



# Parent's Handbook

2024/2025 School Year

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## Philosophy

Welcome to Little Monsters Academy! We are excited to be your partner in your little monster's early education journey. Our curriculum is designed to encourage curiosity, creativity, and a love for learning, through a combination of play-based activities, hands-on experiences, and age-appropriate lessons.

Our play-based approach to educating children will have your little monster well prepared for kindergarten, familiarizing them with numbers, geometry, the alphabet, the calendar, basic science and engineering concepts, geography, music and a wonderful mix of celebrations and world cultures. We also focus heavily on managing emotions and behaviors in group settings.

## Staff Information & Ratios

We will employ a minimum of one certified early childhood educator for every ten students, in accordance with the *Community Care and Assisted Living Act* child care licensing regulations.

Our facility is licensed for 20 students per class.

## Hours of Operations

We are open from 8:00 AM to 4:30 PM Monday to Friday, excluding holidays.

Services	Hours
Morning Class	8:00 am to 12:00 pm
Afternoon Class	12:30 pm to 4:30 pm









## A Typical Day at Little Monsters Academy











## Daily Schedule

The transition times between activities may vary depending on the day.

### Morning Class 8:00 am - 12:00 pm (Monday to Friday)

Time		Activity
7:50 AM - 8:15 AM		Drop-Off / Free Play & Socialization
8:15 AM - 8:30 AM		Opening Group Circle Time (Yoga, Exercise & Music)
8:30 AM - 9:00 AM		Free Play & Socialization
9:00 AM - 9:30 AM		Structured Learning Time / Academic Activities
9:30 AM - 10:00 AM		Snack Time
10:00 AM - 10:30 AM		Structured Learning Time / Academic Activities
10:30 AM – 11:30 AM		Outdoor Play @ South Memorial Park
11:30 AM - 12:00 PM		Closing Group Circle Time / Pick-Up

### Afternoon Class 12:30 pm - 4:30 pm (Monday to Friday)

Time		Activity
12:20 PM - 12:45 PM		Drop-Off / Free Play & Socialization
12:45 PM - 1:00 PM		Opening Group Circle Time (Yoga, Exercise & Music)
1:00 PM - 1:30 PM		Free Play & Socialization
1:30 PM - 2:00 PM		Structured Learning Time / Academic Activities
2:00 PM - 2:30 PM		Snack Time
2:30 PM - 3:00 PM		Structured Learning Time / Academic Activities
3:00 PM - 4:00 PM		Outdoor Play @ South Memorial Park
4:00 PM - 4:30 PM		Closing Group Circle Time / Pick-Up

This information is also available on our website at [littlemonsters.ca/schedule](http://littlemonsters.ca/schedule)

## Pick-Ups and Drop-Offs

### Morning Class (8:00 am – 12:00 pm)

Morning Drop-Off	7:50 am – 8:15 am
Morning Pick-Up	11:45 am – 12:00 pm

### Afternoon Class (12:30 pm – 4:30 pm)

Afternoon Drop-Off	12:20 pm – 12:45 pm
Afternoon Pick-Up	4:15 pm – 4:30 pm

- The front door will be unlocked only during Drop-Off and Pick-Up. It will remain locked for the remainder of the day.
- Parents may make prior arrangements with the manager if they plan on arriving late for drop-off or early for pick-up.
- Parents who repeatedly arrive late to pick-up their child may be charged additional fees for every minute the child is waiting after their allotted pick-up time (see below).

### Late Pick-Up Policy

All parents/guardians are asked to call ahead and notify our staff if they are going to be late picking up their child. While calling ahead is appreciated, it does not absolve parents/guardians of having to pay late pick-up fees. Parents are expected to plan ahead for traffic and other unexpected delays when picking up their children.

### Late Pick-Up Fees

1st Late Pick-Up (in the last 90 days)	Written & verbal warning (with receipt)
2nd & 3rd Late Pick-Up	\$1.00 per minute late fee
4th & 5th Late Pick-Up	\$3.00 per minute late fee
6th Late Pick-Up	Possible Expulsion

All Late Pick-Up Fees are applied at the discretion of our facility manager, and must be paid prior to the 1<sup>st</sup> day of the following month, otherwise the child's enrollment may be temporarily suspended until the balance is paid in full.

