



## Parent's Handbook

version 1.21

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## Our Teaching Philosophy

Our program is inspired by Reggio-Emilia, Montessori, and a patchwork of other pedagogical concepts and ideas. We're primarily play-based, but occasionally teacher led. We consider free play as important learning time that allows children to exchange ideas and fine-tune their motor skills as they interact with different activities available throughout our classroom.

We avoid screen time, and we also believe structured learning time is essential for acclimating children to a classroom environment. Our program offers roughly 2 hours each day of both structured and unstructured learning time.

Our balanced play-based approach to early learning will have your little monster well prepared for kindergarten, familiarizing them with numbers, geometry, the alphabet, calendar, basic science and engineering concepts, geography, music and a wonderful mix of celebrations and world cultures.

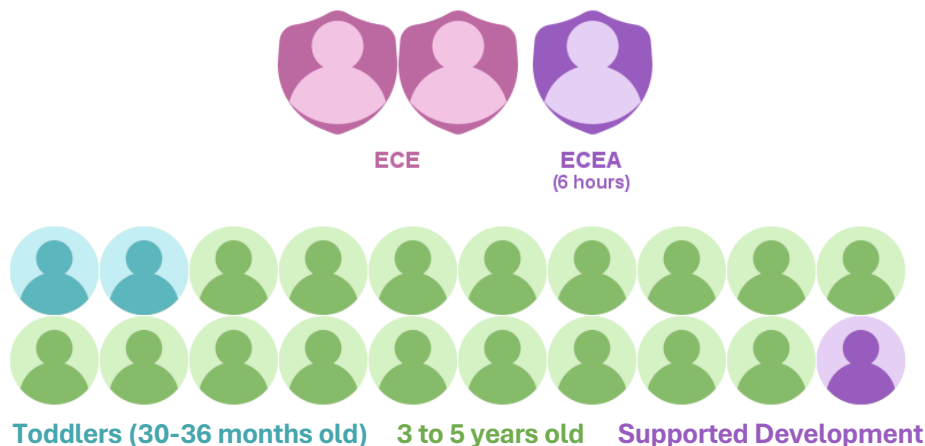
We also focus heavily on managing emotions and behaviors in group settings. We understand children will push boundaries and test limits, and this is a vital part of their early learning. We believe discipline must always be about teaching, and never about punishment. Our teachers will introduce clear boundaries and expectations, consistent daily routines, and respond with patience and empathy when a child needs help with their feelings or resolving conflicts. We encourage and reward collaborative problem solving through sharing, trading, and the understanding that everyone's feelings are important.

Our curriculum is designed to encourage socialization, teamwork, curiosity, and creativity, and we are excited to be your partner in your little monster's early education journey.



## Staff Information & Classroom 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* licensing regulations. Our facility is licensed for 20 students and two full-time early childhood educators per class. We may also decide to employ an additional part-time early childhood educator assistant to help our ECE's in the classroom.





## Required Documentation

We will require the following documentation before a child starts classes:

- Completed and signed Student Enrollment Package & Pre-Authorized Debit form
- Child's immunization records
- Any additional emergency consent or care plan forms (for allergies and medication)



## Hours of Operations

We are open from 8:00 AM to 4:30 PM Mondays through Fridays, excluding all provincial and federal statutory holidays, two professional development days per year, a winter break, and a summer break.

An up-to-date list of our scheduled closures can be found online at: [littlemonsters.ca/holidays](http://littlemonsters.ca/holidays)



## Age Groups

Most students in each class will be 3 to 5 years old. However, we occasionally accept two children as young as 30 months in each class of 20 students, so long as the child turns 3 years old before the end of the calendar year, in accordance with British Columbia's *Community Care & Assisted Living Act*.

Children who do not turn 3 years old before the end of the calendar year will be eligible to start classes the following January.



## Deposits & Reserving Spots

A one-time, non-refundable deposit of \$85.00 CAD is required for all new enrollments. This fee secures an available spot that aligns with the family's preferred weekly schedule, regardless of whether the child's official start date has been confirmed. Our director may also request a completed pre-authorized debit form for starting dates more than 30 days away in order to reserve a spot.

