

**BONNYCASTLE
CHILDCARE GROUP**

PARENT HANDBOOK



This Parent Handbook is valid for the all our locations:

Bonnycastle Daycare

14630 107A AVE, SURREY, BC

Bonnycastle Preschool & Out of School Care

14642 107A AVE, SURREY, BC

Bonnycastle Children's Center

10706 148TH STREET, SURREY, BC

Guildford Gardens Daycare

14921 107A AVE, SURREY, BC

About us

All our centers are licensed by the Ministry of Health, Community Care Facilities Act, to provide childcare for children ages 9 months to 12 years. We offer three programs. Services and times vary from center to center.

Multi - Age Center (I/T)

9 months - 36 months old

Group Daycare

30 months - 5 years old

School Age Care

5/6 - 10 years old

**ONLY METHOD OF PAYMENT ACCEPTED FOR ALL FEES
INCLUDING REGISTRATION FEE, DEPOSIT AND
MONTHLY FEE IS BY
E- TRANSFER,
(bank cheques, cash not accepted)**

Our Philosophy

At our centers we believe that all children have a basic need to be nurtured in a safe and caring environment. We are committed to meeting this need, through a range of activities that enable each child to develop, explore and discover. All children are special. They deserve respect and our best effort to guide them as they develop. We provide quality child care that is:

- Affordable to all families
- Educationally stimulating and challenging
- Developmentally appropriate for each child
- Inclusive of all children
- As a resource for meeting the early care and educational needs of children, we are committed to meeting the greater challenge of developing stronger families for our community.

Program Goals

We achieve our goals by the following:

- Respecting each child for the unique whole being he/she is at his/her own stage of development.
- Providing each child with individual attention through gradual transitions and focused observation.
- Encouraging and supporting children to develop independence by providing an environment where safe choices are offered on all levels.
- Supporting positive social interactions through guidance and modeling in a non-judgmental atmosphere.
- Modeling clear communication with all parents, children and staff.
- Modeling respect for ourselves and the environment through encouraging cooperation and caring for equipment and belongings.
- Remaining current in our approaches to child development and guidance techniques.
- Continuing to create and maintain a high quality of care within a routine, play based environment that meets the needs of individual children in the areas of physical, social, emotional and intellectual areas of development.
- Providing an educational, stimulating program, which serves the children's needs.
- With the mixed ages of each group we encourage the role model approach, which gives the older children the opportunity to help and guide the youngest children within the group.
- Utilizing and following the Guidance and Discipline Handbook provided by the Ministry of Health.

Staff Qualifications

All staff and volunteers have a criminal record search completed prior to working

with children enrolled at our center.

All staff and volunteers have their doctor's approval to work with children.

All supervisors working with children have a valid Early Childhood Education (E.C.E.) Certificate. Assistants are either in the process of receiving their certificate or are otherwise qualified.

All supervisors working with school age children will have relevant education. Preference for hiring staff for working with school age children will be given to those who have obtained School Age Child Care Certificates.

Child / Staff Ratio

The ratio set out by daycare licensing is as follows:

30 months – 5 years (Daycare Program)

1 staff member for every 8 children

6 years – 12 years (School Age Program)

1 staff member for every 10 children (Kindergarten & Grade 1)

1 staff member for every 15 children (Grade 2 and above)

NOTE: If an emergency arises which prevents sufficient staffing, parents will be asked not to leave their child at the center, or stay to act as a responsible adult until a substitute staff is available.



Registration

To enroll a child, parents must arrange an interview with the center's manager, which will include a tour with the program supervisor. In order to maintain continuity and a comfortable routine, most children are enrolled on a full time basis. However, we understand that the need for part time childcare is a reality in some families. One month's written notice must be given for any changes to schedule.

Parents are required to complete all necessary enrollment documents prior to the acceptance of their child at the center. This includes a medical history and proof of immunization.

A \$125.00 NON-REFUNDABLE registration fee and deposit of one months fee will be payable at the time of confirmation of space prior to your child's first day. (Deposit is refundable if the proper 2 months notice is given to terminate your contract)

If ANY person is officially denied access to your child, the center will require a copy of the court document. This must be retained in the child's personal file.

Your child may need time to adjust to the center. Entry details will be worked out between the parents and program supervisors.

- **It is the responsibility of the parent to promptly advise the center of any changes in address, telephone numbers, alternate pick up persons, change of medical status or physical health, etc. (These records are essential to the wellbeing of the child under our care and are a LEGAL REQUIREMENT for our center.)**
- Due to the very limited availability of Infant and Toddler spaces (as compared to the availability of care available to other ages), we require/expect any parents that are registering for an Infant/Toddler space when an older sibling is requiring care, that the family remains in one center.
- Our policy is to not reserve a spot for a child if he/she is leaving for a month or more. In order to keep a spot in September, the fees need to be paid for the summer (July & August). Otherwise, the spot will be offered in July to the 1st child on our waiting list.

Withdrawal

Two months written notice from the first of the month is required prior to withdrawing a child from all our centers. If sufficient notice is not given, payment for the corresponding period is required.

Withdrawal must be done in person and will not be accepted over the phone.

Withdrawal must be done in writing at the centers and in writing.

Parents have the option of placing their child back on the waiting list if they feel they may need to re-enroll in the future. In order for your child to re-enter the program, a new application (waitlist form) must be turned in, along with the required, **non-refundable** administrative fee of \$100 per child for placing him/her on our waitlist.

If the supervisor determines that a child is not benefiting from the program, the concern will be explored with the parents. Parents may be required to withdraw the child if this is in the child's best interest. Our goal is to recognize and meet the child's needs, and those of the other children in the program. If parents are asked to withdraw their child, fees for days not used will be reimbursed.

