

*Bring your child to the world of wonder
and watch the excitement of being a part of this world!*

Welcome to Little Town Childcare Centre

Little Town Childcare is a licensed childcare center committed to providing high-quality, nurturing care in a safe and inclusive environment. Our first multi-age childcare location opened in January 2020 at 7480 Broadway, Burnaby.

Our second location is at 4378 Imperial Street, featuring two dedicated groups: one for infants and toddlers (9 months to 3 years) and another for preschool-aged children (3 to 5 years).

We proudly participate in the Childcare Fee Reduction Initiative (CCFRI) and accept the Affordable Child Care Benefit (ACCB), making our programs more accessible for families. At Little Town Childcare, we focus on fostering each child's growth through play-based learning, compassionate care, and a strong sense of community.

Our Philosophy and Goals

At Little Town Childcare Centre, we believe that children learn holistically, with each child having their unique way of learning and developing. Our goal is to cater to the individual needs and interests of each child and their family.

Description of the Programs

Our primary goal is to create a nurturing and safe environment for infants and toddlers while providing fun and educational experiences for children aged 3-5 years. Our programs are designed not only to prepare children for kindergarten but also to create lasting memories and a strong foundation for future endeavors.

We believe that building close relationships with each family and working together in partnership is key to our success.

Teachers support children through the adjustment period by allowing them to influence their initial schedule. As children settle into their routines, teachers will seize “windows of opportunity” to introduce important skills such as potty training, learning manners, problem-solving, self-help skills, socializing with peers and adults, and riding a bike.

Our teachers create a supportive environment that fosters curiosity, creativity, cognitive development, and physical growth. We develop individualized portfolios for each child, designing activities that address their specific developmental needs based on day-to-day observations, developmental checklists, and participation in play.

The daily schedule includes imaginative play, open art, tabletop activities, craft time, circle/group time, outdoor play, story time, and physical activities. We also organize field trips to the library, school playgrounds, and nearby parks.

With parental involvement, we host workshops and presentations such as “Post Officer Visit,” “Urban Safari Visit,” and “Clay Workshop,” tailored to the children’s age group.

Physical activities are a crucial part of our program. Children engage in activities such as rolling, climbing, hopping, dancing, yoga, and basic gymnastics. The Leap BC program is fully integrated into our daily curriculum and supported by Leap BC certification. (For more details, refer to “Move” / Frechette, M. – Leap BC: Literacy, Education, Activity and Play, 2007.)

"A child seldom needs a good talking to as a good listening to."
~ Robert Brault

Guidance Policy

Our teachers and supervisors adhere to the guidance strategies outlined in the booklet "Guiding Children's Behavior" (Ministry of Health Planning). This booklet supports the requirements of the Community Care Facility Act and Child Care Licensing Regulations.

Our Guidance Policy aims to:

- Promote self-discipline, self-control, and self-confidence in children.
- Develop social skills and problem-solving techniques through guidance rather than discipline or punishment.
- Provide a safe, loving, and nurturing environment where every child is treated with respect and dignity.

At Little Town Childcare Centre, we value and respect each child as a unique individual. Our goal in guiding children's behavior is to ensure their safety and to assist them in developing self-confidence, self-esteem, self-control, self-discipline and sensitivity in their interactions with other. Open communication with parents and guardians about any issues is essential, encouraged, and appreciated.

We believe children are entitled to an environment where they feel safe, and are loved, nurtured and treated with respect and dignity.

- 1) "A license must ensure that a child, while under the care or supervision of the license, is not subjected to any of the following:
 - a) Shoving hitting or shaking by an employee or another child, or confinement or physical restraint by another child.
 - b) Confinement or physical restraint by an employee, except as authorized in a childcare's plan if the care plan includes instructions respecting behavioral guidance.
 - c) Harsh, belittling or degrading treatment by an employee or another child; whether verbal, emotional or physical, that could humiliate the child or undermine the child's self-respects.
 - d) Spanking or any other form of corporal punishment.
 - e) Separating, without supervision by a responsible adult, from other children.
 - f) As a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet.
- 2) A licensee must ensure that a child is not, while under the care or supervision of the licensee, subject to emotional abuse, physical, sexual abuse or neglect."