All new enrollments must be approved by our director before they are finalized. In some cases, the director may decline an enrollment and refund a deposit or registration fee that was paid electronically.



## Waiting Lists

Children of families that have paid a deposit may be added to our waiting list if their desired starting date is more than 30 days away. Children who not yet eligible are automatically added to our waiting list upon payment of the deposit will endeavor to keep these lists as short as possible, and we will always be willing to inform families of their exact position on these lists.



## Daily Schedule

The transition times between activities may vary depending on the day. This information is subject to change at any time. An up-to-date version of our daily schedule can be found at: [littlemonsters.ca/schedule](http://littlemonsters.ca/schedule)

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

Time		Activity
8:00 AM - 8:15 AM		Free Play & Socialization
8:15 AM – 8:30 AM		Structured Activities (Name Tracing & Spelling)
8:30 AM - 8:45 AM		Opening Group Circle Time (Calendar, Stories, Discussions)
8:45 AM - 9:15 AM		Structured Activities (Reading & Writing)
9:15 AM - 9:45AM		Structured Activities (Numbers & Counting)
9:45 AM - 10:15 AM		Snack Time
10:15 AM - 10:30 AM		Structured Activities (Science & Nature)
10:30 AM – 11:30 AM		Outdoor Play @ Nearby Park
11:30 AM - 12:00 PM		Closing Group Circle Time (Yoga, Exercise, Music)

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

Time		Activity
12:30 PM - 12:45 PM		Free Play & Socialization
12:45 PM – 1:00 PM		Structured Activities (Name Tracing & Spelling)
1:00 PM - 1:15 PM		Opening Group Circle Time (Calendar, Stories, Discussions)
1:15 PM - 1:45 PM		Structured Activities (Reading & Writing)
1:45 PM – 2:15 PM		Structured Activities (Numbers & Counting)
2:15 PM - 2:45 PM		Snack Time
2:45 PM - 3:00 PM		Structured Activities (Science & Nature)
3:00 PM - 4:00 PM		Outdoor Play @ Nearby Park
4:00 PM - 4:30 PM		Closing Group Circle Time (Yoga, Exercise, Music)



## Drop-offs and Pick-ups

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

Morning Drop-Off	7:50 am – 8:30 am
Morning Pick-Up	11:30 am – 12:00 pm

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

Afternoon Drop-Off	12:20 pm – 1:00 pm
Afternoon Pick-Up	4:00 pm – 4:30 pm

The front door will be unlocked during drop-off and pick-up, and will remain locked for the remainder of the day. Parents who wish to pick-up their children early or drop them off late may find the door is locked when they arrive. If this occurs, please either ring the doorbell or call the facility manager.



## Late Pick-Up Policy

We understand that life can get busy, and we appreciate you picking up your child on time. To ensure our programs run smoothly, children should be picked up by **12:00 pm** for morning classes and **4:30 pm** for afternoon classes. These times are considered cutoffs, and any pick-ups after these times may be subject to late-pick up fees which are applied at the discretion of our manager or director.

### Late Pick-Up Fees

We may charge:

- \$1.00 per minute for every late pick-up within 10 minutes after cutoff
- \$2.00 per minute for any late pick-up 11-20 minutes after cutoff
- \$3.00 per minute for any late pick-up 21-30 minutes after cutoff

Any late pick-ups exceeding 30 minutes may result in our director terminating the enrollment in accordance with our *Termination of Enrollment* policy (page 22).

Any late pick-up fees will be totalled over the course of the month and automatically withdrawn via pre-authorized debit on the 1st day of the following month along with that month's tuition payment.

If we are unable to process the payment, your child's enrollment may be placed on hold until the balance is cleared. Please note that tuition is still due in full, even if days are missed due to suspension.



### **Pre-authorized Adults (for pick-ups)**

Children will not be released to anyone under the age of 18 years old. Parents/guardians may assign one or more pre-authorized adults to pick up their child in section 2 of our Student Enrollment Package.