Daily Attendance

All persons authorized for picking up or dropping off your child must sign our daily attendance form. This document is maintained at all times. Due to daycare licensing requirements, children are NOT permitted to sign themselves in.

Upon arrival please:

- Help your child to hang his/her coat, and change to indoor slippers/shoes.
- Sign your child in.
- Inform the staff of anything that might affect his/her day.
- Say goodbye to your child, so he/she is aware that you are leaving. Depending on the child's needs, he/she may wave goodbye through the window.

When you are picking up your child:

- Sign your child out.
- Pick up your child's lunchbox and any artwork he/she may have in the cubby.
- If the expected departure time changes, please call the center to inform the staff of the new departure time.

NOTE: If your child will be absent, please call the center and advise staff by 9:00 AM for School Age Care, and 10:00 AM for Infant and Toddler, and Group Daycare.

New Children And Their Families

We understand how overwhelming and emotional it can be to enroll your child for the first time in a daycare setting while thinking how his/her transition is going to be. At Bonnycastle Montessori Preschool Daycare, our duty is to take all the necessary steps to make the transition as easy as possible for both the child and the family.

This process will involve both the center and the family together. Each has an important role to make it an easy and successful transition.

The Center's Role

Please visit numerous website on the internet on how to handle Separation Anxiety, such as

<https://connectedfamilies.org/my-anxious-child-separation-anxiety-when-dropped-off-at-daycare/>

Your child will be given extra attention to feel loved and welcome. This will help them build trust with their caregivers and their new environment.

Staff will observe the child to know their particular needs and how to satisfy such needs during the transition.

The Family's Role

Provide all the necessary information about their child's developmental stage, his/her needs, and any other information that might be helpful to make the transition an easy and comfortable process.

Follow the center's policies and understand that these policies are for the child's own benefit

Cooperate with the staff and follow their input and suggestions regarding your child because their goal is to help you and your child through the transition.

Policy

Release Of A Child

It must be brought to the attention of a staff member. Under no circumstances will a child be released to anyone other than parents unless:

The person's name appears on the registration form and the parents have notified the staff that this person will pick up the child. Picture identification will be required for unfamiliar adults at the time of pick up. In an emergency, parents may call the center to inform staff that an alternate person is being sent. Parents must give the person's name and explain the circumstances. WE WILL CHECK IDENTIFICATION AND WILL NOT RELEASE THE CHILD WITHOUT THIS.

The parents' names should be clearly identified on the registration form. In the case of different surnames, the parents should provide information if the child is adopted or fostered, and provide copies of such agreements in the child's file at the center.

The parents should provide a copy of the custody papers if there are such agreements, and if it is full custody to one of the parents, the parent should inform the center if the other parent is authorized to pick up or meet the child at the center. This could be done in the authorized list to pick up the child on the registration form.

The staff has the right not to release the child to a person whose name is not on the authorized pick up list and if there was no emergency notification from the parents.

The staff will not release the child alone, or to a person who is less than 19 years old. The parents should know the center's policy regarding this.

Pickup Policy

Parents must have their children leave the center by 6:00 PM without fail. If an emergency occurs, they should call and inform the staff when to expect their arrival. If no call was made, the procedure at 6:00 PM will include the following:

Staff will attempt to reach parents at their place of employment or home. If staff are unable to contact the parents, an attempt will be made to reach an alternative emergency contact listed on the child registration form. PLEASE KEEP THIS INFORMATION CURRENT.

As a last resort, we will contact the Ministry of Children and Families.

Late Pickup Charge

Note: This policy applies to each child—even with a sibling group. Parents who arrive at the center later than 6.00 PM will be charged \$1.00 per minute, **payable at time of pickup**

Impaired Pickup

The staff has the right not to release the child to someone who appears incapable of providing safe care to the child, even if this person's name is on the authorized pick up list (Drugs or alcohol impair the person picking up a child). The center is required by law to make alternate arrangements for the child, and an incident will be reported to the RCMP and the Ministry of Children and Family Development. In the circumstances that the person insists on taking the child, the staff is required to take the person's license plate number and his/her full name and description, call 911 and inform the police straight away, then report to the Ministry.

Kindergarten Kids Drop-Off / Pick Up Policy

Please note that our center does provide Kindergarten drop-off/pickup service. This is however restricted to drop-off/delivery of the child to the waiting class line-up. Due to the narrow time frame involved during these times, we are unable to remain with your child until the classroom door is opened. There is however supervision on the school grounds during this time and there are always other parents present.

School Age Program Summer Registration

Full time summer care is available. Two month's notice must be given for any change of schedule. Children currently enrolled will be given priority but must register by APRIL 30th.

Any open spaces will be made available to "summer only" families as of May 1st. Our School Age Summer Program Schedule will be available on May 1st of each year.

Parent / Staff Relations

Parent and staff communication is crucial to your child's adjustment to the center and wellbeing. Anytime parents wish to discuss their child with the staff, an appointment should be made with the supervisor of the program your child is enrolled in.

Informal conversation between parents and supervisors can take place anytime especially when children are arriving or departing. Any discussion of a child's difficulties or problems WILL NOT take place in the presence of other families.

Notice boards are established for parent communication. Please date your notices and receive staff approval prior to placing notices on the boards.

Safety

Our staff maintains a safe environment. Parents and children can help by bringing potentially unsafe situations to the immediate attention of the supervisors or manager.

Gates

Please ensure that all gates and doors are closed behind you as you enter or leave the premises.

