3. You will be asked to complete an authorization form for each new medication( or provide a written letter of consent), stating your child's name, date, nature of and reason for the drug, complete instructions on administration and dosage, and any special instructions.
4. Over the counter medication will not be given by the staff unless written instructions are received from the child's doctor. These instructions are to include your child's name, date, nature of and reason for the drug, complete instructions on administration and dosage, any special instructions, and the doctor's signature.
5. Please send measuring utensils along with your child's medication.

6. For safety reasons, all medications are to be given directly to staff, and not left in the child's cubby.
7. It is recommended that a child who has been prescribed an antibiotic takes it for 24 hours before returning to the centre.
8. Please keep us informed of all medication your child is taking even if it won't be administered at the centre. This is an important information in case of a medical emergency.

### **Universal Precautions**

Peek-A-Boo Childcare helps control the spread of infections by practicing proper hygiene and universal precautions. Children and staff wash their hands thoroughly with warm water and soap before meals, after toileting, after diapering, before and after administering first aid, and throughout the day, as required. Dishes and eating surfaces are sanitized daily. Toys are sanitized daily. Floors, kitchen and bathrooms are cleaned daily and throughout the day as required.

### **Emergency Information**

We conduct monthly fire drills, and all permanent staff are trained in First Aid and CPR. Please inform the centre of any changes to your address, place of work, telephone numbers, and authorization list and of any injuries that your child receives outside the centre.

### **Emergency Evacuation**

If we are required to close during the day due to weather or emergency evacuation, we will send an email to all parents and also attempt to contact every family by phone with instructions on when and where you may pick up your child.

### **Accident Reports**

Staff members are required to complete an accident report form for any accident which requires first-aid treatment by the staff. The staff member who administered the treatment will sign it. Parents will be informed of the injury at an appropriate time (depending on the extent of the injury), and confidentiality of any concerned parties will be maintained.

## **Emergency Medical Treatments**

It is the responsibility of staff members to handle emergency medical treatments for which they are trained. Staff members will continue to keep their training in First Aid and CPR up to date. If a child requires medical treatment, the parent will be called at an appropriate time (depending on the extent of the injury) and required to take the child for professional medical attention. If the parent cannot be reached, an authorized person will be called to fulfill this responsibility, and attempt to contact the parent will continue to be made.

If contact with the parent or authorized person cannot be made and your child requires immediate medical attention, a staff person will accompany your child to the Children's Hospital in a taxi. Centre staff will continue to attempt to reach a contact person, who will be expected to meet the child at the hospital. If your child requires emergency attention due to a life-threatening incident, an ambulance will be called and a staff member will accompany your child to the hospital.

## **Behaviour Guidance Policy**

Peek-A-Boo Childcare guidance policy is based on regulations outlined by BC Health Planning available at:

<http://www.gov.bc.ca>

In addition we use the following proactive methods to foster positive pro-social and conflict resolution skills:

1. Provide children with sufficient stimulating and challenging activities.
2. Provide ample opportunity for children to independently make their own choices and learn to do their own problem solving.
3. Listen to children disclosing their feelings to determine the cause of their behaviour and help in determining a better solution.
4. Set appropriate expectations for each child's developmental level.
5. Promote effective communication between children.
6. Forewarn children about transition times.
7. Provide children with positive reinforcement.
8. Provide children with positive direction.

10. Model appropriate behaviours at all times.

In the event of inappropriate behaviour, a teacher will use child-centred discussion to understand and reinforce behaviour expectations. If the undesired behaviour persists, a teacher will redirect the child to a different stimulating activity where appropriate behaviour can be achieved.

According to legislation) no operator shall (under any circumstances):

- A. Permit corporal punishment, including but not limited to
  - a. striking a child directly or with any physical object
  - b. shaking, shoving, spanking, or other forms of aggressive physical conduct
- B. Require or force a child to repeat physical movements
- C. Use harsh, humiliating, belittling or degrading responses of any form, including verbal, emotional or physical
- D. Confine or isolate a child
- E. Deprive a child of basic needs including food, shelter, clothing or bedding

This legislation applies to everyone making contact with the children while attending the Centre. When a child's inappropriate behaviour becomes a concern, staff will notify parents of the situation. If necessary, a meeting will be scheduled to discuss the behaviour, and to determine behaviour strategies that meet the needs of the child.

A follow-up meeting will be scheduled to discuss progress, at which point behaviour strategies can be revised if necessary.

This behaviour guidance policy will be reviewed with staff and volunteers at the time of hire, and families when registering with the center, and followed at all times. It will be annually reviewed with staff, during performance evaluation, by the employee and director, and kept in the personnel file.

### **Child Abuse Policy**

The centre staff are legally required to report suspected cases of child abuse.

## **Photographs/Media**

The Peek-A-Boo Centre captures memories that occur at the centre through photo or video. We may also receive requests from media for photographic, audio or video material of our programs and activities. Included in your registration package is a request for permission to photograph your child. Please discuss any concerns you may have about your child being photographed or included in any of the above with the director upon entering the program.

## **Daily Schedule**

Meal and snack times are fixed. Length of time for other activities will be dependent on the interest level of the children.

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7:00-9:00 Arrival/Free Play

9:00-9:30 Morning Snack  
Morning Nap\*

9:30-10:00 Circle Time/ Wash Up

10:00-10:45 Art/science/Math

10:45-11:30 Gross Motor Play-Outdoors

11:45 -12:30 Lunch

12:30- 1:00 story time

1:00 Afternoon Nap\*

Free play/Sensory activities

3:00-3:30 Afternoon Snack

3:30- 4:00 fine motor activities

4:00-5:00 Gross Motor Play-Outdoor/music and movement

5:00-6:00 table top activities/free play /Reading/departure

6:00 Closing time

\*Diapering will occur as required throughout the day.

\*Infant nap schedules will be individualized as required.

## **Daily Fees**

Registration fee of **\$300.00** is due with your application prior to your child's start date. Fifty percent of this will be applied to your first month's payment.

Fees are paid through cheque (void or post-dated) and are due on the 1<sup>st</sup> of each month.

Please note: Payments are required during vacation times, holidays and sick times. Fees are reviewed annually and are subject to change.

Infant-Toddler Program fee:

5 Days: \$ 1300

4 Days: \$ 1145

3 Days: \$ 990

2 Days: \$ 750

Weekend and night care is also available!

We do have a subsidy agreement with the Province of British Columbia. Please speak with the Director about criteria for qualification and application procedures. Once approved for subsidy you will be responsible for any fees that your subsidy does not cover.

## **Withdrawal/Termination**

Two weeks written notice is required for withdrawal of your child from the Centre. If withdrawal is immediate, parents are responsible for payment of two weeks in lieu of notice. Income tax Receipts: Our fees are tax deductible. Receipts will be issued by February 28 of each year for the previous year.