



Parent Handbook



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Program Times and Daily schedule

| | |
|-------------|--|
| 7:30-9:00 | Greeting, Free activities |
| 9:00-9:30 | Breakfast/ Edible Art |
| 9:30-10:30 | Hands on exploration and interactive play/ Literacy Development and Language Arts/French |
| 10:30-11:30 | Outside physical play |
| 11:30-12:30 | Lunch |
| 12:30-13:00 | Story time |
| 13:00-15:00 | Rest or Nap time |
| 15:00-15:30 | Afternoon Snack |
| 15:30-16:00 | Circle time/Puppet show |
| 16:00-16:30 | Animal exploration/community and social development/Creative Art |
| 16:30-17:00 | Yoga/Music & movement /Dance/Singing |
| 17:00-17:30 | Free play(outside/inside) |

*There is approximately 10 Minutes for transitions between activities. Handwashing occurs before and after meals and after using the washroom.

At Peek-A-Boo Childcare, we understand the diverse needs of families and children. To accommodate this, we offer a flexible schedule that adjusts to the varying routines of children and their families. While maintaining consistency in key activities, we allow room for flexibility based on the individual needs of the children in our care.

Here's a breakdown of Peek-A-Boo Childcare programs with examples:

1. **Free Activities:** Children gather, socialize, and engage in activities like puzzles or block building.
2. **Edible Art:** Fruit faces or vegetable animals.
3. **Hands-on Exploration & Interactive Play:** Engaging in sensory play with materials like clay, paints or crayons, and chess.
4. **Literacy Development & Language Arts:** Reading, practicing letter drawing and alphabet art.
5. **Outside Physical Play:** Gardening/Group Games, developing gross motor skills
6. **Story Time:** Reading a story book aloud.
7. **Rest or Nap Time:** A quiet period for children to nap or rest, helping them recharge with a book or stuffy and listening to soft music.
8. **Circle Time:** Children sit in a circle for songs, discussions, or a puppet performance.
9. **Animal Exploration:** Learning about animals.
10. **Community & Social Development:** discussing community roles like firefighters (we invite community members to share their job).
11. **Creative Arts:** Drawing, painting, or crafting with various materials.
12. **Yoga:** Yoga poses to improve balance.
13. **Music & Movement:** Exploring instruments, Dance, developing gross motor skills.
14. **Singing:** Singing nursery rhymes or songs related to daily activities and monthly events.
15. **Sensory Play:** Exploring materials like sand or water, developing fine motor skills.
16. **Life Skills:** Activities like buttoning shirts or pouring water to build independence.
17. **Math Skills:** Learning counting through hands-on tools like counting beads, shapes and sorting games.
18. **Science Skills:** Plant science, animal science, Simple experiments, like watching plants grow from seeds and exploring different objects under microscope.
19. **French:** Basic French vocabulary through songs and interactive lessons.



Chapter 1- Health and safety Policy

- **Illness and Injury Management:** Peek-A-Boo follows strict protocols for managing illnesses and injuries, including guidelines for when children should stay home and procedures for administering medication. Parents are informed promptly about any incidents or health concerns that arise during the day.
- **Medical Emergency:** In the event of a medical emergency, educators will contact emergency service (911) provided that reasonable efforts were made to contact the parents or other designated contact listed in the registration form.

Note: Medical Emergency Consent Form must be signed upon enrollment.

- **Health Policy:**

Communicable Disease: If the child contracts a communicable disease, parents must notify our childcare immediately as we are required to alert other families. The child must be withdrawn immediately for a full quarantine period. Prior to re-entry to the childcare, a doctor's note will be required confirming complete recovery.

Children who are not well enough to participate in all program activities, both indoor and outdoor should not attend the program.

Parents should expect that any time a new child is introduced to the group, colds and other minor illnesses are likely to occur until everyone's immune systems have adjusted to the new exposures.

Sick Child Policy:

The sick child policy is made to enforce not only for the protection of the other children but the educators as well. It is our policy to notify the parents when a child becomes ill at childcare to arrange an immediate pick -up.

If the child is ill, parents will need to call or email the center to notify the educators. It is in everyone's interest that a sick child stays at home. If a child has any of the following symptoms listed below, they will not be permitted to attend care until **24** hours after the last incident of fever, vomiting, severe diarrhea, or until 24 hours after medical treatment has begun as prescribed by a physician.