Drills For Fire And Earthquake

Fire drills must be conducted once per month. If you are arriving during the time of a fire drill, please participate. All parents, staff and children must be committed to the safety of all concerned, as well as the facility. Earthquake emergency plans are also discussed within our program. An earthquake emergency kit is required. The parents for each child must put together an emergency kit that provides the following items: drinking boxes, raisins, fruit snacks, granola bars, green garbage bags to wear if raining, emergency foil blanket, and a family picture with the names on back. All these items are to be placed in a large Ziploc bag with the child's name and birthdate on it (including the year). our alternate location is the Guildford Park Highschool or Guildford Rec Center whichever is closer to the individual Center.



Infant & Toddler Earthquake Kits

Diapers and wipes

Emergency blanket

Garbage bag (for protection for rainy weather)

Photograph of child with family (include child's name & date of birth on the back)

Non-perishable food items such as raisins, granola/fruit bars, etc. (must be nut-free)

Extra spoon

Drinks (juice boxes, bottled water, etc.)

Bottle (optional)

Extra clothes

Place all labeled items in a Ziploc bag with the child's full name and birthdate (including year).

Group Daycare (Ages 3-5) Earthquake Kits

Daycare will provide for \$25.00 or parents can supply the following list.

Emergency blanket

Garbage bag (for protection for rainy weather)

Photograph of child with family (include child's name & date of birth on the back)

Non-perishable food items such as raisins, granola/fruit bars, etc. (must be nut-free)

Extra spoon

Drinks (juice boxes, bottled water, etc.)

Extra clothes

Place all labeled items in a Ziploc bag with the child's full name and birthdate (including year).

Accidents

Minor accidents (such as scrapes and bruises) will be attended to by the staff and brought to the attention of the parent when the child is picked up.

Major accidents will be handled in the following manner:

A supervisor will administer first aid. All supervisors hold current first aid certificates.

Parents or emergency contact will be notified.

If the child needs to go to the hospital, a staff member will accompany him/her.

The supervisor will call an ambulance and the child's doctor if necessary.

The cost will be borne by the parent.

Following any injury requiring medical attention a detailed report will be submitted to Licensing within 24 hours.

Emergency Contact Information

Parents must notify staff immediately in writing of any changes in phone numbers including employment or emergency contacts, or any custody agreements.

Policy On Abuse

We are required BY LAW to report suspected or disclosed abuse. Failure to report can result in prosecution under the Family and Child Service Act.

We are NOT permitted to contact the parent unless specifically directed to do so by either the Ministry of Children and Family Development. Reporting procedures are designed to protect the child.

Our responsibility is to report suspicions or disclosures and NOT to determine if abuse has occurred. It is the responsibility of the Ministry for Children and Families to investigate and decide if the child is in need of protection.

Should a parent suspect abuse at daycare, they should contact Licensing.

Our concern is always the safety and wellbeing of the child.

Toys From Home

Toys, other than naptime "snuggles" must be left at home. Toys brought from home may break, get misplaced, or be difficult to share. Our program has a variety of toys and materials for sharing. Specific "Toy Days" may be added to the daily program from time to time. WE DO NOT PERMIT VIOLENT TOYS (including toy guns/weapons of any kind) IN OUR CENTER. All personal items must be labeled.

Breaking Toys

If a child purposely breaks equipment or toys that belong to the center, the parent will be expected to pay for that item.

Power Failure

If the power is off at 7:00 AM when the center opens and if it has been off for some time prior to that time and there is no heat, children will not be accepted into the program.

In the event of a power failure during the day, the program will close if power is off for more than one hour. Parents or emergency contacts will be contacted and children MUST be picked up.



Rest Time

It is the policy of the center for all children to have a nap/rest period. If a child is not in the habit of sleeping, he/she will be placed on his/her cot with some books for a period of time to allow him/her to rest.

If your child has a favorite blanket or stuffed toy that helps him/her sleep at home, please bring it to the center, clearly labeled with the child's name. It is the parent's responsibility that these items be laundered every Friday or as frequently as needed.

Field Trips

Short walking field trips are a regular part of the center's program. Please ensure your child is prepared for the weather with appropriate clothing and food items for traveling.

Any major excursion requiring transportation by bus will be pre-announced and a small fee may be requested to cover the cost of the transportation or event.

Birthdays

Your child can celebrate his/her birthday at the center. Please discuss this prior to the event with the staff members to allow the staff to plan accordingly. Parents are welcome to bring a birthday cake or snack to share with the children. **HOME MADE FOOD IS PROHIBITED DUE TO HEALTH CONCERNS, ONLY FOOD FROM COMMERCIALY LICENSED ESTABLISHMENTS ARE ALLOWED**

Extra Clothing And Cubbies

In preparation for the inevitable potty “accidents” or wet clothes from water play or inclement weather, we are asking each parent to provide a full set of clothes (including underwear and socks) which will remain in their cubby. Staff will advise parents when the extra clothing has been used and will send the unclean clothing home in a plastic bag to be washed. If a second “accident” occurs during the same day, we will have extra clothes available in which to send a child home. Please wash these at your earliest convenience and return them to the daycare. Extra clothing must be kept at the center in your child's cubby at all times.

Inside shoes are required.

Please ensure clothing is weather appropriate depending on the season.

All personal belongings **MUST** be labeled with the child's first and last name.

Parents, staff and children together are expected to keep cubbies clean and tidy.



Toilet Training For Group Daycare Program

For the children who are still not fully potty trained, parents must follow the requirements of our potty training policy .

Children having more than one accident per week are not considered completely potty trained. The parents must provide diapers/pull-ups, flushable wipes, and extra clothing.