90 days of consecutive on time pick-ups will void any previous infractions.

### **Pre-Authorized Pick-Ups & Emergency Contacts (18+ only)**

Parents/guardians may assign one or more pre-authorized adults (over the age of 18) to pick up their child in section 2 of our Student Enrollment Package, so long as the pre-authorized adults are willing to provide our staff with a copy of one piece of government issued photo identification prior to departing with the child - in accordance with our Child Release Policy (next page).

Parents/guardians must provide at least one pre-authorized adult to act as an emergency contact in the event we cannot reach either parent/guardian during an emergency.

#### **Parents/Guardians/Authorized Adults will:**

1. Remain responsible for their children while they are present inside Little Monsters Academy
2. Communicate any changes in their child's routine with staff. This may include information about medication, a change of daily routine, a change in time of arrival or departure for a child, or a change in who will be picking-up or dropping-off their child.

All policies are made and enforced with the safety and well-being of the children in mind.

#### **Teachers/Staff will:**

1. Welcome and greet families and ask about children's daily needs
2. Take attendance of every student with a sign-in/sign-out sheet
3. Familiarize the families and children with each other so they feel safe and welcome
4. Assist with separation for both parents/guardians and children
5. Share any important information with parents/guardians at the end of each day, including but not limited to accident reports, medication, special needs, learning or behavioral issues and general information regarding socialization, academic abilities, and the child's potential
6. Ensure all children are only released to parents/guardians or pre-authorized adults

## **Child Release Policy**

In compliance with British Columbia's childcare regulations, our staff will only release a child to enrolled parents/guardians or a pre-authorized adult specified by the parents/guardians in section 2 of the Student Enrollment Package. Parents/guardians are responsible for keeping this information up to date and may request the information we currently have on file from the director via email to [info@littlemonsters.ca](mailto:info@littlemonsters.ca).

If the situation arises forcing another individual to come pick-up a child who has not been pre-authorized by the parents/guardians, we will require verbal authorization from one or both parents/guardians over the phone as well as written authorization from one of the parent's/guardian's e-mail addresses we have on file prior to the child being released. The e-mail must specify the name of the individual picking-up the child.

Any individual picking-up a child who is not their parent/guardian must provide a copy of government issued photo identification to our staff prior to the child being released. Our staff

may request government issued photo identification one time, every time or whenever they feel it's necessary to ensure the safety of the child.

Our staff will not allow a child to leave with an unknown individual without verbal consent from one or both parents/guardians and written authorization in the form of an e-mail. If a child is taken by someone who is not a pre-authorized adult without consent from the child's parents/guardians, the police will be called immediately.

If any individual attempting to pick-up a child appears to be under the influence of drugs or alcohol, we may keep the child in our custody if we feel the child's safety may be in jeopardy. If this occurs, we will contact the other parent/guardian or emergency contacts to pick-up the child. If no other contacts can be reached, we will contact our licensing officer with Vancouver Coastal Health and the police.

## Unreleased Child Policy

If a child has not been released during their allotted pick-up time and our staff are unable to contact a child's parents/guardians, our staff will attempt to reach the child's emergency contacts. A child not picked up within 15 minutes without contact from parents/guardians will be recorded as a written incident.

If neither the child's parents/guardians or the child's emergency contacts can be reached after 30 minutes our staff will contact the Ministry of Children and Facility Development to arrange for alternate care of the child.

Parents/guardians will be asked to provide a written or verbal explanation to our staff, who will record the parent's/guardian's response to the incident in the child's file. A second incident of a child being left-behind may result in the child's expulsion from our program.

## Missing Child Policy

If a child is found to be missing while in our care, one staff member will remain with and ensure the safety of the remaining children while other staff will search the grounds for the missing child. If the search is unsuccessful the local police will be contacted, and the parents/guardians will be informed immediately. Our licensing officer will also be notified.

Any missing child incident, regardless of how minor, will be recorded on paper by our staff and reported to both the manager and director, as well as our licensing officer. One copy of the incident report will be stored in a Reportable Incidents File.

The incident will be evaluated by the manager, the director and appropriate changes will be made to reduce or eliminate the risk of any similar situations occurring.