The symptoms include:

- **Fever -38.6C or higher**
- **Skin rash other than diaper prickly heat-** needs doctor's note indicating it is not a communicable disease like Hand, Foot and Mouth Disease (HFMD)
- **Intestinal or stomach disorder including diarrhea, loose stool, nausea or vomiting**
- **(Diarrhea-increased number and water content of stools that cannot be contained within the diaper or underwear)**
- **Difficulty in breathing** -wheezing or a persistent cough, An acute cold, with coughing, sore throat or runny nose with green discharge
- **Any parasitic infestation (lice, scabies, etc.).** In the event of head lice, children must be treated and nit free before returning. If a case is present at daycare, a notice will be sent to all parents and all the children will be checked for a period of time.
- **Pink Eye** -doctor's note to return

- **Chicken Pox**-until all blisters have dried and formed scabs, usually 6 days after the onset of the rash Any other communicable disease

Further, there are times when a child is not that ill but is uncomfortable and really needs the comfort of home. For example, until 24 hours after the first dose of antibiotic to treat ear infections; or when irritable with strong cough and a thick nasal discharge are present during the tail end of an upper respiratory infection. At those times, Peek-A-boo will strongly urge parents to keep the child at home.

Winter runny nose are somewhat unavoidable. We will not send a child home with common cold, unless accompanied by a fever or other severe symptoms. However, many times when young children are ill, they may not exhibit "classic" signs of the illness, but will be excessively fussy and/or require constant cuddling and attention. While we believe in providing as much cuddling as desired, if a child is ill and requires the educator undivided attention this distracts from their ability to provide quality care to all the children in the group.

Chapter 2- Safe Release of Children Policy



Peek-A-Boo Childcare Operating Hours and Late Pick-Up Policy

Our operating hours are from 7:30 AM to 5:30 PM. To ensure a smooth day for both parents and children, it is crucial that parents or guardians notify us in advance if their child will be absent or arriving late. This can be done through a phone call, email, or via our App. Timely communication helps us plan effectively and ensures that your child's day is well-prepared.

Unauthorized Pick-Up Procedure

The safety and well-being of the children in our care are our top priorities. If someone other than the enrolling parent or guardian will be picking up the child, it is essential that the educator is informed of this change ahead of time. This notification is necessary even if the individual is already listed as an authorized pick-up person on the registration form.

In situations where an unauthorized individual (someone not listed on the registration form as an authorized pick-up person) arrives to collect the child, and the center has not been notified by the parent or guardian, the child will not be released under any circumstances. However, we understand that unexpected situations may arise; therefore, we will accept verbal authorization via a phone call from the enrolling parent or guardian. In such cases, the individual picking up the child must present valid photo identification, which will be verified by the staff to ensure the child's safety.

Reporting Suspicions of Child Abuse

At Peek-A-Boo the safety and well-being of children are our top priorities. Although we hope to never encounter instances of child abuse, we are legally obligated to report any

suspected or disclosed abuse to the Ministry of Child and Family Development (MCFD). We are not permitted to contact parents or guardians unless specifically directed by MCFD. Our role is to report concerns, while MCFD is responsible for investigating and determining whether abuse has occurred. These procedures are in place to protect children, and our primary focus is their safety and well-being.

Unfit Person Arrives to Pick Up Child

In the event that an individual arrives to pick up a child and appears unfit—whether due to being under the influence of alcohol, drugs, or other substances, or showing signs of emotional distress—Peek-A-Boo educator will take immediate action. We will assess the situation to ensure the safety of the child. If we determine that the individual poses a risk, we will not release the child into their care. Instead, we will contact an alternate authorized individual listed on the child’s registration form or, if necessary, contact local authorities for assistance. The safety and well-being of the child are our highest priorities.

Non-Pick Up of Child

If a child is not picked up by the scheduled time, Peek-a-Boo will take appropriate steps to ensure their safety. Our educators will first attempt to contact the parents or guardians using the contact information provided during registration. If the parent or guardian cannot be reached within a reasonable timeframe, we will then contact the designated emergency contacts listed on the child’s registration form.

In the rare event that no one can be reached and the child remains uncollected, we will ensure the child is supervised until we can arrange for a safe pickup. Our policy is designed to prioritize the child’s safety and ensure that appropriate actions are taken in every situation.