Pre-authorized adults may be required to show one piece of photo identification in accordance with our Child Release Policy (on the next page) during pick-up time. Our staff reserve the right to refuse releasing a child to anyone who refuses to show identification. In these circumstances, the child's parents/guardians will be contacted via phone and asked to send a text message confirming the pre-authorized adults' name and mobile phone number. Our staff will then attempt to call that number to confirm the person's identity.

If the person attempting to pick-up the child cannot answer the call, the child will not be released to them, and our staff may decide to either insist the parent/guardian come to pick-up their child themselves, or send someone else to pick up their child.

If the alternate pick-up arrangements cannot be made, our staff will then attempt to contact any other pre-authorized adults listed by the child's parents/guardians to do so. If another pre-authorized adult cannot be contacted and no parents/guardians can pick up the child, our staff may decide to call the police and release the child to them.

#### **Parents/Guardians or Pre-authorized adults must:**

- Remain responsible for the child while they accompany them inside Little Monsters Academy
- 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:**

- Welcome and greet families and ask about children's daily needs
- Take attendance of every student with a sign-in/sign-out sheet
- Familiarize the families and children with each other so they feel safe and welcome
- Assist with separation for both parents/guardians and children
- 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
- Ensure all children are only released to parents/guardians or pre-authorized adults



### **Emergency Contacts (18+ only)**

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



## Notification of Absences

Parents/guardians are under no obligation to inform us if their child is going to be absent. However, parents are welcome to contact our facility manager via text message, or our director via email, to alert us of an absence. If a child misses too many classes, we may reach out to their parents/guardians to check in.



## Child Release Policy

During pick-up time, our staff will only release a child to parents/guardians, or a pre-authorized adult who has been 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 Little Monsters Academy has on file from the director via email to [info@littlemonsters.ca](mailto:info@littlemonsters.ca).

If another individual attempts 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, or a text message from a parent/guardian phone number, confirming the individual's name and their phone number.

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

If a child is taken by someone without consent from our staff and 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 will 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 pre-authorized adults to pick up the child. If nobody else can be reached, we may decide to release the child to the police.

## Unreleased/Forgotten 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 other pre-authorized adults. If they cannot be reached, we will attempt to contact the child's emergency contacts. A child not picked up after 15 minutes without contact from parents/guardians will be reported to Vancouver Coastal Health, parents will be charged late pick-up fees, and made to sign a document acknowledging that any future occurrences of excessively late pick-ups may result in termination of enrollment. Failure to sign the document will result in termination of enrollment.

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



## 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 police will be contacted, and the parents/guardians will be informed immediately. We will also notify our licensing officer with Vancouver Coastal Health.

Any missing child incident, regardless of how minor, will be considered a reportable incident by our staff.

In the event of a missing child, our staff will report to:

- The police (if the child cannot be found immediately)
- The facility manager and director of Little Monsters Academy
- The child's parents/guardians
- Our licensing officer with Vancouver Coastal Health

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



## Parent Communication

We will endeavour to keep parents/guardians updated and informed using the following methods:

- Verbal updates during pick-up and drop-off times
- Pre-scheduled parent-teacher meetings
- Phone or email conversations with our facility manager or director
- Monthly emails containing a newsletter, curriculum, and snack menu
- Class-specific WhatsApp photo groups

### Monthly Newsletter & WhatsApp Photo Groups

To facilitate better communication and sharing of our classroom moments, we post daily photos of our activities in class-specific WhatsApp photo groups. These groups will allow parents/guardians to receive daily updates. The groups are read-only. Only group administrators are permitted to comment in the groups. However, we will post birthday invitations, and other special news at parents/guardians request.

Participation is optional for both our monthly newsletter and WhatsApp photo groups, and a child's photos will not be posted in either unless their parents/guardians have agreed to participate. All content posted in our WhatsApp photo group is confidential, and not to be shared with anyone outside of the group. Our monthly newsletter will be posted in the lobby of our facility.

Consent for participation in the newsletter or WhatsApp photo group can be issued or revoked by parents/guardians at any time by contacting our director via email.