## Monthly Tuition Fees

Monthly tuition is payable via Pre-Authorized Debit (PAD). A PAD authorization form will need to be completed, signed, and submitted to the facility manager on or before your child's first day of classes. All PADs are processed via Rotessa, an online software platform that allows us to debit funds directly from your bank account, on the 1<sup>st</sup> day of each calendar month. Payments can be cancelled at any time with 30 days notice.

The PAD authorization form can be downloaded at: [littlemonsters.ca/forms](http://littlemonsters.ca/forms)

## Returned Payments & Late Tuition Fees

If a payment is returned by our financial institution stamped NSF, the director will notify the parents/guardians via e-mail, or by phone if necessary. Parents/guardians are expected to make payment arrangements with the director to provide both the tuition payment and any associated NSF fees prior to their child continuing classes.

### NSF (Non-Sufficient Funds) Fees

Parents/guardians are responsible for paying any NSF fees incurred by Little Monsters Academy that have been charged by our financial institution (Vancity Savings Credit Union) or our PAD processing company (Rotessa Payments) resulting from returned payments. These charges are in addition to the NSF fees charged by their own financial institutions.



Our Pre-Authorized Debit payment processor, Rotessa Payments, will charge \$30.00 CAD for all returned payments.

### Late Tuition Fees

Late tuition fees (separate from any *NSF fees* charged by our financial institution and *late pick-up fees* charged at our manager's discretion) may apply to overdue tuition payments. All late tuition fees are applied at the discretion of the director, and must be paid in addition to that month's tuition prior to the child attending classes during the month the fees are due.

1st Late Tuition Payment	Written & verbal warning (with receipt)
2nd Late Tuition Payment	\$50.00 late fee
3rd Late Tuition Payment	\$100.00 late fee
4th Late Tuition Payment	Possible Expulsion

No late fees will apply for a first offense, and 12 consecutive months of on-time payments will void any previous late payments. All Late Fees must be paid prior to the 1<sup>st</sup> day of the following calendar month.



## Holidays & Closures

Our school will be closed on all federal and provincial (B.C.) statutory holidays, two professional development days (each year), one week at the end of December for Winter Break, and one week at the end of August for Summer Break.

No discounts will be applied to monthly tuition due to these scheduled closures. An updated list of scheduled holidays & closures can be found on our website at [littlemonsters.ca/holidays](http://littlemonsters.ca/holidays)

### Professional Development (Pro-D) Days

Little Monsters Academy will be providing two days of professional development training for our staff each calendar year. On these days the school will be closed allowing our staff to complete teaching workshops to further their training. The dates for each Pro-D day are subject to change by the director of Little Monsters Academy. Parents/Guardians will be given a minimum of 30 days notice via e-mail and our website in our front lobby prior to any Pro-D day occurring.

### Unscheduled Closures

No discounts on monthly tuition will be applied if we're forced to close our facility and suspend enrollment for the remainder of a month as a result of any reason beyond the control of our staff including, but not limited to:

- Natural disasters
- Communicable disease
- Damage to our facility including vandalism, mechanical, fire or flooding issues
- Any municipal, provincial, or federal regulations not related to our licensing status with our licensing authority (Vancouver Coastal Health)

If enrollment is suspended, monthly tuition payments for following months will also be suspended until the facility reopens.

### Inadequate Ratio / Staff Shortage Policy

In the event enough staff at Little Monsters Academy are too ill to perform their duties preventing us from maintaining adequate student-teacher ratios as mandated by our licensing authority (Vancouver Coastal Health) and no substitute teachers can be found in time we will be forced to close the school for the day. If this occurs parents/guardians will be entitled to a refund in accordance with our Refund Policy.

## Notice of Closure

We will endeavor to give parents/guardians as much notice as possible if our facility is going to be unexpectedly closed for the day via our parent/guardian e-mail list, our website [littlemonsters.ca](http://littlemonsters.ca), and our Facebook page: [facebook.com/littlemonstersacademy](https://facebook.com/littlemonstersacademy)

## Refund & Prorated Discount Policy

Parents/guardians may be entitled to partial refunds of monthly tuition in the event Little Monsters Academy is closed at the discretion of our staff (snow days, staff shortages, etc.)

