

Discovery World
Child Care Centre

Parent Handbook



Philosophy

At Discovery World Child Care Centre, we believe in providing a safe, positive and nurturing environment to help children develop mentally, socially, physically and emotionally. Through play children learn about themselves and the world around them. We offer guidance and encouragement that will meet each child's individual needs. Our daily routine offers a wide variety of art activities, stories, and free play in which children can explore at their own level. We offer developmentally appropriate toys, equipment and materials that will encourage their learning and growth. All of our qualified staff members have the knowledge and experience to work together with your children and your family.

Hours of Operation

The Centre will be open from 7:30am to 5:30pm, Monday to Friday.

Excluding all Statuary Holidays and Centre closures:

Family Day	Good Friday
Victoria Day	Canada Day
BC Day	Labour Day
Thanksgiving Day	Remembrance Day
Christmas Day	New Year's Day

Our Centre will also be also be **CLOSED Easter Monday, Boxing Day and Christmas Eve Day.**

If a holiday falls on a weekend or on a day that the Centre is normally open, The Centre will be closed on the next business day.

Schedule of The Day

7:30am	Centre Opens – Free Play
9:00am	Circle Time
9:15am	Snack
9:30am	Outside Play (weather permitting)
12:00pm	Lunch
12:45pm	Story Time
1:00pm	Rest Time / Quiet Time → Wake up / Free play
2:30pm	Snack – Free Play
5:30pm	Centre Closes

This is used as a guideline only.

Discovery World Child Care Fees:

For childcare rate enquiries, please send email to info@discoveryworlddaycare.ca or contact us at the Centre by phone at 250-762-9508.

Fees may be subject to annual increases.

*Providing Pick-up and Drop-off to and from Raymer Elementary School

Daily Rate for Daycare applies for Children in the Before School & After School program on Pro-D and other non-school days of care.

Drop In = Daily Rates when available; space permitting.

Fees are due on the first of the month, payable by cash, check or e-transfer.

Please write checks out to Discovery World Daycare Ltd.

Send e-transfers to: accounting@discoveryworlddaycare.ca (please remember to provide the password)

** 1 months' written notice will be provided prior to any fee changes.

*** \$25 for NSF checks will be charged.

Subsidy - Office (1-888-338-6622)

If you qualify for subsidy all paper work, appointments, and approval must be completed before your start date at Discovery World. In the event that it is not approved, full payment is required. It is the responsibility of you to keep the subsidy up to date. You may be required to pay your child care bill if subsidy has not been renewed. If you cannot afford the payment then you will be asked to not bring your child until the new renewal of authorization has arrived and payment has been received. If the subsidy is not renewed then your child care services will be terminated immediately. Any parent portion will be due on the first of the month, late fees apply.

Late Fees

You will be notified if payment has not been received by the 10th of the month. If the payment is not made within 5 business days, you will be asked not to return your child to the Centre until the amount owing is paid in full. If the payment still has not been paid within 2 business days and you have not completed a payment agreement form, your child's care will be terminated and the spot will be filled. You are still responsible for the payment. You may be taken to collections to clear up the matter.

Registration

Enrollment at Discovery World is on a first come first serve basis, with the exception to siblings given first priority. Before enrollment you must complete all registration forms and meet at a time previously arranged. A staff member will provide you with a walk through of the Centre, review the manual, answer questions, and receive a non-refundable deposit of \$100.00 to secure your spot; \$50.00 of which is a non-refundable registration fee and \$50.00 is applied to your first month's invoice. If you fail to complete the form or arrange for late enrollment, you will be considered to have abandoned your spot and the full deposit will not be refunded. If any documents are missing or incomplete, your child will not be able to attend the Centre until they are complete. Monthly fees still apply.

The first 2-weeks of child care are to be an adjustment period. Provided the above-mentioned conditions have been met, either party can terminate the contract during this time by giving notice to the other. If notice is given within the adjustment period, no penalty will not be charged and families will be reimbursed for pre-paid services, less any days attended times the programs' daily rate.

Notice of Withdrawal

You must notify the Centre in written form 30-days prior to the withdrawal of your child, or change of days. You will not be refunded for pre-paid days if 30-days' notice is not given.

Termination of Services

After several attempts to resolve an issue, if we feel that no progress is being made we reserve the right to terminate our services. In the event that we do terminate services, we will give you a 1-week written notice stating the reasoning and date of termination. You will be reimbursed for pre-paid services, less any days attended times the programs' daily rate.

Absenteeism

If a child is unable to attend please notify the Centre before 10:00am. Refunds will not be given for children who do not attend.

Custody

If a custody or court order exists within your family, a copy of the order must be placed in your child's file and the instructions followed at all times. Families must inform us of all custody and court order changes.