## Privacy & Confidentiality Policy

We understand maintaining privacy in the information age can be challenging, and we respect every family's right to privacy. Any personal, medical, or contact information shared with the preschool will be kept confidential and used only for educational, administrative, and emergency purposes. This information will not be disclosed to unauthorized individuals without written consent, except as required by law.

Discussions about children's development, behavior, or family matters will remain private between staff and the child's parents/guardians. Staff members are bound by confidentiality agreements and will not share personal details outside the preschool setting.

Photos or videos of children may be used for internal documentation, newsletters, or classroom updates with parent/guardian permission. No images of children will be shared publicly without prior written consent.

We do not share personal information with external organizations unless required by law (e.g., licensing authorities, child protection services, police or emergency services) or with parent/guardian consent for referrals (e.g., speech therapy, physiotherapy, educational assessments).



## Classroom Security Camera Policy

All cameras installed in our classrooms are for security purposes only, and footage will only be reviewed in the event of a burglary, vandalism, or major physical injury that requires medical attention. To protect the privacy and dignity of all families and staff, camera footage is only accessible to our director and regional manager. Parents/guardians will not be permitted to view classroom camera footage at any time.



## Payment of Monthly Tuition Fees

Monthly tuition is payable via Pre-Authorized Debit (PAD). A PAD authorization form is included in our Student Enrollment Package, and must be completed, signed, and submitted to the facility manager or our director on or before a child starts classes. All PADs are processed via Rotessa Payments, an online payment processor that allows us to debit funds directly from the payee's bank account on the 1<sup>st</sup> day of each calendar month. PADs can be cancelled at any time with 30 days notice.

One parent/guardian will be designated as the payee for the child's monthly tuition. While communication will involve both parents/guardians, a child's weekly schedule will not be changed until confirmed and approved by the payee if the new schedule results in any additional fees.

**Cash, cheques, and e-transfers will not be accepted as payment for monthly tuition fees.** However, these options will be available for paying an initial deposit or registration fee only.



## Returned Payments & Late Tuition Fees

### NSF (Non-Sufficient Funds) Fees

Parents/guardians are responsible for paying any NSF fees incurred by our facility that have been charged by our financial institution (Vancouver City Savings Credit Union) or our PAD processing company (Rotessa Payments) resulting from any returned payments. These charges are in addition to any fees charged by the payee's own financial institution.



Our Pre-Authorized Debit payment processor, Rotessa Payments, will charge **\$30.00** CAD for all returned payments. The payee will be responsible for paying this fee.



### 30 Days' Notice of Departure

We require a minimum of 30 days' written notice of departure for all withdrawals, which must be provided to our director via email. Verbal notice given to teachers or facility managers will not suffice. Families who do not provide adequate 30 days' written notice of departure will be charged full tuition for the following month, regardless of whether the child is in attendance or not.



### Family Vacations

Families who may be absent for one or more months will still be expected to pay monthly tuition to hold their child's space if they wish to ensure the spot remains available upon return. Families who wish to vacate their space will be expected to provide 30 days' notice of departure (via email to our director) to avoid being charged for the following month. Families who plan to re-enroll upon returning are welcome to place their child's name on our waiting list for the next available spot, but only if they've provided adequate 30 days' written notice of departure in accordance with the above policy.



### Holidays & Closures

Our school will be closed on all federal and provincial (B.C.) statutory holidays, two professional development days (each year), 1-2 weeks at the end of December for winter break, and 1-2 weeks at the end of August for summer break.

No discounts will be applied to monthly tuition due to these scheduled closures, and all staff will continue to be paid during the breaks. 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

We 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 at any time. 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.

### **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. We will alert parents via:

- Our classroom WhatsApp groups
- Our company website: [LittleMonsters.ca](http://LittleMonsters.ca)
- Our Facebook page: [Facebook.com/LittleMonstersAcademy](https://Facebook.com/LittleMonstersAcademy)



### **Refund & Discount Policy**

Parents/guardians may be entitled to partial refunds of monthly tuition in the event our facility is closed due to staff shortages. All refunds will be calculated based on the daily rate for each enrollment, multiplied by the number of days missed, with the total value not exceeding that of the total monthly tuition.