All refunds on monthly tuition are subject to approval by the director of Little Monsters Academy. No refunds will be offered as a result of:

- Your child staying home while sick (whether voluntary or at our request)
- Your child missing school because of appointments, personal matters, scheduling conflicts, traffic, or any other reason beyond the control of our staff.

The following formula to calculate refunds is applicable for the **2024/2025** school year:

Days Per Week	Tuition / Days Per Month Average	Daily Rate
5 Day / Week Program	\$740.00 / 22	\$33.63 Per Day
4 Day / Week Program (Including Mondays)	\$609.00 / 15.5	\$39.29 Per Day
4 Day / Week Program (No Mondays)	\$629.00 / 16	\$39.31 Per Day
3 Day / Week Program (Including Mondays)	\$530.00 / 13	\$40.76 Per Day
3 Day / Week Program (No Mondays)	\$549.00 / 12.5	\$43.92 Per Day
2 Day / Week Program (Including Mondays)	\$379.00 / 8.5	\$44.59 Per Day
2 Day / Week Program (No Mondays)	\$398.00 / 9	\$44.22 Per Day
1 Day / Week Program	\$199.00 / 4	\$49.75 Per Day

## Low Attendance Policy

Monthly tuition fees are due in full on or before the 1<sup>st</sup> day of each month regardless of whether a child was able to attend class or not, unless their absence is due to any unscheduled closures made at our director's decision on short notice (snow days, etc.) in which case refunds may be issued in accordance with our Refund Policy above.

## Hygiene & Sickness Prevention

The health and well-being of the children is our primary concern. To promote a healthy and safe learning environment, we will ensure the following:

- Proper hygiene is maintained
- Universal precautions are used for handling all bodily fluids.
- Proper hand washing techniques are used by all children and adults
- Families are informed immediately of any outbreak of contagious diseases
- Children are taught washing their hands and coughing into their elbow is the best prevention of spreading germs and preventing sickness

### When To Stay Home

Parents/guardians are advised to keep their child at home if the child has/had:

- A fever within the last 24 hours (100°F / 38.3°C or higher)
- Excessive runny nose (if the child is wiping on their sleeve)
- Vomit or diarrhea in the last 24 hours
- Severe itching, dry skin, or rashes
- Infected itchy, crusty, or red eyes
- Difficulty breathing, wheezing or persistent cough
- Sore throat and trouble swallowing
- Headache, stiff neck, or unexplained bodily pain

### Right To Refuse Entry

Our staff reserve the right to refuse entry to Little Monsters Academy to any child they deem to sick, unwell or potentially contagious. Little Monsters Academy is not responsible for any damages or compensation to parents/guardians because of this policy, nor are parents/guardians entitled to any refunds or discounts regarding monthly tuition. We expect all parents/guardians to perform their due-diligence and ensure their child is healthy and well enough to be placed in a group environment.

### Accommodating A Sick Child

Caring for a sick child is the responsibility of the parent/guardian. If a child becomes ill while in our care parents will be called immediately and asked to pick-up their child.

We will endeavor to keep the child as comfortable as possible until parents arrive. In the event of a medical emergency, we will dial 911 and request an ambulance and emergency services.

## Nutrition & Snack Policy

We will be providing supplementary food and drinks for children at the preschool to maintain their energy, health, and state of well-being. We will follow Canada's Food Guide guidelines when planning our menus, and will be offering morning and afternoon snacks to all children.

We will provide a monthly snack menu detailing the snacks we will be serving to children, to be distributed along with our monthly curriculum & newsletter. We will ensure that the food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, having regards to

- The child's age
- The number of hours the child is under the care of the licensee, and
- The child's food preferences, religious and cultural background

We will endeavour to maintain high standards to cleanliness in all areas and the following guidelines will be followed.