The caregiver will implement a training plan for your child that follows their potty training development. This includes a star chart, encouragement awards, etc.

The parents should encourage the child to wipe themselves at home. However, the caregiver at the center will wipe the child (if needed) under the vision of another worker and this will be documented in the daily change and wipe report posted in the bathroom.

Support your child's training at the daycare by sending them with easy clothing (pull on pants, sweat pants, etc).

Avoid belts, zippered pants and overalls during this period.

Support your child's caregivers and follow their suggestions, as their goal is to help your child become independent when using the toilet.

Parents are encouraged to continue the positive reinforcement at home.

Supply List For Infant And Toddler

Diapers and wipes

Outdoor footwear (weather appropriate)

Indoor shoes or slippers

Earthquake kit

Drink cup or sippy cup

Sheet

Two sets of spare clothes (including underwear and socks)

Supply List For Daycare Program (3-5 Years)

Earthquake kit

Drink cup

Indoor shoes or slippers

Photograph of the child

Full change of clothes (including underwear and socks)

Additional Seasonal Supply Lists: Spring & Summer (Sunny Days)

Hat

Bathing suit & towel

Sunscreen (staff will apply)



Fall & Spring (Rainy Weather)

Boots
Raincoat
Mud pants (splash pants)
Full change of clothes (including underwear and socks)

Winter (Cold Weather)

Mittens
Snow pants
Toque/hat
Full change of clothes (including underwear and socks)

“Cuddles” or blankets are welcome if your child needs comfort from home.

For Your Child's Benefit And Safety (I/T Program)

Please empty your child's lunch bag before you leave the daycare. Each item should be placed in the designated basket in the fridge. Teachers are going to help you at the beginning.

Please make sure to cut your child's lunch, fruits and veggies to bite size pieces to help your child's independence.

All items in your child's lunch kit should be marked or labeled clearly with your child's name or initials. Labeling should include lunch containers/bags, bottles, morning snacks, afternoon snacks, sippy cups, soothers, etc. Try to do this at home for your own convenience. If you forget, there will be a basket beside the fridge with markers and tape.

Lunch kit should be placed on the designated shelf in the kitchen.

Please label all your child's items clearly including diaper packs, wipes containers, bedding items, toys, teething rings, clothes, socks, and shoes.

If you are using a stroller, please carry your child inside. No strollers are allowed inside for hygiene and safety reasons.

Please remember to take an information slip daily and put your child's name on it and the date.

All children registered in the Infant and Toddler group having reached the age of 2 years of age will be introduced into the Group Daycare (ages 3-5) program. This transition will be based on the availability of space in the 3-5 group.



Health

Personal Hygiene

The staff promotes good personal habits. Children must wash their hands with soap and water before food preparation or eating, and after using the washroom.

Medications

Non-prescription medication (such as aspirin, cough syrup, etc.) WILL NOT be given to children under ANY circumstances without a doctor's note.

Prescription medication can only be given to your child by the staff if it is specifically entered into his or her records and is properly prescribed by a licensed physician. The procedure for giving medication is as follows:

Medication must be received in the original container, clearly labeled by the pharmacist with the current date and dosage, child's name, name of medication and specific instructions.

Parents must complete a medication consent form.

Medication must be kept locked up and out of reach of children. We maintain a locked box in the refrigerator and a locking cabinet in the kitchen. Please notify a staff member directly when medication is brought to the center.

Illness

The daycare is a busy, communicable place. Therefore it is in the best interest of everyone that children not well enough to participate in our regular program, or who have an infectious illness, NOT be brought to the center. The staff will refuse to accept a child deemed too ill to attend, or call parents and request the child be taken home immediately.

Parents should keep their children at home or seek alternate care arrangements for the following conditions:

- Pain - any complaints of unexplained or undiagnosed pain.
- An acute cold with any of the following: fever, runny nose and eyes, coughing or sore throat.
- Difficulty in breathing - wheezing or a persistent cough.
- Fever (100 degrees F /38.3 degrees C or more) accompanied by general symptoms such as listlessness (may be an early sign of illness that requires a doctor's attention).
- Sore throat or trouble swallowing.
- Infected skin or eyes, or an undiagnosed rash.
- Headache and stiff neck - should see a doctor immediately.
- Diarrhea or loose stool combined with nausea, vomiting or abdominal cramps.
- These symptoms may indicate a bacterial or viral (gastrointestinal) infection, which is very easily passed between children. The child should be kept at home until ALL symptoms have stopped. If a child has more than one bowel movement of diarrhea or loose stool while at the center, the parents will be contacted to pick him or her up.
- Severe itching of body or scalp.
- Child has known or suspected communicable disease.
- Emotional distress that requires a long period of one on one attention.

Communicable Disease

- Parents are urged to notify the center when their child is known to have been exposed to a communicable disease outside of the center
 - When a child has contacted a communicable disease, the parents are required to provide a statement from the physician stating that the child is able to return and is no longer infectious
 - When a communicable disease has been introduced to the center, the parents will be notified.
 - The center will also report these occurrences to the local Fraser Health Authorities when required

Reportable Incident Procedures

- If a reportable incident happens at the Center, a reportable incident form will be filled by the staff as required by Fraser Health and submitted to the licensing office within 24 hours. The definitions of reportable incidents are listed under Schedule H in Child Care Licensing Regulations. All minor incidents are recorded in the center communication book as needed and will be communicated between staff and parents.
- Please be advised that it is our legal duty to report any suspected child abuse or neglect to the local health authorities and the Ministry of Children and Family Development. Written documentation of the suspected abuse or neglect will be submitted.
- We take all claims of child abuse seriously and do not tolerate any kind of physical, emotional, sexual abuse or neglect. All of our staff are required to complete a Criminal Record Check prior to employment.