(Child Care Licensing Regulation, sec. 52)

All behavioral incidents are to be recorded by the staff in the communication book. The Centre encourages open communication with parents and guardians regarding any behavioral issue involving their child. Consistency between home and the Centre will be the Centre help children to understand expectation and respect limits. The Centre will be sensitive to the need of all children, and different strategies will be used. If a child develops dangerous and/or disrespectful attitudes, a person care plan will be developed based on recorded (written and/or videotaped).

“If the child has a care plan that includes instruction respecting behavioral guidance, the licensee must ensure that

- a) Any behavioral guidance given to child is consistence with those instruction, and
- b) If the behavioral guidance includes the use of restrains that the restrains are administered only by person who is trained in the use of, and alternatives to the use of, restrains.”

(Child Care Licensing Regulation, sec. 51)

Guidance Strategies:

The staff of Little Town childcare will use following strategies to guide children’s behavior:

- Modeling positive behavior
- State clear, consistent and simple limits.
- Involving children in setting those limits.
- State limits in a positive manner.
- Having appropriate expectations for children according to their development.
- Acknowledge children feeling.
- Respecting and reflecting children’s feelings in appropriate ways.
- Teaching children problem-solving and conflict resolution skills and
- Encouraging them to use those skill with their peers.
- Use redirection.
- Provide appropriate choice.
- Allowing children to experience natural and logical consequences to their behavior.
- Plan and provide transition from one activity to the other:

If a child has persistent behavioral problem. Staff will use a variety of guidance strategies, depending on the individual needs of the child. These strategies may include a behavior management program. Families will be consulted if a child has persistent behavior problems in the Centre that require a consistent systematic approach. Extra support can be accessed for children with emotional and behavioral challenges if families and staff wish it.

Field Trips and Guests

Throughout the year, we will offer a variety of field trips and guest presentations to enrich the children's experiences and allow them to explore their community. Parents will receive notice of these events at least two weeks in advance and will be required to complete a permission form.

Additionally, teachers and children may occasionally undertake spontaneous trips to local libraries, parks, or playgrounds.

Please discuss any questions or concerns with the manager when registering your child at the center.

Hours of Operation

Our facility open Monday to Friday with the following hours:

Burnaby: 8:00 a.m. to 5:30 p.m.

Please discuss availability with the manager during registration if you require early morning care.

Attendance is limited to 10 hours per day per child. Extended hours are available at an additional cost and must be arranged in advance.

Our centers are closed on Statutory Holidays, Boxing Day, Easter Monday, Snow Days (in alignment with public school closures), and during power outages.

Drop-Off and Pick-Up Policy

Sign-In Requirement: Upon arrival, every child must change their outside shoes for indoor footwear, be brought to their assigned room, and be signed in. Contact with the teacher is required at this time.

Authorized Pick-Up: Teachers will not release a child to an unknown or unauthorized person unless informed by the parent over the phone. The person picking up the child must provide their first and last name, relationship to the child, and a photo ID. If the center has not been notified prior to pick-up time, the staff will not release the child until confirmation is received.

Intoxicated Parents: A child will not be released if the parent or adult appears intoxicated. The staff will offer to call another adult or a taxi. If the parent refuses assistance, the RCMP will be notified, and the incident will be documented. The Ministry of Children will be informed if child endangerment is suspected, which may result in the parents being asked to leave the program.

Late Pick-Up: Parents or caregivers who will be late must notify the facility and/or make alternative pick-up arrangements. It is illegal to leave a child past scheduled hour. A late fee of \$2.00 per minute will be charged for pick-ups beyond the scheduled hours. Time will be verified using a cell phone, and a “Late Pick-Up Form” must be completed by the pick-up person. The fee must be paid by the end of the next attendance day. To avoid late fees, discuss the possibility of extended hours with the manager.