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

- A child staying home while sick (whether voluntary or at our request)
- Our school being closed due to extreme weather conditions (snow days, etc.), natural disasters, vandalism, power outages, fire, flooding or water damage, or spread of communicable disease
- A child missing school because of appointments, personal matters, scheduling conflicts, traffic, family vacations, or holidays
- Any other reason beyond the control of our staff

If we're forced to close our facility and suspend enrollment for more than one month as a result of any reason beyond the control of our staff, monthly tuition payments for all following months will also be suspended until the facility can safely reopen. Families will still be expected to follow our 30 days' notice of departure policy should this occur.

### **Inadequate Ratio / Staff Shortage Policy**

In the event that a significant number of our staff are unable to fulfill their duties due to illness, resulting in our inability to maintain the required student-teacher ratios as mandated by provincial regulations, and if substitute teachers are not available, we may be required to close the school for the day. In such cases, parents/guardians may be eligible for a refund in accordance with our Refund & Discount Policy.

## 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 & Discount Policy.



## Sibling Discount

We will offer a \$100.00 CAD monthly discount for each elder sibling of a younger child. The discount will be applied to all elder siblings regardless of their starting date in relation to their siblings. The discount for each elder sibling will expire once their enrollment concludes.



## Supported Development

We believe that every child deserves the opportunity to experience preschool in a supportive and nurturing environment. To ensure we can provide the best care for all children, we reserve one space in each class for a child who may require additional support. This limit helps our teachers maintain the quality of care and supervision needed for every child to thrive.

Families interested in a supported development space are encouraged to meet with our director before registration to discuss their child's needs and how we can best support them.

We enroll every child with compassion and a strong commitment to providing the best possible care. However, there may be situations where a child's needs exceed the level of support we are able to offer. In such cases, if our facility manager or director determines that a child is not receiving the care they need, is struggling to adapt to the classroom routines in a way that significantly impacts the learning environment, or if safety concerns arise, we may need to reconsider their enrollment.

If we reach the difficult decision that our facility is not the best fit for a child who requires supported development, we may decide to discontinue their enrollment in accordance with our *Termination of Enrollment* policy (page 22). Any fees for scheduled days missed will be refunded in accordance with our *Refunds & Discounts* policy (page 13).



## Hygiene & Illness Prevention Policy

The health, safety, 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 any communicable diseases
- Children are taught washing their hands and coughing into their elbow is the best prevention of spreading germs and preventing sickness

Children should not attend school wearing cologne, perfume, body sprays, or any other strong fragrances, as these scents can cause discomfort or allergic reactions in others.

### **When To Stay Home**

Parents/guardians are advised to keep their child at home if their 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 causing bleeding
- Infected itchy, crusty, or red eyes
- Difficulty breathing, wheezing or persistent cough
- Sore throat and trouble swallowing
- Headache, stiff neck, or unexplained bodily pain
- Contagious infections or communicable disease
- Head lice

### **Right To Refuse Entry**

Our staff reserve the right to refuse entry to any child they deem to sick, unwell, unhygienic, or potentially contagious. 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**

The health and well-being of each child is our top priority. If a child becomes ill while in our care, we will contact a parent or guardian immediately to arrange for pick-up. Caring for a sick child remains the responsibility of the parent/guardian, and we appreciate prompt arrangements to ensure the child's comfort and well-being.

In the event of a medical emergency, we will call 911 and request an ambulance and emergency services as needed.



## Head Lice Policy

Head lice are a common occurrence among young children, and spread primarily through direct head-to-head contact, and sharing items like hats, combs, and bedding. While head lice do not spread disease, they can spread quickly in group settings if not addressed promptly. Symptoms of head lice include intense itching of the scalp and a tickling sensation of something moving in the hair, as well as small red bumps or sores from scratching.

If a child is found to have live head lice during school hours, the child's parent/guardian will be contacted, and the child will need to be picked up as soon as possible. Children may not return to school until treatment has been completed, and no live lice are present.

Regular at-home head checks are encouraged as part of maintaining a healthy preschool community.