YOU ARE REQUIRED TO KEEP (OR TAKE) A CHILD HOME WHEN THE CHILD IS:

Suffering from one or more of the above noted symptoms
Is not well enough to take part in the regular program

WE ARE NOT LICENSED TO CARE FOR ILL CHILDREN

Parents are expected to make IMMEDIATE arrangements to have their child picked up when requested by a staff member. If the parents cannot be reached, the emergency phone numbers on the child's registration form will be called.

When a child returns after a lengthy illness of 3 days or more, or from a communicable disease, a doctor's note may be requested to certify that your child is not contagious and can participate in the regular program.

Nutrition

Our staff provides guidance on nutrition to children and parents as appropriate and makes an effort to model good eating habits. Parents are responsible for ensuring their child has a nourishing breakfast before arriving at the center. In the event that time prevents you from serving your child breakfast at home, you are welcome to set up your child with their breakfast in the designated area when dropping them off.

Please DO NOT send sweets, chocolate, or candy with your child. Chewing gum is never permitted. Ideas for nutritious snacks could include: fruit, veggies, cheese, crackers, hard boiled eggs, breads or muffins, yogurt, custard, fruit leather or dried fruit. Please don't send popcorn, uncut grapes, or uncut hot dogs with the 3 - 5 year olds as they are easily choked on in a daycare setting. Please be sensitive about nuts as well.

All persons handling food items must follow the rules of cleanliness as required by the Public Health Department. The staff is also encouraged to participate in the Food Safe

Program.

Parents are required to make staff aware of any food allergies or sensitivities, which will then be posted in the kitchen.



Lunches & Snacks program is available at extra cost, we follow the Canadian food guide, ex., chicken vegetable soup with bun, side of seasonal fruit or egg fried rice with vegetables and seasonal fruit.

We are a nut free zone.

the weekly menu will be sent by Whatsapp in our parent group for each individual Centre.

Child Guidance

Parent / Child Guidance At The Center

Other parents at our center will not discipline children. We ask that parents are discreet in disciplining their children in front of others out of respect for the child. Should you require a private place to speak with your child, please ask a supervisor.

Guidance And Discipline

We follow the guidelines from the Ministry Of Health's Handbook on Guidance and Discipline.

Setting limits is part of the guiding and caring process. The best way to teach children limits is to have a consistent, non-punitive approach. To this end, the staff set reasonable limits and support each child's growth towards self-control and social awareness.

The staff is happy to discuss any specific guidance procedures with parents.

The guidance policy at Bonnycastle Montessori Preschool Daycare states that NO child while in our care shall be:

Subjected to shoving, hitting, shaking, spanking or any other form of corporal punishment.

Subjected to harsh, belittling or degrading treatment, whether verbal, emotional or physical, that would humiliate the child or undermine the child's self respect.

Confined, physically restrained or kept, without adult supervision, apart from other children.

Deprived of meals, snacks, rest, or use of the toilet as a form of punishment.

Our Approach

Meeting the children at their own level. We encourage the expression of feelings and using words to problem solve.

We address the behavior and help to provide an alternative method for the children to express themselves.

We use logical consequences and choices as a means of guidance.

We use redirection to another area or activity.

We may use time out as a form of Stop, Calm & Try Again.

A preventative approach is strongly in place. A child may be tired, hungry, sad, or simply in need of a hug

From time to time, a survey will be given to parents asking for ways on how we could improve our services.

Daily Routine

(Subject to change)

Multi Age Program

7:00 – 8:00 am Center opens, free play

8:00 - 9:15 am Free play and table activity

9:15 - 9:30 am Clean-up, washroom and diaper change

9:30 - 10:00 am Snack time

10:00 - 10:45 am Book time and circle time

10:45 - 11:30 am Outside play (backyard) or

Walk around neighborhood or

Physical activities or

Music and movement

11:30 - 11:45 am Clean up, washroom and diaper change

11:45 - 12:15 pm Lunchtime

12:15 - 12:30 pm Washroom and diaper change

12.30-1.00 pm

1:00 - 3:00 pm Naptime

3:00 - 3:45 pm Tracing letters and numbers or Arts & crafts

3:45 - 4:00 pm Clean up, washroom and diaper change

4:00 - 4:30 pm Snack time

4:30 - 5:00 pm Story time

5:00 - 5:30 pm Home time prep and table play

Program for 3-5 Year Old's

The daycare offers a flexible routine that is based on the children's needs as a group.

7:00 – 8:30 am Center opens, free play

8:30 - 9:00 am Clean-up and washroom

Snack

9:00 - 11:15 am Classroom

11:15 - 11:45 am Lunch

11:45 - 12:30 pm Story Time or Outdoor play

12:30 - 2:30 pm Nap/quiet time

2:30 - 3:15 pm Art

3:15 - 4:00 pm Snack

4:00 - 5:30 pm Outdoor play or

Free play

NOTE: This is a general schedule and activities change daily based on the children's interests. The day may also include field trips, special activities such as baking, theme days and other special events. We will keep you informed through the parents' notice board.