Sign-Out Requirement: All children must be signed out when leaving the center. Parents must assess their child for any marks or injuries and inform the staff of any concerns before leaving the facility. The child’s safety becomes the parent’s responsibility as soon as verbal contact is made with the staff. Parents will receive information about their child’s day at this time.

Schedule and Routines

Daily Schedule: A daily schedule is posted at the center and includes specific times for meals, activities, toileting/diapering, nap time, and outdoor play.

Importance of Adherence: Following the daily schedule is crucial for the smooth operation of the program and ensures that lesson plans are effectively incorporated into the daily routine. Adherence to the schedule helps maintain a structured environment, supports the educational aspects of the program, and allows us to deliver a consistent and enriching experience for all children.

Flexibility: While the schedule provides a general framework, we are attentive to the individual needs of each child regarding food, sleep, and washroom routines. We will make adjustments as needed to accommodate these essential needs while striving to balance individual care with the overall group schedule.

Napping Policy

Nap Time: Nap time is from 12:30 p.m. to 2:30 p.m.

Bedding: Bedding will be sent home for washing once a week, on Fridays, and must be returned to the center on Mondays. All bedding should be labeled and stored individually to ensure proper identification.

Non-Nappers: Children who do not nap will be asked to rest on their cots for 20 minutes. After this time, they will be provided with quiet activities.

Preparation for Kindergarten: Children transitioning to kindergarten will be phased out of the nap routine by June 30th to help them adjust before starting kindergarten in September. Quiet activities and, if possible, outdoor play will be offered instead.

Attendance Policy

Arrival Time: It is crucial for every child to arrive at the center no later than 9:30 a.m. to ensure full engagement in daily activities and minimize disruptions to the learning and teaching process.

Late Notification: Parents must notify the center before 8:30 a.m. if they are running late.

Locked Doors: For security purposes and to allow teachers to focus on activities with the children, the facility doors (where applicable) will be locked at 9:30 a.m.

Afternoon Access: Please text or call staff for pick up between 11:30am to 2:30pm to avoid interruption between lunch and nap time.

Special Arrangements: For specific family needs, such as doctor's appointments, between 9:30 a.m. and 2:30 p.m., parents must inform the facility before 9:00 a.m. or in advance.

Approximate Daily Schedule:

8:00 - 9:00	Arrivals, Hand Washing and Breakfast, Free Play
9:00 - 9:15	Circle Time
9:15 - 10:00	Craft Time/Work Sheets/Art projects
10:00 - 10:15	Toileting and Hand Washing
10:15 - 11:15	Outdoor Activities
11:15 - 12:15	Lunch
12:15 - 12:30	Hand and Face Washing and Toileting
12:30 - 2:30	Nap/Quiet Time, Quiet activities for non-nappers
2:30 - 3:00	Wake Up Time, Toileting and Hand Washing
3:00 - 3:30	Snack
3:30 - 4:45	Story Telling, Open Art, Group Art Projects, Free Play, Outdoor Play
4:45 - 5:30	Free Play/ Pick up Time
5:30	Centre is Closed (Parents should arrive no later than 5:20 pm)

Screen Time Policy

We prioritize real-life interactions and hands-on experiences. As such, the use of computers, electronic games, or tablets is not permitted at our facility.

Pajama Day: Once a year, during Christmas time, we celebrate Pajama Day. Children will watch one movie on TV. This is the only time the TV will be used in the facility.

Educational Content: Teachers may occasionally suggest watching an educational movie or video as part of a lesson or during circle time. These videos will not exceed 30 minutes in length and require prior approval from the manager. Parents will be informed of any such plans through our monthly calendar.

Active Play Policy

Teachers are required to plan and implement a minimum of 180 minutes of Active Play each day. This includes a variety of activities such as outdoor play, Bouncy Castle time, indoor active games, and physical exercises. These activities may be integrated into circle time or group activities.

For our youngest members, we provide age-appropriate equipment like jumpers and slides to support their physical development.

Space Allocation, Fees, and Payments

All arrangements for space allocation are made at the time of registration and must be strictly followed. For any changes, parents are required to provide one full month's written notice starting from first Calander day of the month.