- All persons handling food are required to wash their hands thoroughly using warm water and soap before and after handling food. Paper towels are provided for drying hands.
- All food will be covered once prepared and while waiting to be given to the children e.g., paper towels, cling film. All meals and drinks for children will be kept refrigerated until ready for use and returned to the refrigerator if unused. We will serve milk or water while serving snacks (unless mentioned otherwise on the form due to allergies.)
- Soiled cutlery, dishes, mugs etc. will be washed in the dishwasher or may be washed in the sink using hot water and dishwashing liquid, to disinfect the dishes. We will use bleach water and then rinse off with hot water before drying dishes and storing them.
- The bowls, utensils, plates, mugs etc. in the kitchenette area are for preparation and serving only. They are not to be used for play unless supervised by a teacher for the purpose of baking, or within the context of the curriculum.
- All reasonable care will be taken to avoid contamination from nuts, dairy products or any other possible sources that may cause an allergic reaction in one of the children or staff.
- Water and milk are available for children to drink throughout the day at any time of their choosing. Children will be encouraged to have a drink with their snacks and meals, and to report to a teacher if they are thirsty.
- Children will be encouraged to wash their hands before eating or drinking.
- No children will be left unattended while eating. At least one staff member with up to date first-aid training will be always present.

All snacks will be nut-free.

## Children's Clothing Policy

Children may wear whatever clothes they are comfortable in (weather permitting.) We have many activities that may result in children's clothes becoming soiled or dirty, such as painting, gluing, or outdoor activities where children may encounter, rain, snow, or mud. We ask that all parents/guardians provide one spare change of clothes (shirt, pants, socks, underwear) for each child to be kept in the child's backpack for use in the event they are needed.

Any soiled clothes will be sent home with the child unwashed wrapped in a plastic bag, as we do not have laundry facilities on site. We ask all parents/guardians to check their child's backpack daily for soiled clothes that need to be washed or whether a new spare change of clothes needs to be provided.

We'll be taking children to Memorial South Park during our outdoor play periods rain or shine unless the weather presents a safety hazard to the children. We ask that all parents/guardians be mindful of the weather expected for each day and to provide their child with the appropriate attire, such as jackets or sweaters, gloves, hats, mud, or rain boots, etc.



We strongly recommend writing your child's name on all clothing, footwear, and personal belongings to prevent loss. Little Monsters Academy is not responsible for any missing clothing, footwear, or personal belongings.

### Additional Accessories

Additional items such as water bottles, sunscreen, glasses, etc. must also be provided by parents/guardians.

## Inside Shoes Policy

Parents/guardians must provide non-slip soled and closed toe shoes for their child to wear inside the school. Soft slippers are not permitted as they are unable to adequately protect a child's feet in the event of an emergency evacuation.

## Washroom Policy

We would like everyone to be using the washroom independently. We understand and expect that every child will be at different stages with regards to potty training, and we would like their experience to be one of positivity, encouragement, and growth, free from embarrassment, punishment, or ridicule.

If a child is not fully prepared to use the washroom independently and will require assistance, our staff will be prepared to do so. In such circumstances we recommend parents/guardians

provide unused diapers in a sealed plastic bag to be kept in the child's backpack in the event of repeated bathroom emergencies. All used diapers will be disposed of on site.

## Active Play Policy

'Active play' is any physical activity which includes moderate to vigorous bursts of high energy such as running or jumping. For preschoolers, active play includes running, jumping, balancing, walking, and any other body movement in indoor and outdoor settings.

We incorporate active play as an integral part of our curriculum to promote healthy growth and development of critical motor control skills to improve balance, timing, and coordination.

We believe an active play policy will boost children's confidence, improve concentration & thinking abilities, and provide opportunities to develop social skills and make friends. We will ensure a minimum of 45 minutes of outdoor active play time per class each day – rain, snow, or shine.

Parents are asked to stay informed regarding daily weather forecasts to ensure their child is prepared for the elements in accordance with our Inside Shoes & Outdoor Clothing Policy.

## Outdoor Play Policy

We will be escorting children to Memorial South Park for one hour each day during our Outdoor Play period. A maximum of 20 students will be accompanied by 3 staff members for the duration of the period. All children will be wearing high-vis vests with *Little Monsters Academy* written on them, along with our facility's address and phone number and will be instructed to always keep them on.

Children will be reminded each day of the importance of roadside safety, staying with the group where they can see our teachers, and not to approach or talk to strangers.

Washroom facilities are available at Memorial South Park.