Chapter 3- Nutrition

Nutrition and Food Policy

Peek-A-Boo Childcare prioritizes healthy eating by providing nutritious snacks and lunches that support children's growth and development. Meals are prepared and served with strict attention to safety and hygiene, following health guidelines. Our staff is trained to manage food allergies and dietary restrictions, ensuring a safe, inclusive dining experience with precautions to prevent cross-contamination.

Allergy Management Policies

At Peek-A-Boo Childcare, the health, safety, and inclusivity of each child are prioritized through comprehensive policies on allergy management, chronic illness care, cultural sensitivity, and a supportive mealtime environment.

Allergy Management: Nut allergies are carefully managed with best practices in food handling, alternative snacks, allergy notices, and response protocols, ensuring a safe, inclusive mealtime. Parents and staff are educated on nutritious foods, fostering lifelong healthy eating habits.

Chronic Illness Care: Individualized care plans for children with chronic illnesses are developed with family input. Educators are trained in monitoring, administering medications, and emergency responses, with regular updates provided to parents.

Cultural and Religious Inclusivity: The center respects diverse cultural, religious, and individual dietary needs, accommodating these through flexible meal options and food-related celebrations, supported by staff training and open communication with families.

Mealtime Environment: Mealtimes are clean, positive, and supportive, with nutritious meals and accommodations for special diets. Educators encourage independence, social interaction, and a calm setting that promotes healthy eating habits and peer engagement.

This approach ensures a nurturing, inclusive environment that values each child’s health, cultural background, and personal growth.

Food and Drink to be given to the children

Snacks are served in alignment with Canada’s Food Guide (CFG).

- Educators will accommodate any dietary plans or allergies that may exist for individual children.
- Adequate amounts of nutritious food are provided to meet children’s developmental needs.
- Children will not be forced to eat or drink, and will always be supervised during meals.
- Safe drinking water will be readily available to children at all times.
- Parents will have access to information about the food served to their children.
- Food and drink will never be used as a reward or punishment.
- Educators will follow proper food safety practices during the preparation, storage, and serving of food.
- Educators serve as role models for children during mealtime by eating alongside them.

Sample Menu

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|--------------|----------------------------------|-----------------------------|-------------------------------------|-----------------------------------|--------------------------|
| Lunch | Beef kebab with tomatoes on rice | Mac and cheese and Broccoli | Tomato sauce pasta with ground beef | Chicken samosa with veggie sticks | Pizza or Turkey sandwich |

- Nutritious deserts, such as fruit, yogurt, may be served to encourage healthy eating habits.

Food Sharing for Special Events

Throughout the year, we host various special events where food sharing is a part of the celebration. These events include, but are not limited to:

- Birthday Party
- Valentine's Day
- Christmas
- Easter
- Halloween
- Graduation

During these occasions, parents may send food items from home to be shared among the children. To maintain our commitment to safety, we require that all shared food be pre-packaged or prepared in a commercial kitchen, with clear labeling of ingredients. This helps us manage any potential allergies or dietary concerns effectively.

We encourage healthy options and appreciate their understanding and cooperation in following these guidelines to ensure that all children can participate in these joyous occasions safely.



Chapter 4- Care and Supervision

At Peek-A-Boo Childcare, we are committed to providing a safe, comfortable, and nurturing environment for every child. To maintain this high standard of care, we ask for your support in the following areas:

Dietary Restrictions and Allergies

Please inform us of any dietary restrictions or allergies your child may have. This ensures that the correct food is served to each child and helps us maintain a safe environment for children with allergies.

Bottle-Feeding

- While bottle-feeding is less common in this age group, if needed, we provide a quiet, comfortable area for bottle-feeding to encourage bonding.
- Our educators hold the child during bottle-feeding to offer supervision and comfort.
- Please clearly label bottles with your child's name and provide any specific instructions for feeding to ensure their needs are met accurately.

Toileting/Diapering

- **Toileting:** We encourage children to build independence in toileting by:
 - Supporting regular bathroom routines, with gentle assistance when needed.
 - Reinforcing hygiene habits, such as washing hands with soap after bathroom use.
 - Offering friendly reminders, especially during transitions, to help them develop good habits.
- **Diapering (if applicable):** For children who are still in diapers:

- Diapering takes place in a clean, designated area with all necessary supplies available.
- Our educators wear gloves and follow strict sanitation protocols, including cleaning the changing area and handwashing after each change.
- Diapers are checked regularly and changed promptly to maintain hygiene and comfort.