## Administration of Medication

If a child needs medication to be administered or applied by our staff during class time, parents/guardians must complete a consent form titled *Request for Administration of Medication*. This form grants permission for our staff to administer the specified medication.

A *Request for Administration of Medication* can be requested from our facility manager, director, or by downloading the form from our website at [littlemonsters.ca/forms](http://littlemonsters.ca/forms)



## Medical Conditions, Allergies & Food Restrictions

If a child has any concerning or life threatening medical conditions or allergies, parents/guardians may be asked to complete and submit one of the following documents:

- Allergy Emergency Action Plan
- Seizure Emergency Action Plan
- Asthma Care Plan
- Any other necessary care plan that our director or facility manager deems necessary

Any documents requested in relation to a child's health, well-being, medical conditions, or allergies, requested by our facility manager or director must be submitted prior to the child's enrollment. If we discover such documentation is necessary after enrollment, we will work with families to have the documents submitted at their earliest convenience.

These forms can be downloaded from: [littlemonsters.ca/forms](http://littlemonsters.ca/forms)

Parents/guardians may request in writing their child not be fed certain foods during snack times. Our staff will treat any food restrictions the same as allergies, and do our best to ensure the child is not exposed to those foods.



## 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



Our facility is nut free. This includes peanuts, tree nuts (such as walnuts, cashews, pecans, almonds, etc.), spreads such as Nutella, or any foods containing these items.

We will 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.



## Children's Clothing & Footwear Policy

Children may wear whatever clothes they are comfortable in (weather permitting.) We may engage in 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 a nearby 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 weather 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

Parents/guardians will be expected to provide any necessary weather appropriate items such as gloves, toques, scarves, hats, sunscreen, or any other accessories their child may need.

### Inside Shoes & Outdoor Footwear

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

All footwear, whether indoor or outdoor, must not contain laces.



## Washroom, Diaper & Potty Training Policy

Children are not required to be potty trained to join Little Monsters Academy. 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 are prepared to help by changing diapers or any soiled clothing.

If a child is not yet potty trained, we will expect parents/guardians to provide unused diapers and wipes in a sealed plastic bag to be kept in the child's backpack. The number of diapers and wipes must be sufficient to last for the entire week. All used diapers will be disposed of on site by our staff. Any soiled clothing will be placed inside a plastic or paper bag and given to parents/guardians during pick-up time.

We ask that all parents notify our staff if their child is currently undergoing potty training at home, so we can follow the same routines in our classroom and ensure consistency at home and at school.

All children will be instructed to wash their hands with soap and water after using the washroom.



### **Active & Outdoor Play Policy**

We consider 'active play' is any physical activity which includes moderate to vigorous bursts of high energy such as running or jumping, balancing, walking, and any other body movement in outdoor settings. We incorporate active play as an integral part of our curriculum to promote healthy growth and development of critical gross motor control skills to improve balance, timing, and coordination.

We believe active play will boost children's confidence, improve concentration, promote gross motor development, and provide opportunities to develop social skills and learn about teamwork. We will ensure a minimum of 40 minutes of outdoor active play time per class each day unless the weather or outdoor conditions present a safety hazard to the children.

Parents are asked to stay informed regarding daily weather forecasts to ensure their child is prepared for the elements in accordance with our Children's Clothing Policy (previous page).

We will be escorting children to a nearby park for up to one hour each class. A maximum of 20 students will be accompanied by a minimum of two early childhood educators for the duration of the outdoor play period. All children will be wearing high-vis vests and instructed to stay within visual range of our teachers.

Children will be reminded each day of the importance of roadside safety, staying with the group, and not to approach or talk to strangers without a teacher present.

While outdoors with children, our staff will carry an emergency backpack containing a first-aid kit, gloves, cleaning supplies, and a boo containing every child's photo and vital information.



### **Cultural & Personal Celebrations**

Our curriculum often covers various cultural festivities and traditions celebrated around the world, such as Halloween, Diwali, Christmas, Lunar New Year, Valentine's Day, Easter, Earth Day, Canada Day, and many others. We focus entirely on the cultural aspects of each celebration (such as history and geography) and leave out any spiritual or religious association, as we believe teaching these elements to a child should only be done so at the discretion of their parents/guardians.