## Cultural & Personal Celebrations

Our curriculum covers various cultural festivities and traditions celebrated around the world, such as Halloween, Diwali, Christmas, New Years Day, Groundhog Day, Chinese New Year, Valentine's Day, St. Patrick's Day, Easter, Earth Day, Canada Day and the first and last day of each season. We focus entirely on the cultural aspects of each celebration and leave out any spiritual or religious association, as we believe teaching such elements to a child should be done so at the discretion of their parents/guardians.

We understand a child's birthday is a very important milestone for them, and we look forward to singing happy birthday to them during opening circle time.

## Behavioral Guidance Policy

Our goal is to provide a safe and nurturing environment free from humiliation, belittlement, pushing, or physical abuse of any kind. We want every child in our care to feel happy and welcome. With that in mind we will make strong efforts to curtail any behavior that negatively impacts our learning environment by examining any child's problematic behavior and making attempts to address what we believe is the root cause. We understand children regularly test boundaries and make mistakes, and with proper guidance this learning process can be steered to outcomes that benefit everyone.

Positive guidance techniques will be used to encourage appropriate behaviour. They include:

- Establishing clear, consistent limits
- Stating limits in a positive way, rather than a negative way
- Focusing on the behaviour, rather than on the child
- Stating what is expected, rather than asking questions
- Providing real choices and opportunities to correct behavior
- Allowing time for children to respond to expectations
- Reinforce appropriate behaviour, with both words and gestures
- Encourage children to use our staff as a resource when there are occasions that they cannot resolve issues on their own

Inevitable there will be occurrences of inappropriate behaviour, it is at these times that there may need to be an intervention. The following intervention strategies, or combination of the strategies, will be used to help ensure that guidance is supportive, rather than punitive.

- Gain attention in a respectful way
- Reminding children of the appropriate behaviour
- Acknowledge feelings before setting limits
- Provide opportunities for children to make amends. Rather than demand a superficial apology, encourage genuine opportunities for children to restore relationships after an incident of hurt or harm.
- Keep rules simple and easy to understand (e.g., "We sit when we eat.")
- Lead by example and treat children with respect
- Teach children how to resolve conflict and solve problems
- Use redirection strategies if necessary to avoid further problems

Redirection strategies can be effective for all ages of children. Redirecting a child away from an over stimulating activity or environment to a more calming area can provide an opportunity for a child to develop self-regulation and regain control of their emotional and physical state. This strategy invites the child to return to the previous activity when they decided they are ready to.

We consider the following practices unacceptable and will not tolerate their use:

- Corporal punishment i.e.: shoving, hitting, shaking, spanking

- Harsh belittling, verbal abuse, or degrading treatment
- Confinement, unsupervised separations from others, physical restraint as punishment
- Depriving children of snacks, outdoor play, rest, or washroom as punishment

Any repeated behavior issues that we feel cannot be adequately addressed by our staff will be discussed with the child's parents. We insist on working closely with all parents so that we can encourage appropriate behaviour and ensure their children's experience at Little Monsters Academy is a positive one.

## Child Abuse & Neglect Reporting Policy

If our staff becomes convinced a child is suffering abuse or neglect, we have a legal responsibility to report this information to our Child Care Licensing Officer with Vancouver Coastal Health and to the Vancouver Police Department. If we believe a child is in immediate danger, we will call 911.

## Emergency Preparedness - Fire Safety

We will be conducting monthly fire drills in which children will be trained to assemble near one of two possible exits, quickly prepare to go outside and be led by our staff out of the building and to a pre-approved muster station nearby. The time and date of each fire drill will be at the manager's discretion and will not be pre-announced to students or staff.

Once a month we conduct a documented fire drill:

- The staff will choose a day to do the fire drill
- The staff will explain the process and the reason of fire drill to children
- Children must stop what they are doing, find a partner and line up at the door
- In the classroom, each staff will be assigned a specific task. One staff member will stay in the front to aid children line up and guide children to the closes exit, another staff will check the class to make sure no child is left behind and will collect the first aid kit including emergency numbers, cell phone and medication if applicable as well as the sign in/out sheet.
- The staff at the front line will count the children before leaving the building, when they are outside the building and when the children return to the building
- The staff will take the children to designated muster area
- The staff will perform attendance children from the sign/out sheet to ensure everyone has evacuated the building safely
- The staff will talk about what children should do in case of a real fire, including calling 911

In the event of a real fire our facility will be evacuated, the director or manager will dial 911, staff and children will gather at the muster point, perform attendance, then proceed to walk to the



nearest park to await pick-up. The director or manager will begin notifying parents via telephone after dialing 911.