We offer three types of space allocation: full-time, part-time, and drop-in (casual).

Full-Time Spot: A secured spot for 5 days a week.

Part-Time Spot: A secured spot for certain days of the week with a set monthly fee.

Drop-In Spot: A casual spot that can be arranged on short notice or in advance, depending on availability. Please note that drop-in spots cannot be canceled once booked. Children attending the facility on a drop-in basis must be registered in advance and follow all procedures of the registration process.

Vacation days and absences must still be paid to secure your child's spot. No refunds or reductions will be made for days missed due to vacation, illness, or any other reasons.

Health Policy

Children suffering from communicable diseases or skin infections (such as ringworm, pink eye, or head lice) may not attend the center. A written clearance slip from a doctor is required on the day the child returns.

If a child's fever reaches 101°F, or if the child experiences unexplained diarrhea and/or vomiting while at the facility, the child must be sent home. The child may return to the center 48 hours after all symptoms have resolved.

The facility manager has the authority to determine if a child is medically unfit to be at the center. Parents will be notified and are expected to pick up the child as soon as possible.

Immunization is not mandatory; however, licensing requires the center to have a record of all children's immunizations. Immunization is strongly recommended for the protection of both

children and staff. Information about immunizations can be obtained from a health unit or family doctor. If parents choose not to immunize their child, an Immunization Waiver must be submitted at registration.

Medication Policy

Children with chronic health conditions must have a medical form completed by a parent or guardian, outlining the child's medical treatment and providing detailed instructions for the center. A Personal Care Plan will be developed, and staff will be trained if necessary.

Parents of children requiring medication must fill out and sign a Medication Consent Form, detailing the medication, method of administration, timing, and dosage.

Each time medication is administered by a teacher, the time, date, and dosage will be recorded on a Medication Record Sheet. If a dosage has been administered by the parent prior to arrival, parents must inform the teacher each day of the length of the prescription.

Prescription medication must be in the original container with clear directions from the doctor. Non-prescription medication must be accompanied by a doctor's note specifying dosage, timing, and reason for administration.

Due to potential allergic reactions and the risk of contagion, a child should remain away from the childcare setting for the first 24 hours of starting an antibiotic or other medication.

Abuse Policy

Early Childhood Educators are legally mandated to report any suspicions or concerns of abuse or neglect. If an educator has concerns about maltreatment, the Ministry of Child and Family Development will be contacted. Child Welfare will determine if the concerns require further investigation.

All incidents and observations will be thoroughly documented, including records of phone calls, emails, and conversations with parents.

Earthquake and Fire Drill Procedure

Earthquake Drills:

During annual earthquake drills, children will practice the "Drop, Cover, and Hold" procedure.

- In the event of a real earthquake, we will assess structural damage and determine whether to evacuate the facility or remain inside.

If Staying at the Facility:

- We will wait for parents or emergency contacts to pick up the children.
- If parents are unable to reach the facility, we will maintain our normal schedule, including dinner and bedtime routines.
- Our staff, who are First Aid certified, will provide first aid as needed. We have emergency food and water supplies on-site.

If Evacuating the Building:

- Children will be escorted to the nearest public school along with all portable supplies.
- Call the out-of-province emergency phone number, if possible, to find out where we are located.

Fire Drills:

- Fire drills are conducted monthly, typically at 10:30 a.m. or 3:00 p.m.
- All fire alarms are treated as real emergencies.
- If present during a drill or emergency, please follow the teachers' instructions.

Power Outage Policy and Procedure

Determining Facility Status:

- The facility's status during a power outage depends on the season, weather conditions, and the extent of the outage. We will either stay open or close based on the health and safety of the children.

Factors We Consider:

- **Heat and Ventilation:** We assess whether the facility can maintain a safe temperature.
- **Food Storage:** We check if we can keep perishable food safe for up to two hours.
- **Emergency Lights:** Our emergency lighting typically lasts six hours.