## Birthdays

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 and celebrating with the class.

Parents/guardians are welcome to send a cake, cupcakes, or goodie bags, to school to celebrate their child's birthday, so long as all treats are nut free in accordance with our Nutrition & Snack Policy (page 12), and enough treats are provided for the entire class. Parents/guardians may request the total number of children attending on a specific day from our director or facility manager. In our experience, roughly half of all families decide to send treats on their child's birthday. There is no obligation to do so, as the children already receive plenty of goodies and rewards throughout the school year.



## Behavioral Guidance Policies

At Little Monsters Academy, discipline is always about teaching and never about punishment. Our goal is to provide a safe and nurturing environment free from humiliation, belittlement, pushing, or physical abuse. We want every child in our care to feel happy and welcome. We will endeavor 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 with proper guidance this learning process can be steered to outcomes that benefit everyone.

## Positive Guidance Techniques

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

- Establishing clear, consistent limits and boundaries
- Stating limits and boundaries in a positive 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 praise, positive gestures, and rewards
- Encourage children to use our staff as a resource when there are occasions that they cannot resolve issues on their own

## Intervention Strategies

There will inevitably be occurrences of inappropriate behaviour where our teaching staff will need to intervene. The following intervention strategies, or combination of strategies, will be used to help ensure that guidance is positive and supportive:

- Gain attention in a respectful way
- Reminding children of the appropriate behaviour

- Acknowledge the child's 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 intrapersonal conflicts and solve their own problems
- Use redirection strategies if necessary to avoid further problems

### **Redirection Strategies**

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.

### **Unacceptable Behaviour**

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

- Physical 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

### **Extreme Behaviour**

While our staff will never use physical restraint as punishment, there may be instances where in extreme cases emergency physical restraint is necessary to ensure the safety of the children. If this occurs, the child's parents/guardians will be informed as soon as our staff are able to do so.

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



### **Injury & Incident Reporting**

We will document all injuries and incidents involving children or staff that require medical attention, and all documents will be stored by our facility manager.

Typically, incidents requiring additional medical care beyond a band-aid or an icepack will be considered reportable incidents, however our staff reserve the right to also treat minor injuries or incidents as reportable if they deem necessary.

Reportable incidents may include any of the following:

- Aggressive or unusual behavior
- Injuries, or attempted self-harm
- Illness, or suspected communicable disease
- Poisoning or choking
- Missing child
- Suspected neglect, emotional, or physical abuse
- Use of emergency restraint

All reportable incidents will be reported to our licensing officer at *Vancouver Coastal Health*, and may also be reported to the police depending on severity.



### **Child Abuse & Neglect Reporting Policies**

If our staff becomes convinced a child is suffering abuse or neglect, we have a legal responsibility to report this information to our licensing officer with Vancouver Coastal Health. If we believe a child is in immediate danger we will call the police.



### **Fire Safety & Monthly Fire Drills**

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. When this occurs:

- Our facility manager will choose a day to do the fire drill
- The staff will explain the process and the reason of the 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 at the muster point, 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, the facility will be evacuated, and the director or facility manager will dial 911. Staff and children will walk to and gather at the pre-designated muster point. Staff will then perform attendance,

then proceed to alert parents/guardians via our class WhatsApp groups, email, or phone. The class will then walk to a nearby park to await pick-up if it's safe to do so.



## Earthquakes & Emergency Preparedness

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

If our facility is suspected to be unsafe for occupancy after an actual earthquake, staff will take children to a nearby park to await pick-up. The director or facility manager will begin notifying parents in accordance with our Fire Safety procedures.

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



## Termination of Enrollment

We strive to create a positive and structured learning environment for all children. However, there may be instances where continued enrollment is not in the best interest of the child, other students, or our staff.

### Voluntary Termination of Enrollment

If a child is experiencing significant difficulty in the classroom or is disrupting the learning environment, a conference may be called by either our director or facility manager to discuss their concerns with the parents/guardians and explore possible solutions. If issues remain unresolved after this conference, either the parents/guardians, the facility manager, or the director may choose to terminate the enrollment agreement without penalty.

