

Parent Information Package



Document Control / Revision History

Version	Date	Author / Approved by	Description of Change
1.0	August 1, 2025	Director, Wonder Island Child Care	Initial release



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Program Description

Wonder Island Childcare offers a licensed group daycare program for infants and toddlers (0–36 months). We provide a nurturing, safe, and play-based environment that supports children's social, emotional, physical, and intellectual development. Our curriculum is guided by the BC Early Learning Framework, and includes:

- Sensory and creative play
- Gross and fine motor development
- Language and early literacy
- Music, movement, and dramatic play
- Outdoor play in a secure, fenced yard
- Calm routines for feeding, diapering, and rest

Qualified Early Childhood Educators with Infant & Toddler certification and First Aid & CPR training provide responsive, respectful care that celebrates each child's uniqueness. We use a secure communication app to share daily reports, photos, naps, diaper changes, and notes — keeping you connected to your child's day. We also support gradual entry and maintain an open-door policy to foster collaboration and transparency with families.

Thank you for choosing Wonder Island Childcare. We are honoured and look forward to partner with you in supporting your child's early development and well-being.

Opening Hours

Monday to Friday: 8:30 AM – 4:30 PM

Months of operation

Year-round

Closures

Wonder Island Childcare is closed on:

- Weekends and statutory holidays
- Spring Break: 10 business days in March
- Summer Break: 10 business days in August

Monthly fees remain the same throughout the year. This structure supports 20 days of paid vacation annually for your childcare provider.



Government Child Care Subsidies

1. Child Care Fee Reduction Initiative (CCFRI)

Wonder Island Childcare is enrolled in this program. It automatically reduces your monthly fee — **no application is required from families.**

2. Affordable Child Care Benefit (ACCB)

Families may be eligible for further support through the ACCB, based on household income, family size, and type of care.

You can apply and manage your benefit through the **My Family Services** portal.

What Your Child Needs to Bring

All children must bring:

- A full change of indoor clothing
- Seasonal outdoor wear (boots, coat, mittens, rain gear)
- Indoor shoes, swimsuit, towel, and sunscreen
- Morning snack, lunch, and afternoon snack

Infants additionally require:






- Diapers, wipes, creams, bibs, bottles, formula/food
- Two full changes of clothing
- Outdoor clothing appropriate to the season
- Preferred sunscreen







All items must be clearly labeled with your child's full name.

Confidentiality and Privacy

We are committed to protecting the privacy of all families in our care. Personal information is stored securely and is never shared without your written consent, except when required by law (e.g., licensing inspections or child protection matters).

Sample Daily Schedule

Time	Activity	Description
8:00 - 8:30	Arrival and free play 	<ul style="list-style-type: none"> Children and their families are greeted as they arrive. Child-led activities/free play. Care providers mingle with children. Outdoor clothes are placed in the cubbies.
8:30 – 9:00	Activity  Creative Arts	<ul style="list-style-type: none"> Care provider helps children engage in activities such as painting allowing them to develop artistic skills Clean up.
9:00 - 9:45	Morning snack (included) 	<ul style="list-style-type: none"> Hand washing Children will have their snacks. Clean up Hand washing Toileting/potty training
9:45 – 10:45	Activity  Physical/Health	<ul style="list-style-type: none"> Care providers help children get ready to play outside. Care providers help children engage in outdoor activities such as playing with the swings, discovering plants and insects, etc. (or if weather not allowing, active play indoors). The focus is physical development and connection with nature. Children are brought back inside. Outdoor clothes back in the cubbies.
10:45 - 11:30	Lunch (included) 	<ul style="list-style-type: none"> Hand washing Lunch is served Clean up Hand washing Toileting/potty training