Your partnership in these practices helps us create a positive, supportive environment that encourages healthy routines and fosters each child's well-being. Thank you for your cooperation and trust in Peek-A-Boo Childcare!

Cubby and Resting Arrangements

- Each child will have an assigned cubby and bed for storing their belongings, including clothing, personal items, and any sleep accessories.
- Parents are encouraged to provide a bedsheet, blanket, and, if desired, a comfort toy to make naptime more comfortable and familiar for their child.
- A dedicated educator will be present in the nap room at all times to supervise and ensure each child's safety and comfort during rest periods.
- Bedding will be cleaned and disinfected regularly to maintain hygiene and prevent the spread of germs.

Clothing and Personal Belongings

- Please ensure your child's cubby or backpack includes an extra set of season-appropriate clothing for comfort and weather preparedness.
- We recommend labeling all personal items, such as clothing, bedding, and toys, to prevent loss or mix-ups.

Following these guidelines helps us create a restful and secure environment, allowing your child to relax, recharge, and feel at home while in our care. Thank you for your cooperation!



Chapter 5- Emergency training, and Equipment

Emergency Preparedness at Peek-a-Boo Childcare

At Peek-A-Boo Childcare, the safety and well-being of the children in our care are our highest priorities. To ensure that everyone is prepared to respond swiftly and effectively in the event of an emergency, we have established comprehensive emergency procedures and regularly conduct drills and training sessions. Our emergency policy includes approval of emergency exits and fire drill systems by local authorities, in accordance with the Fire Safety Act.

Emergency Procedures and Training

Earthquake Drills: In addition to fire drills, we also conduct Earthquake drills to prepare for situations where it may be necessary to stay inside and secure the facility. These drills are performed with the same frequency and are tailored to the needs and understanding levels of the children.

Preparedness for Potential Emergencies

Earthquake Kits: To ensure safety and readiness in case of an extended emergency, we maintain earthquake preparedness kits stocked with essential supplies to last 72 hours, including food, water, blankets, and other necessary items to support the well-being of both children and educators. Parents are responsible for providing an emergency kit

specifically for their child, which may include any required medications, comfort items, and additional essentials tailored to their child's needs.

Weather-Related Closures: In the event of heavy snowfall or other severe weather conditions, Peek-a-Boo Childcare follows the closure orders issued by the local school district. This ensures that we are aligned with broader community safety measures.

Power Outages: If a power outage occurs, we will assess the situation and determine whether it is safe to remain open. In the event that the power outage impacts our ability to provide a safe environment, we will close the center and notify parents immediately.

Our goal is to create an environment where children can thrive, knowing that their safety is our top priority. By regularly practicing and reviewing these emergency procedures, we ensure that everyone at Peek-a-Boo Childcare is prepared to respond effectively in any situation.



Chapter 6- Behavioral Guidance Policy

Behavioral Guidance Policy & Procedures

Peek-A-Boo Childcare is dedicated to fostering a safe, respectful, and nurturing environment that aligns with BC's Child Care Licensing Regulation. Our behavior guidance policy centers on positive reinforcement, setting clear expectations, redirection, and collaborative problem-solving to support children's social and emotional development. We prohibit physical restraints, punitive measures, and exclusion from activities to ensure a caring and inclusive atmosphere where every child feels safe, respected, and valued.

Coping with Separation Anxiety

To help manage separation anxiety in a new childcare setting, both parents and teachers can take steps to ease the transition. Key strategies include:

- **Share Information:** Parents should inform teachers of the child's unique preferences and routines.
- **Visit Together:** A pre-visit helps familiarize the child with the new environment.
- **Gradual Entry:** Shorter days initially can help ease the child in.
- **Build Trust:** Let the child observe positive interactions between parent and teacher.
- **Prepare Ahead:** Start the day calmly, packing together to make it smoother.
- **Comfort Item:** A familiar blanket or toy can provide reassurance.
- **Positive Send-off:** Stay calm, talk about the day ahead, and use a goodbye ritual.
- **Say Goodbye Mindfully:** Avoid sneaking out or prolonged goodbyes, as these can increase anxiety.
- **Acknowledge Feelings:** Validate any sadness to build trust and reassure the child.