Scheduled Power Outages:

- In late spring through summer, the facility may remain open if the indoor temperature stays at or above 24°C (75°F).

Unscheduled Power Outages:

- In late fall, winter, and early spring, the facility will be closed for scheduled outages.
- If the power goes out unexpectedly and is not restored within two hours, teachers will contact parents to pick up their children immediately.

Gradual Entry Policy

We recommend a gradual entry into the program for new children.

Our Approach: We understand that secure attachments with primary caregivers are crucial. These connections help young children build the confidence they need to form meaningful relationships with peers, adults, and their new environment.

Support and Information: We provide information about gradual entry and separation anxiety at the center. Feel free to discuss any concerns with our teachers, who are here to support you and your child through this transition.

Snacks and Lunches Policy

We are committed to promoting healthy eating habits.

Daily Requirements:

- **Breakfast:** For children arriving before 8:30 am.
- **Snacks:** 1 small snack.
- **Lunch:** 1 balanced meal.
- Water will be provided during snack/lunch times and throughout the day.

Labeling and Containers:

- All food items must be labeled.
- Lunches and snacks should be ready to serve and in appropriate containers for reheating. Grapes should be cut into smaller pieces.
- The microwave will be used to heat up hot lunches provided by parents.
- Leftover food will be sent home in the container it came in to help you monitor your child's eating habits and preferences.

Prohibited Items:

- Chips, candy, chocolate, gum, sugary items, soda, and similar items are not permitted.
- For infants and toddlers: raw carrots and popcorn.
- **Peanut/peanut products are not allowed.**

No food is to be stored at the center. All food must leave with the child at the end of the day.

Mealtime Routine:

- Teachers will sit with the children to model proper table manners and healthy eating.
- We encourage trying new healthy foods through our "share snack" initiative, where parents provide healthy items such as fruits, vegetables, and grains once a month.

Sample Menu:

- **A.M. Snack (8:30):** fruits and yogurt, water.
- **Lunch (12:00):** Tuna salad wrap or egg salad sandwich, fruit salad, cheese stick, baby carrots with dip, milk or water.
- **P.M. Snack (3:30):** Brain muffin or granola bar, fruit slices (apple, orange, banana, etc.), water.

Special Events

At Little Town Childcare Centre, we love celebrating special events and holidays throughout the year and around the world. Our celebrations include Christmas, New Year, Valentine's Day, Easter, Halloween, and other seasonal activities. If you prefer your child not to participate in any of these activities, please inform us.

Birthdays:

- We celebrate birthdays with enthusiasm! The teacher will lead the children in singing "Happy Birthday."
- Parents are welcome to provide special snacks for the birthday celebration. Please speak with the teacher ahead of time to make arrangements.

Clothing

- **Comfort and Appropriateness:** Ensure your child wears comfortable clothes suitable for a full day at the Centre and for participating in various activities.
- **Weather Considerations:** Dress your child according to current weather conditions and provide extra clothing for changing weather.
- **Muddy Buddies and Rubber Boots:** These should remain at the facility so your child can play freely outside when it's wet, while staying clean and dry indoors.

Confidentiality

- **Privacy:** We prioritize the safety and privacy of all families by maintaining strict confidentiality. Emergency information such as addresses, phone numbers, email addresses, private health details, and discussions between teachers and parents are kept secure.
- **Information Sharing:** Information is only shared with written consent from all parties involved.

REGISTRATION

Once you decide to enroll your, you can secure your child's spot by paying a registration fee of \$150 and a security deposit amounting to one month's tuition fee.

The registration fee is non- refundable.

The security deposit will be put towards your last month's tuition fee.

You are also required to submit all the relevant documentation at this time (registration forms, emergency consent card, signed parent's contract and a copy of your child's updated immunization record).

Please note that your child's spot can only be confirmed after we have received the above documents, registration fee and the deposit in full.

	Monthly Tuition fees after CCFRI (Full Time)
12 months to 18 months	\$1250
18 months to 3 years	\$1200
3 years to 5 years	\$800

PAYMENT

Payment is due on the 1st of every month. Please write cheque or e-transfer at littletownchildcare8@gmail.com

The tuition fees cover the operating expenses of the program, timely payment is therefore necessary for the service to continue.