Arrival/Departure

Upon arrival and prior to departing, your child must be signed into or out of the Centre. Sign in/out must include the time and initial of the person dropping off or picking up. You must inform a staff member if there are any changes to your child's regular schedule at the time of drop-off, or make a courtesy phone call to the Centre.

Late Pick-up

The Centre closes at 5:30pm. Parents are expected to arrive 5-min before closing to ensure their child is signed out and all personal items are collected. Any parent/guardian who are late will be charged \$1.00 per minute; *this is out of respect for our staff and their families*. All late fees will be applied to your next month's invoice and if payment is refused we reserve the right to terminate our services immediately, and refunds will not be given for pre-paid unused days in this case. In the event your child has not been picked up by 5:30pm, you or an emergency contact will be notified. In the event that we cannot locate any of your provided contacts, your child will be kept at the Centre in the care of a staff member until 5:45pm. And subsequently, if we have not heard from you and could not get in contact with an authorized person listed in the registration package by 6:00pm, our staff are obligated to notify the Ministry of Children and Family Development. Your child will be kept in our care at the Centre until a social worker arrives.

If late pick up is a repeated issue, we will meet to address the issue. If the issue cannot be resolved, child care services will be terminated immediately. Refunds will not be given for prepaid unused days and outstanding late fees still apply.

Authorized Pick-up

Children are only released into the care of those listed on the pick-up list located on the registration form. If pick-up is necessary by someone not listed on the registration package then **written permission** from a legal guardian is required. You cannot phone in people to pick-up your child. If the staff do not recognize the person picking up the child, photo identification will be required. No one under the age of 16 is permitted to pick up your child. If exemptions on our age limit needs to be made, please speak to a staff member.

Impaired Pick-up

If any staff member believes that you may be impaired, you will be advised to arrange for alternate pick-up. Taxi service will be at your expense. Should someone suspected of being impaired insist upon leaving with their child, a staff member will contact the RCMP immediately to ensure the safety of the child.

Parking

Please park on the street in front of the Centre or on the concrete pad and gravel area in front of our building entrance. Parking in the lane beside the Centre is not legal under City of Kelowna bylaws.

Transportation

All transportation to and from school and on field trips will be provided by our passenger van and/or another properly licensed and insured vehicle.

Smoking

Smoking is not permitted anywhere on the premises at any time.

Illness

If your child is suffering from one or more of the following symptoms and not feeling well enough to participate in the Centre's regular program, your child is required to be picked up by either their parent or an alternate responsible adult immediately. If your child arrives at the Centre with any of these symptoms, child care for that day will be refused. Regular child care fees still apply.

- Unexplained or undiagnosed complaints of pain.
- An acute cold with fever, runny nose and eyes, coughing and sore throat. PLEASE keep your child at home for at least 24-hr from the last time you were able to bring their fever down to a normal level.
- Difficulty with their breathing, wheezing or a persistent cough.
- Fever (100.5F or 38.1C) using the ear method.
- Sore throat or trouble swallowing.
- Infected skin or eyes.
- An undiagnosed rash.
- Headache and stiff neck.
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps. PLEASE keep your child at home for at least 24hrs from the last time they vomited or had diarrhea.
- Severe itching of the body or scalp.
- Children with a known or suspected communicable disease.
- Refer to a 'A Quick Guide to Common Childhood Diseases'.
- Refer to interiorhealth.ca – Communicable Disease Control and Prevention.

Head Lice

In the event that we discover head lice on your child; you will be notified at pick-up and your child will not be permitted back into the Centre until your child has received treatment and is verified to be free and clear of any lice or eggs.

Medication

For the protection of the children, staff members will only administer medication that is prescribed by a medical practitioner and provided by the parent/guardian in the original labeled container. All medication forms must be filled out prior to administering; please allow yourself enough time in the morning to fill out this form. All medications will be secured in a container with the exception to children with severe allergies requiring an epi-pen. Please **do not** leave medications in your child's lunch kits or backpacks.

Immunizations

Please provide the Centre with a copy and/or status of your child's immunization records.

Toys from Home

At Discovery World, we ask that children do not bring toys from home to avoid conflict, loss or harm to their toys.

Field Trips

We will take spontaneous walks through the neighborhood and to local parks. If transportation is required, we will ask that you sign a field trip consent form prior to departure. The Centre will provide an appropriate car seat for your child to attend.

Toileting/Diapering

We feel that each child is ready for training at different ages. Once your child is showing signs of physical readiness, or you bring it to a staff member's attention, we will discuss a plan for potty training. Be sure to communicate with us daily on your child's progress. You must provide diapers and wipes for at least one week. There is storage in the bathroom for these items

Clothing

You must provide each child with one full set of labeled, seasonal clothing to be left at the Centre. Appropriate headwear must be provided according to the season for outside use.