11:30 - 12:00	Activity  Language/Literacy	<ul style="list-style-type: none"> Care providers help children engage in activities such as listening to a story or singing allowing them to develop language/literacy skills Clean up
12:00 - 13:45	Nap/quiet time 	<ul style="list-style-type: none"> Children are brought to the nap room. Lights off, relaxing music is played. Care providers sit with children and help them develop relaxation and mindfulness such as meditation, yoga, reading or play quietly. Once nap time is over, children who are still asleep are gently woken up.
13:45 - 14:15	Activity  Science/Sensory	<ul style="list-style-type: none"> Care providers help children engage in activities allowing them to discover and better understand characteristics of various objects and materials using their 5 senses.
14:15 - 15:00	Afternoon snack (included) 	<ul style="list-style-type: none"> Hand washing Snack is provided Clean up Hand washing Toileting/potty training
15:00 - 15:30	Activity  Social/Emotional	<ul style="list-style-type: none"> Care providers help children to engage in group/social activities that allowing them to practice interaction with others, turn-taking, participation, cooperation, understanding diversity and their place in a community. Clean up
15:30 - 16:00	Free play and departure 	<ul style="list-style-type: none"> Child-led activities/free play. Care providers mingle with children. Children get ready to leave. Children and their families are greeted as they leave.

Parents and Care Providers' roles & Responsibilities

Children thrive in all areas of development when they feel supported and cared for by adults who focus on their health, safety, nutrition and well-being. As child care providers, our ability to offer quality child care service depends upon the partnership we establish with families. Development of such partnership is a shared responsibility between us, care providers, and you, parent(s)/guardian(s). This partnership allows children in our care to experience more connection between home and child care and move from home to the child care setting with more confidence.

Caregiver's roles and responsibilities	Parent/Guardian's roles and responsibilities
<ul style="list-style-type: none"> • Operate in compliance with regulations. • Communicate and clarify all policies and agreements with you and update you about any changes. • Offer an environment that is safe, well supervised and encourages healthy growth and development of your child. • Offer engaging and diverse learning experiences through activities and play opportunities. • Develop a collaborative partnership with you and communicate with you regularly about your child's daily experiences in a positive and constructive manner. • Honour your knowledge experience, goals and feelings as a parent/guardian. • Provide up-to-date information to you about any changes to the care routine. • Maintain records concerning the children in the program confidential. • Continue to attend professional development opportunities to remain current about best practices in the field. • Regularly inspect and maintain the safety of the child care setting. • Help children learn to understand and 	<ul style="list-style-type: none"> • Read and confirm they understand and agree to the child care policies and guidelines included in the <i>Family Information Package</i>. • Provide required information in Agreements section of the <i>Family Information Package</i>. • Provide up-to-date information of any changes in family situation, custody, emergency contact, care hours and any changes that may cause children to be stressed, for example, an ill family member, moving to a new home, etc. • Clarify the child's needs and their expectations from the beginning including any medical or special needs, cultural considerations, family routines, etc. • Inform the child care of any illness or contagious disease that might affect the other children and/or the care providers. • Respect the other children in care and their families and their need for privacy and confidentiality. • Pick up their child at the agreed upon time. • Bring their child to the child care setting well rested, fed, healthy and clean. • Provide the child care with sufficient and appropriate diapers, clothing and supplies.

<p>respect safety and social rules and boundaries and develop positive behaviour (such as self-regulation, independence, cooperation, awareness and sensitivity about others and the environment and empathy).</p>	<ul style="list-style-type: none"> • Bring any concerns or problems directly to the child care providers. • Respect that this is a business and fees need to be paid on time. • Provide ample notice of vacation time or withdrawal of child from care.
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Policies and Procedures



Care and Supervision Policy

Purpose

The purpose of this policy is to ensure that children's indoor and outdoor learning environments are positively and actively supervised in order to maintain their safety while satisfying their individual needs and curiosity to learn and explore.

Active and Positive Supervision

A constant line of vision will be maintained with the children at all times by being in close proximity to children's play and continuously monitoring, scanning and counting all children in care.

The indoor and outdoor areas provide a safe play environment where children are able to safely move between activities.

Children will never be left unattended at any time, even in emergency situations.