Financial Policies And Information

Bonnycastle Montessori Preschool Daycare is completely funded through parent fees. Parent participation throughout the program will maintain our competitive childcare rates. Government subsidies for eligible clients are available from the Ministry of Children and Family Development. You can determine if you may be eligible for a subsidy by completing the online Child Care Subsidy Eligibility Evaluator at:

<http://www.childcaresubsidy.gov.bc.ca/ChildCareSubsidyEvaluator/Step00.aspx>

To apply for Child Care Subsidy:

Application information and necessary forms are available online at
<http://www.mcf.gov.bc.ca/childcare/application.htm>

You may also call the Child Care Help Line at 1 888 338-6622 and ask for an application and guide.

The application and guide may also be picked up at a Child Care Resource and Referral office, or an Immigrant Settlement Services Agency.

If you are eligible for a government subsidy, the forms must be given to the center by the first of the month. If the forms are not in on time, you will have to pay the fee in full and you will be reimbursed when subsidies are received.

All fees are to be paid by e-transfer to the center on the first day of each month, unless arrangements are made with Manager, there will be a charge of \$10.00 per day for delayed payments.

Receipts will be issued either at the end of the year or within one week from the date of request.

You are responsible for full payment of your childcare fees. If fees are more than seven days overdue and no arrangement for payment has been made, you will be asked to withdraw your child.

A **non-refundable** administrative fee of \$125.00 and 1 month deposit per child is required at time of registration.

If applicable, your waitlist application deposit will be used to cover this registration.

ONLY E-TRANSFER PAYMENT IS ACCEPTED FOR ALL PAYMENTS

Note: Fees are subject to change. At least one month's written notice will be given for changes in the fee schedule.

Part time fees are based on pre-booking one month in advance.

There is no refund for days the child is absent.

It is not possible to substitute days when the child is absent or if the scheduled days fall on a statutory holiday.

Summer And/Or Extended Absence

If you decide to take your child out for 1-2 weeks or for an extended period of time, we cannot hold their "spot" without payment.

You are paying for a "reserved spot" specifically for your child that cannot be filled on a short-term basis. We must receive at least a month's notice and the leave must be for no longer than 2 months. If payment is not received on the 1st weekday of each month during the extended leave, we will assume he/she is not returning and childcare services are terminated.

Professional Days, Early Dismissal, School Breaks And School Strike For School Age Program Only

You will be charged an additional \$10 for full days prior to the actual day of care required. Please notify staff at least one week in advance if your child WILL NOT be attending the full day (Program and staff schedules must be arranged).

Screen Time Policy

Screen time policy due to new requirements by Child Care Licensing is 30 mins maximum time per day for children over 2 years old (screen time means TV, Tablets, computers, etc.)

Children under the age of 2 will get no screen time as per regulations for that age.

Outdoor policy

We will be taking the children outside for outdoor play on a daily basis for an hour as per regulations. This hour may get broken up during the day be it 15-30 minute intervals throughout the day rain or shine.

The daycare outdoor play areas will be used as well as going on nature walks, going to community parks, school playgrounds, which will be considered local field trips, children will wear daycare T-shirts or pinnies for these outings. Please make sure that your child has the appropriate clothing and footwear at the daycare at all times.

If the weather does not allow us to go outside we will be doing large motor activities and games indoors.

Bonnycastle Preschool Program

Age Group: 2.5 to 5 Years

Program Philosophy: At our Preschool, we believe that the early years of a child's life are crucial for their cognitive, emotional, and social development. Our preschool program combines the renowned Montessori and Reggio Emilia educational approaches to create a holistic and enriching learning environment. We understand that every child is unique, and our curriculum is designed to foster individuality, curiosity, and a love for learning.

Program Schedule:

Operating Hours: Our preschool program runs from 9:00 AM to 2:00 PM, Monday to Friday.

Montessori Approach:

The Montessori method emphasizes self-directed learning within a carefully prepared environment. In our Montessori-inspired classrooms, children are encouraged to explore, discover, and learn at their own pace. Key elements of our Montessori approach include:

- **Mixed Age Groups:** Children from 2.5 to 5 years old share the same classroom, promoting collaboration and mentorship among peers.
- **Individualized Learning:** Our classrooms are equipped with Montessori materials that allow children to choose activities that match their interests and developmental levels.
- **Teacher as Guide:** Our teachers act as facilitators, observing each child's progress and providing guidance when needed.
- **Peace Education:** We teach conflict resolution and encourage respect and empathy to foster a harmonious classroom environment.

Reggio Emilia Approach:

The Reggio Emilia approach places a strong emphasis on art, creativity, and child-led learning. In our Reggio-inspired program, we nurture children's natural curiosity and creativity through:

- **Project-Based Learning:** Children engage in long-term projects that emerge from their interests and questions, fostering in-depth exploration.
- **Documentation:** We document children's learning experiences through photographs, artwork, and written reflections, creating a record of their educational journey.
- **Environment as the Third Teacher:** Our classrooms are designed to be aesthetically pleasing and stimulating, encouraging children to explore and express themselves.
- **Collaborative Learning:** Children work together on projects, developing teamwork, communication skills, and a sense of community.

BONNYCASTLE PRESCHOOL & OUT OF SCHOOL CARE PRESCHOOL SCHEDULE

9:00 - 11:15 am Classroom
11:15 - 11:45 am Lunch
11:45 - 12:30 Story Time / Outdoor play
12:30 --1 Nap/quiet time
1-2 Arts / Crafts

Our Curriculum:

Our curriculum is a carefully curated blend of Montessori and Reggio Emilia principles, covering various subject areas, including:

Language and Literacy: Building vocabulary, storytelling, and early reading and writing skills.

Mathematics: Developing numeracy skills through hands-on activities and mathematical concepts.

Science and Nature: Exploring the natural world through observation, experiments, and outdoor activities.

Art and Creativity: Encouraging self-expression through painting, sculpture, music, and other artistic mediums.