If termination is initiated by the parents/guardians without a prior conference, a minimum of 30 days' written notice to the director is required. If less than 30 days' notice is given, we reserve the right to charge tuition in full for the remaining 30-day period, regardless of whether the child attends.

### Immediate Termination of Enrollment

The following circumstances may result in immediate termination of enrollment without notice and without eligibility for compensation or damages:

- Repeated late pick-ups beyond the designated pick-up time or any exceeding 30 minutes
- Knowingly sending a child with a communicable disease that could endanger the health and well-being of others
- Refusing to pick-up a child at the facility manager or director's request
- Frequent late tuition payments or failure to pay tuition, late fees, or other charges beyond 30 days past due, whether or not the parent/guardian acknowledges the fees
- Providing false or misleading information to staff, whether verbally or in writing, that affects the safety of the learning environment or impacts staff's ability to care for the child

- Consistent disruptive, destructive, or abusive behavior from the child or the child's family that poses a safety risk to others
- A child's ongoing difficulty in adjusting to the classroom environment, excessive disruptions to learning, or behaviors or conditions that create safety concerns, as determined by the Director or Facility Manager
- A child's inability to safely or adequately make the journey from our facility to our designated nearby park and back during the without causing injury or significant delay
- Blatant disrespect, insults, or threats directed at staff by family members
- Legal action or threats of legal action against our company or its staff
- Failure to comply with any policies and procedures outlined in this agreement

Our priority is the well-being of all children, families, and staff at Little Monsters Academy. We appreciate your cooperation in maintaining a safe and respectful learning environment for everyone.



### Preschool Graduation & Kindergarten Registration

Children turning 5 before the end of the year will be expected to start kindergarten in September. Parents/guardians who reside in Vancouver must register their child with the Vancouver School Board. Priority registration for kindergarten begins November 1<sup>st</sup> each year, and runs until January 30<sup>th</sup>. During this three month period, parents/guardians are expected to find their local elementary school (called a "catchment") the Vancouver School Board will expect them to attend.

#### Priority Kindergarten Registration (Nov 1 – Jan 30)

<https://www.vsb.bc.ca/page/5195/priority-kindergarten-registration>

#### Locate Your Catchment School

<https://www.vsb.bc.ca/page/5192/your-school-catchment>

The Vancouver School Board can be contacted via email at: [communications@vsb.bc.ca](mailto:communications@vsb.bc.ca)



### Locations & Contact Information

Director - (778) 522-9406 / [info@littlemonsters.ca](mailto:info@littlemonsters.ca)

#### Mailing Address

BOX 60394 Fraser RPO  
Vancouver, BC  
V5W 4B5

#### Fraser Sunset

(604) 977-2150  
5888 Fraser Street  
Vancouver, BC  
V5W 2Z5

#### Mountain View

(604) 315-2150  
4866 Fraser Street  
Vancouver, BC  
V5V 4H5



## Acknowledgement of Policies & Procedures

Please return this signed acknowledgment to our director before your child's first day of attendance.

A scanned copy or clear photograph will suffice.

This parent's handbook outlines our policies and procedures designed to ensure a safe, nurturing, and productive environment for everyone.

By signing below, you acknowledge that:

- You have received, read, and understand the Little Monsters Academy's *Parent's Handbook*.
- You agree to follow and abide by all policies, including but not limited to:
  - Attendance, drop-off, and pick-up times and procedures
  - Tuition, payment, and refund policies
  - Health, illness, and medication policies
  - Behavior expectations and guidance policies
  - Emergency procedures and inclement weather policies
- You understand that these policies are in place to support the safety and well-being of all children.
- You understand that we reserve the right to modify our policies as needed, with 30 days' notice

If you have any questions or concerns about our parent's handbook, we encourage you to speak with our director before signing this agreement.

**Parent/Guardian Signature(s):**

1. \_\_\_\_\_ **Date:** \_\_\_\_\_

**Director Signature:**

\_\_\_\_\_ **Date:** \_\_\_\_\_

We appreciate your cooperation and look forward to a wonderful school year!