## Emergency Preparedness - Earthquakes

We will perform earthquake drills twice per year, usually in October and April.

Children will be taught to hide under tables or in door frames in the event of an earthquake, to hide from falling debris, and to stay put until staff have given all clear.

In the event of an actual earthquake normal drill procedures will be followed, and once shaking stops the manager or director will call a fire drill, instructing everyone to exit the building as quickly as possible following fire drill procedures. If our facility is deemed unsafe for occupancy, then staff will take children to the nearest park to await pick-up. The director or manager will begin notifying parents via telephone.

If parents cannot reach our staff over the phone in the event of a natural disaster, we recommend attempting to communicate via e-mail and awaiting our response. If a situation arises where communication lines are down, we will leave a note on the front door of our facility or have a staff member waiting nearby to provide further instructions.

Parents will always be notified as soon as possible in any emergency situations.

## Termination of Enrollment

Occasionally, either a parent/guardian or the staff of Little Monsters Academy may find that a child is experiencing too much difficulty in or is being too disruptive of our learning environment. In extreme cases a conference may be called by the director to include the child's parents/guardians and the manager to resolve any issues. If extreme issues cannot be resolved after such a conference either the parents/guardians or the manager or director of Little Monsters Academy may choose to terminate the enrollment agreement without penalty.

In absence of a conference called by the director of Little Monsters Academy, a minimum of 30 days written notice to the director by the departing child's parent/guardian is required to terminate this agreement. If less than 30 days written notice is provided, Little Monsters Academy reserves the right to charge in full for any tuition due within those 30 days, whether a child is in attendance or not.

Any of the following scenarios will constitute justifiable and sufficient cause for Little Monsters Academy to terminate the enrollment agreement without notice and without the opportunity for the parent/guardian to claim damages or compensation from Little Monsters Academy.

1. Repeated failures to pick-up a child within 20 minutes of class ending
2. Negligence by the parent/guardian by sending the child to Little Monsters Academy with any communicable disease that could endanger the health or well-being of children and staff

3. Repeated instances of late payment of tuition fees or NSF fees in accordance with our Late Tuition Fee Procedure (page 8), or Late Pick-Up Fees in accordance with our Late-Pick Up Fees policy (page 5).
4. Failure to pay in full any late fees issued by the director of Little Monsters Academy in accordance with our Late Tuition Fee Procedure which are more than 30 days in arrears and whether those fees have been agreed to by the parent/guardian or not
5. Parents/guardians knowingly providing false information, whether verbally or in writing to staff of Little Monsters Academy, or inadequate information after clarification is requested by staff of Little Monsters Academy that may result in an unsafe environment for the children or staff
6. Repeated destructive or disruptive behavior by a child after a conference has been called by the director of Little Monsters Academy to include the parents/guardians where the issue has been left unresolved
7. Blatant disrespect, insults, or threats by parents/guardians to staff of Little Monsters Academy
8. Failure to comply with any of the policies and procedures set forth in the parent's handbook.

Strong efforts will be made to reach a mutual agreement before asking a parent/guardian to withdraw their child from Little Monsters Academy. Little Monsters Academy shall not be responsible for any legal or court costs or any other costs incurred because of a decision by Little Monsters Academy to terminate the enrollment agreement.

## Location & Contact Information

**Phone** (778) 522-9406

**Email** [info@littlemonsters.ca](mailto:info@littlemonsters.ca)

**Physical Address** 5888 Fraser Street  
Vancouver, BC  
V5W 2Z5

**Mailing Address** Little Monsters Academy Inc.  
BOX 60394 Fraser RPO  
Vancouver, BC  
V5W 4B5

*Our mailing address is different from our physical address. Letters delivered to our physical address may not be received.*

Little Monsters Academy Parent's Handbook (version 1.14)

*Last updated: July 7<sup>th</sup>, 2024*