Social and Emotional Development: Promoting empathy, cooperation, and emotional intelligence through group activities and discussions.

Physical Development: Fostering gross and fine motor skills through active play and movement.

Conclusion:

At our preschool, we are dedicated to providing a nurturing and stimulating environment that promotes the holistic development of children aged 2.5 to 5 years. Our unique blend of Montessori and Reggio Emilia methods creates a dynamic and enriching experience that lays the foundation for a lifetime of learning and exploration. We invite you to join us on this exciting educational journey, where every child is celebrated as an individual with unlimited potential



TRANSPORTATION POLICY

At our centers, we provide convenient transportation for field trips, and pickup and drop off to and from school. We have designated, labeled and certified vans/buses to transport your child safely. All drivers undergo safety training and a driving history is reviewed to ensure safety.

, will make sure that the following guidelines are met anytime children are being transported to/from a destination:

The driver of the vehicle is 19 years of age or older

The driver holds a drivers license that permits the driver to operate the type of vehicle being used
If more than 7 children are transported in a single vehicle, our centers will ensure that at least one responsible adult, not including the driver, is in the vehicle being used. This does not apply to the school age program.

If more that 12 children of our school age program are transported in a single vehicle, we will ensure that at least one responsible adult, not including the driver, is in the vehicle being used.

Children will be transported to and from school in our van, and in case of emergencies or field trips, in an approved vehicle.

A headcount of children will happen before every departure to ensure all children are on the bus and accounted for.

Safety checks of the vehicles will be made before every trip.

All vehicles will be checked and maintained regularly by a certified mechanic.

All children will be seated in appropriate car seats/booster seats when and if necessary.

Children from grade 1-7 will be dropped off at the school's main doors and expected to walk to class.

Children in kindergarten will be walked to class either by the driver or responsible adult.

There will be times posted in the center to inform parents/guardians of what time the vans/vehicles will be departing the center.

The Following rules and guidelines are for parents of our centers that must be met:

The following are rules and guidelines that all children must follow when transportation is provided.

Children are to remain seated at all times

Seat belts are to be worn at all times until the driver instructs children to unbuckle/or assist to unbuckle.

Children must sit in designated seats, depending on their height/weight/age. They will be designated a booster seat, child seat or other according to the law.

Children are encouraged to talk amongst themselves, this is a social part of their day, however we do discourage loud/screaming voices.

Children are reminded that there is no food or drinks allowed during travel to ensure safety.

The windows on the vans/buses are to be adjusted by the driver to ensure the children feel comfortable in warm weather.

Children are not allowed to get out of their seat while the vans/buses are in operation. In case of an emergency, they may comply with the driver's directions to do so.

There is a mobile phone on the vans/buses for emergency calls.

If there is a behavior concern or safety concern, the driver will pull over to remind children of behavior requirements, and the driver will relay the information back to the Supervisor and Director of Operations and may then be relayed to the parent/legal guardian if necessary.

If behavior concerns continue with a child, transportation will be refused for that child to ensure the safety of all passengers on the vans/buses.

Our centers have the right to refuse transportation for your child with limited notice.

BONNYCASTLE PRESCHOOL & OUT OF SCHOOL (PRESCHOOL SECTION)

SCHEDULE

MONDAY - FRIDAY 9AM - 2 PM

PRESCHOOL CLOSURES

STAT HOLIDAYS

PRO D DAYS (RIVERDALE AND HOLLY ELEMENTARIES)
SUMMER VACATION (RIVERDALE AND HOLLY ELEMENTARIES)
SPRING BREAK (RIVERDALE AND HOLLY ELEMENTARIES)
CHRISTMAS BREAK (RIVERDALE AND HOLLY ELEMENTARIES)

APPLICABLE TO ALL CENTERS

WE ARE CLOSED ON ALL STATUTORY HOLIDAYS
PLUS THE WORKING DAYS IN BETWEEN
CHRISTMAS AND NEW YEAR HOLIDAY.

NEW YEAR'S DAY
FAMILY DAY
GOOD FRIDAY
EASTER MONDAY
VICTORIA DAY
CANADA DAY
B.C. DAY
LABOR DAY
TRUTH AND RECONCILIATION DAY
THANKSGIVING DAY
REMEMBRANCE DAY
CHRISTMAS EVE DAY (1/2 DAY)
CHRISTMAS DAY
BOXING DAY

IF THE STATUTORY HOLIDAY FALLS ON A WEEKEND,
THE NEXT WORKING DAY WILL BE CONSIDERED A HOLIDAY.

Important links

Dealing with separation Anxiety

<https://www.ahaparenting.com/ages-stages/toddlers/helping-your-toddler-with-separation-anxiety>

<https://www.parenting.com/article/separation-anxiety-age-by-age>

Earthquake Kits

Earthquake Kits are available at our center for purchase at \$25.00 each or items can be purchased individually at Walmart or Superstore etc

Daycare Policy: Immediate Notice for Unsafe or Unmanageable Child Behavior

Purpose

The purpose of this policy is to ensure the safety and well-being of all children and staff members in our daycare facility. It outlines the procedure for giving immediate notice to parents or guardians when a child's behavior becomes unsafe or unmanageable by staff members.

Scope

This policy applies to all children enrolled in our daycare program and all staff members.

Definitions

- ***Unsafe Behavior:*** Actions that pose a risk of harm to the child, other children, or staff members. Examples include physical aggression, self-harm, and dangerous actions.
- ***Unmanageable Behavior:*** Persistent behaviors that cannot be effectively controlled or redirected by staff despite reasonable efforts. Examples include continuous non-compliance, extreme disruptive behavior, and severe emotional outbursts.