These steps support a reassuring and positive start in a new childcare arrangement.



Chapter 7- Registration process and Fees

Required Paperwork

To ensure a smooth and secure experience at Peek-A-Boo Childcare, it is essential that all parents or guardians complete the necessary paperwork before their child can be enrolled and left in our care. This documentation includes registration, consent and immunization forms, emergency contact information, and any other required authorizations. These forms can be conveniently downloaded and printed from our website. It is the responsibility of each parent or guardian to ensure that these documents are filled out accurately and submitted in a timely manner.

Payment Policy

- **Payment Due Date:** All payments are due on the 1st of each month. This ensures that your child's spot at the daycare is secured and that we can continue to provide high-quality care and services. A copy of invoice will be provided to parents.
- **Accepted Payment Methods:** We accept payments via E-transfer or through our secure App.

Refunds and Discounts

At Peek-A-Boo Childcare, we strive to maintain a consistent and safe environment for all children. However, there are circumstances beyond our control that may necessitate temporary closures or the suspension of certain activities. Please note the following refund and discount policies:

- **No Refunds or Discounts for Closures:** We do not provide refunds or discounts for closures related to pandemics, snow days, power outages, or any other situations where safety concerns necessitate the closure of our facility. This policy is in place to ensure that

we can continue to meet our financial obligations and maintain the quality of care once the facility reopens.

- **No Refunds or Discounts for Activity Cancellations:** If we must cancel or postpone any extracurricular activities due to safety concerns, no refunds or discounts will be provided. This policy helps us prioritize the well-being of the children while maintaining our programming flexibility.
- **Facility Closure for Safety Reasons:** In cases where we determine that it is necessary to close the daycare for the safety of the children and staff, we reserve the right to do so without offering refunds or fee reductions. The safety of everyone in our care is our foremost concern, and these decisions are made with careful consideration.
- **Deposit policy:** we do not require a deposit prior to registration.

Closure Dates

Our facility observes the following statutory holidays and will be closed on these dates:

- **Family Day**
- **Good Friday**
- **Easter Monday**
- **Victoria Day**
- **BC Day**
- **Canada Day**
- **Labour Day**
- **National Day for Truth and Reconciliation**
- **Thanksgiving Day**
- **Remembrance Day**
- **Christmas Holidays:** Our center will be closed from December 24th to January 1st. We will reopen on January 2nd.
- **Summer Break:** At the start of each year, we will share important dates and information about the upcoming summer break to help families plan ahead.

We ask that all parents plan accordingly for these closures. Please note that these dates are not subject to refunds or discounts, as they are standard holiday closures.



Chapter 8 -Screen time

Educators at Peek-A-Boo west are permitted to use TV, electronic devices, iPad, or any other electronic devices as part of the education program, however screens are strictly used for educational purposes.

Guidelines

1. Screen Time Limits

- Daily screen time will be limited to a maximum of 30 minutes.
- Screen time will be integrated into the curriculum no more than 2 times per week.

2. Types of Screen Time

- Screen time will be restricted to high-quality, educational content that aligns with early learning standards.
- Passive screen time, such as watching movies or non-educational programs, is prohibited.

3. Supervision and Interaction

- All screen time activities will be supervised by educators, ensuring appropriateness of content.
- Educators will facilitate discussions and activities related to the content to enhance understanding and interaction.

4. Promotion of Alternative Activities

- Prioritize outdoor play, creative arts, music, and storytelling over screen time.
- Encourage hands-on, interactive experiences that foster social skills and physical development.

5. Parental Communication

- Parents will be informed about the screen time policy during orientation and through regular communications.
- Parents are encouraged to engage in discussions about screen time at home and to promote alternative activities.

Implementation Procedures

1. Scheduling Screen Time

- Screen time sessions will be scheduled at specific times within the weekly curriculum to ensure balance with physical and social activities.

2. Content Selection

- Educators will pre-select appropriate content, ensuring it meets educational standards and is suitable for the age group.

By following these guidelines, we aim to create a healthy and balanced environment that supports our children's development in accordance with Coastal Health regulations.