Sunscreen

During the spring and summer, you have the option of purchasing Centre sunscreen at a cost of \$2.50/month during June, July and August. The sunscreen provided will have a valid expiry date, and be kept at the Centre. If you choose to provide your own sunscreen, a charge of \$2.50/month will apply for gloves.

You must fill out a sunscreen consent form giving the staff permission to administer any sunscreen to your child.

Hand washing/Sanitation

Hand washing plays a key role in preventing the spread of colds and flus. We practice hand washing several times throughout the day. The Centre and toys are sanitized on a weekly basis unless there is a need to do it more often.

Rest Time

In accordance with Licensing we will provide the opportunity for each child to rest. You will need to provide a crib or play pen sheet and a blanket for your child, these items will be sent home when required for washing and need to be returned. It is important to keep in regular communication with the staff members and provide them with your child's sleep schedule and needs. Children who do not nap are allowed to engage in quiet activities. The sleeping children are allowed to continue to sleep according to their age and individual needs.

Snack/Meal Times and Nutrition

Breakfast, lunch and two snacks are the responsibility of the parent. We encourage you to follow Canada's Food Guide and make healthy choices. Upon arrival, lunch kits are placed in the fridge.

You will be required to provide a written document for the Centre with any allergies your child may have. If there are any changes, we must be notified immediately to ensure the health and safety of all the children. Your child will bring home any food that they did not eat that day so you can see what they consumed. Please do not send candy, pop or chewing gum to the Centre.

Guidance and Discipline

We believe that children are unique individuals and recognize that every child is their own character. It is our responsibility as caregivers to provide children with positive self-image, independence, problem solving skills and enhanced self-esteem.

Discovery World will follow the guidance strategies established in the BC Ministry of Health Services handbook 'Guiding Children's Behavior'. The handbook can be viewed at www.health.gov.bc.ca. Strategies include:

- Setting reasonable behavior expectations that are consistent with the Centre's philosophy.
- Create a developmentally appropriate environment.
- Respecting children's personality and individuality.
- Promoting child initiated problem solving.
- Active listening.
- Giving children time to respond.
- Redirecting child interests/energy.
- Establish positive, clear and consistent limits.
- Stating the limits in a positive way.
- Stating what is expected rather than posing questions.
- Giving 3 warnings before a reasonable developmentally appropriate consequence.
- Using natural and logical consequences.
- Acknowledging the child's feelings and needs.
- Reinforce appropriate behaviors.
- Modeling appropriate behavior.
- Preventing incidences before they occur.
- Getting down to the child's level when interacting with them.
- Provide choices that are real and appropriate.

Corporal punishment, physical discipline, isolation and verbal threats are not acceptable and will not be used under any circumstances.

Reporting Abuse and Neglect

The Centre is required to report all cases of suspected child abuse and neglect to the proper authorities; Ministry for Children and Families. Any observations, documentation, disclosures and reports will remain confidential.

Confidentiality

All information is confidential and will be stored accordingly. This information will be shared with authorized parties on a need to know basis. In the event that your child has an illness or injury, the information will only be disclosed to the parent/guardian of that child.

Medical Emergency

In the event of a medical emergency a staff member will administer first aid treatment. A staff member will then access your child's emergency card to confirm medical information and consent for transport. You will be contacted immediately and made aware of the incident that occurred.

If your child is taken by ambulance due to an injury, a staff member will record the name of the paramedic taking your child, where they will be taking them and how to contact the parent/guardian. Your child's emergency card will be sent with the paramedics with your contact information. Please note that a staff member may not be able to ride with your child in the ambulance and it is your responsibility to cover any cost associated with the ambulance.

In the Event of an Emergency

The center will conduct monthly emergency fire drills and a yearly evacuation drill to ensure the children are aware of the procedures.

In the event that the center must be evacuated, staff will lead the children safely to the parking lot of the C3 Church located at 2410 Ethel St, Kelowna BC V1Y 5G6 | DW cell phone: 250-808-9508

In the event that the neighborhood is evacuated, staff will lead the children safely to Parkinson Rec Center located at 1800 Parkinson Way, Kelowna BC V1Y 8G7 office 250-469-8800 | DW cell phone: 250-808-9508

In the event of a disaster in the community, staff will take the children safely to private residence at 10752 Hallam Drive in Lake Country, BC V4V 1P1 | DW cell phone: 250-808-9508

A parent/guardian will be notified to pick up their child ASAP upon arrival at the emergency destination.

DISCOVERY WORLD – COMPLETE CONTACT INFORMATION

Discovery World Child Care Centre Address:
870 Francis Avenue
Kelowna, BC V1Y 5G5
Debbie Krehbiel | President | Manager | ECE
Vicky Westlake | Assistant Manager | ECE
Phone: 250.762.9508
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Debra Yanko | Book-Keeper
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Debbie Krehbiel | President