Policy

1. ***Assessment of Behavior:***

- Staff members will assess the behavior to determine if it falls under the categories of unsafe or unmanageable.
- Immediate intervention will be taken to ensure the safety of all children and staff.

2. ***Documentation:***

- The incident will be documented in detail, including the nature of the behavior, time, location, involved parties, and actions taken by staff.

3. ***Immediate Parent/Guardian Notification:***

- Parents or guardians will be contacted immediately by phone.
- A detailed description of the behavior and the actions taken by staff will be provided.
- Parents or guardians will be requested to pick up their child immediately.

4. ***Temporary Suspension:***

- The child may be temporarily suspended from the daycare program until a meeting with the parents or guardians can be arranged.
- The length of the suspension will be determined on a case-by-case basis, depending on the severity of the behavior.

5. ***Parent/Guardian Meeting:***

- A meeting will be scheduled with the parents or guardians to discuss the incident, review the behavior, and develop a plan to address the behavior.
- The meeting will include the daycare director, relevant staff members, and, if necessary, external professionals.

6. Behavioral Support Plan:

- A behavioral support plan will be created in collaboration with the parents or guardians, and potentially external professionals.
- The plan will outline strategies to manage and improve the child's behavior, responsibilities of all parties involved, and a timeline for review.

7. Reinstatement:

- The child may return to the daycare once the behavioral support plan is agreed upon and there is confidence that the behavior can be managed safely.
- The child's progress will be monitored, and regular updates will be provided to the parents or guardians.

8. Termination of Enrollment:

- If the child's behavior remains unsafe or unmanageable despite all efforts and interventions, the daycare reserves the right to terminate the child's enrollment.
- A formal notice of termination will be provided to the parents or guardians, along with any recommendations for alternative care or support services.

Responsibilities

- Staff Members: Ensure immediate safety, document incidents, and communicate with parents or guardians.
- Daycare Director: Oversee the process, facilitate meetings, and develop behavioral support plans.
- *Parents/Guardians:* Participate in meetings, collaborate on behavioral support plans, and ensure timely pickup when notified.

Review and Compliance

This policy will be reviewed annually and updated as necessary to ensure compliance with relevant regulations and best practices in childcare management.

By following this policy, we aim to maintain a safe and nurturing environment for all children and staff at our daycare facility.

Daycare Policy: Maximum Attendance Hours for Children

Purpose

The purpose of this policy is to ensure the well-being and optimal development of all children by regulating the maximum number of hours they can spend at the daycare each day. For children with special needs, the maximum hours may be adjusted based on their individual requirements.

Scope

This policy applies to all children enrolled in our daycare program and their parents or guardians.

Policy

1. Maximum Attendance Hours:

- Children are permitted to be at the daycare for a maximum of 10 hours per day.
- This includes all activities from drop-off to pick-up.

2. Special Needs Adjustments:

- For children with special needs, the maximum attendance hours may be shorter, depending on their individual needs and recommendations from professionals.
- Adjustments will be determined on a case-by-case basis through consultation with parents or guardians and relevant specialists.

3. Procedure for Special Needs Adjustments:

- Parents or guardians of children with special needs should provide relevant medical or professional documentation outlining the child's requirements.

4. Parent/Guardian Responsibilities:

- Ensure that their child is picked up within the designated maximum hours.
- Communicate any changes in their child's needs or circumstances that may affect the agreed-upon hours.

5. Staff Responsibilities:

- Monitor the attendance hours of each child to ensure compliance with this policy.
- Communicate with parents or guardians if a child's attendance approaches the maximum hours.
- Work collaboratively with parents or guardians to support children with special needs.

6. Non-Compliance and Late Fee Charges:

- Parents or guardians who fail to adhere to the maximum attendance hours will be charged a late fee of \$1 per minute for each minute beyond the designated hours.
- Repeated non-compliance may result in a review of the child's enrollment in the daycare program.

Review and Compliance

This policy will be reviewed annually and updated as necessary to ensure it meets the needs of the children and complies with relevant regulations and best practices in childcare management.

By adhering to this policy, we aim to provide a balanced and supportive environment that promotes the well-being and development of all children in our care.

Late fees of \$1 per minute will be enforced for noncompliance of above policy

Regarding Camera installation

We are pleased to inform you that we have installed cameras in our childcare centers. This decision has been made to enhance the quality of our services and support the ongoing professional development of our staff.

Purpose of Camera Monitoring

The cameras will be monitored off and on solely by our Director of Operations, Kiran Virk

The primary purposes of this monitoring are:

Staff Training: The footage will be used as a tool for staff training, helping our team to review and improve their interactions and caregiving techniques.

Service Improvement: By observing our daily operations, we can identify areas for improvement and implement best practices to ensure the highest quality of care for your children.

Privacy and Confidentiality

We understand that the privacy of your children is paramount. Please be assured that:

The cameras are installed in common areas and not in private spaces such as bathrooms.

Footage will be reviewed solely by authorized personnel for the purposes stated above.

All recordings will be handled with strict confidentiality and will not be shared outside our organization.

Consent and Agreement

By enrolling your child in our childcare center, you acknowledge and consent to the use of cameras for the purposes outlined. This addition to our parent handbook and contract ensures that we maintain transparency and continue to provide a safe, nurturing, and high-quality environment for your child.

If you have any questions or concerns regarding the installation of cameras and their usage, please do not hesitate to contact our Director of Operations, Kiran Virk, or any member of our management team.

We appreciate your cooperation and understanding as we strive to continually improve our services.