We require postdated cheques at the time of enrolment, which should be provided from January- June, and July – December. (Each dated on the 1St of the month)

All cheques should be made payable to “**Little town Childcare Ltd**”.

BC CHILD CARE SUBSIDY

We accept affordable childcare benefit (Subsidy)

Parents are responsible to apply for their affordable childcare benefit.

Our role will be to provide you with the childcare arrangement form to assist with the process.

Parents are still responsible to pay the entire monthly tuition fee until subsidy is approved.

Once approved, the approved amount will be deducted from your monthly fee, parents are responsible to pay any monthly balance owed.

CENTER HOURS

HOURS OF OPERATION, ARRIVAL TIME AND PICKUP TIME

Our center is open Monday to Friday 8:00am to 5:30pm except for statutory holidays.

We suggest that you drop off your child(ren) between 08:00am and 9:30am so that they can participate in the daily activities and not disrupt the ongoing program.

We request that parent's phone the center before 9am to advise if their child(ren) will be absent for the day.

Closing time is 5:30pm sharp. If a personal emergency occurs, please call the center and notify us before 5:00pm so that we are aware of the difficulty. A late fee of \$2 per minute per child will be charged after 5:30pm. Any late fee incurred should be paid in full on the child's next drop off, no exceptions please. If you are late on more than 3 occasions, we may ask you to withdraw your child(ren)

CENTER CLOSURE

Our center is closed on all statutory holidays.

The Easter weekend is a 4-day weekend that includes Good Friday and Easter Monday.

We are also closed for 2 weeks during the Christmas and New Year period. Dates will be confirmed prior to this period.

This would be a paid vacation and therefore full monthly fees still apply, parents are required to make alternative arrangements for their children.

WITHDRAWAL

One and a half (1.5) months' written notice is required to withdraw a child from the program. Notice must be submitted on or before the 15th day of the month preceding the child's final month of attendance.

Example:

- If the child's last day is **October 31**, written notice must be received **by September 15**.
- If notice is given after **September 15**, fees will be charged through the required notice period.

The security deposit paid will be adjusted with the last month's fee.

Any remaining cheques after the notice period will be given back to parents.

Please note that our fee is billed for 30 days, we therefore do not accept partial payments or give refunds regardless of attendance, child's last day, sick days or any other absences.

Insufficient notice will result in the loss of your deposit.

PROBATION

Once a child has been accepted into Little Town Childcare Centre, there will be a probation period of one month. During this period, we will observe the child to see how they fit in at our center.

We reserve the right to ask a family to withdraw their child(ren) / terminate our services at any time during the one-month probationary period for any of the reasons listed below:

- your child may be bullying other children.
- your child may be mistreating the toys and other teaching resources within the center.
- Your child may not be ready for daycare/preschool and may require so much attention that it takes away from the other children.
- Your child may be harming other children (biting, hitting, kicking, punching, hair pulling etc.)
- late payment or NSF cheques.
- Consistent late pick ups
- Not adhering to our policies.
- If a parent or family member of a child harasses, threatens or commits a violent / unlawful act towards a staff member, child, or any other family member or parent involved in the program.
- Other relevant reason that cannot be reasonably foreseen

In the event that the issue at hand relates directly to the child, we will do whatever we can to work with you and your child in addressing the issue.

During this process, we will maintain a clear line of communication with you and your child. In the event that the steps we take are unsuccessful, we will be forced to request that you withdraw your child from our center.

Please note that in the event that we ask you to withdraw your child or terminate our services, you are still responsible for the full monthly fee, regardless of when in the month this takes place. Termination of our services may be carried out with or without notice.

All post-dated cheques will be returned to you on your child's last day.

***In the event that one or more of the previously listed events occur after the probation period, a request for withdrawal / termination of our services, with or without notice, may still be put into effect. Again, no refunds will be given regardless of when in the month this happens.**