Sign In/Out

Parents/guardians will sign children in and out of the child care program on a designated *Sign In/Out* sheet.

Activities

In our child care, we:

- Provide age-appropriate activities
- Establish simple safety rules that they can understand and follow
- Define off-limits clearly
- Teach safety rules through activities, positive guidance and redirection and practice safety procedures with children regularly.
- Follow and promote sun safety practices to protect all children from harmful UV rays of the sun, even in cloudy or overcast days
- Anticipate and prevent accidents by constantly scanning the play areas and complete a *Daily Spaces Safety Checklist*.

Eating/Drinking

Children will be supervised while consuming food or drink.



Toileting

We encourage children to use the toilet as independently as they are ready to, help with toileting as needed, and supervise children to ensure that they are safe.

Emergency Response

To ensure we are ready to effectively address any emergency situation, we have established an *Emergency Plan and Procedure* that you can find in your policy package.

Active Play Policy

Purpose

To ensure children have an inclusive and active play environment, facilitated and un-facilitated activities and play routines that promote exploration, creativity and learning.

Importance of Active Play

Active play helps to promote healthy growth and development and support body control and movement. Active play also helps promote children's confidence, improves concentration and thinking and learning skills and provides opportunities to develop social skills and make friends.

Active Play Recommendations

Licensing and provincial standards recommend incorporating active play and physical movement in the child care environment through daily routines and activities for a total of **120 minutes** per day including a required minimum of **60 minutes** per day of outdoor active play. Indoor active play is acceptable when weather is poor or outdoor physical space is limited.

Active Play in Our Child Care

We include active play in our daily activities as shown in our Daily Schedule.

We support active play by:

- Providing stimulating indoor and outdoor spaces that encourage children to be active and explore their abilities challenge themselves and develop their skills.
- Planning a variety of active play that reflects children's development stages, abilities, and interests.
- Being active role models
- Engaging in the play
- Demonstrating different ways of playing
- Organize group sports
- Encouraging children to use their own imagination and discover their interests during active play.

Child Behaviour Guidance Policy

Purpose

To guide the behaviour of children in our care so they can:

- Learn to understand and respect safety and social rules and boundaries.
- Develop self-regulation, emotional intelligence, independence, communication and negotiation skills, awareness and sensitivity about others and the environment, empathy, respect, cooperation and self-confidence.

Developing Partnerships with Parents

We know that you and your family are the most important influence in your child's life. We want to ensure the well-being of your child in partnership with you. Should any challenges or issues arise, we privately discuss them with you (without the child being present) so we develop a course of action together.

Setting up the Child Care Environment

We know that the child care environment plays an important role on children's behaviour. We set up the environment in a way that it increases positive behaviour. For example, crowded rooms with broken or unsuitable toys may upset children and make them more likely to show unwanted behaviour like hitting or grabbing. We provide suitable materials and arrange the room so there is enough space and toys to play and explore freely. We multiply popular toys so children do not have to compete on using them. This allows children to feel more comfortable and develop more positive behaviour like sharing and listening.

Reinforcing Positive Behaviour

When children show a positive behaviour (such as helping and respecting others, being independent, expressing their feelings appropriately, sharing, taking turns and cooperating), we acknowledge and comment on the behaviour to reinforce it (e.g., *It was kind of you to share with Kathy* or *Thank you for waiting your turn*). We avoid saying *Good girl/boy* which is not specific and does not focus on the positive behaviour.

Setting Clear and Simple Rules

We provide simple limits or rules to help children learn about wanted or unwanted behaviour (e.g., *You may not hurt others; you may not hurt yourself; you may not hurt things*). The limits we set are suitable for your child's age and stage of development. We repeat rules often in a positive way that tells children **what to do** rather than **what not to do** (e.g., *Wash your hands*

now, it's time for a snack or The sand stays in the sandbox). We involve children in establishing guidelines and limits (e.g., *How should we care for ourselves, our friends and our toys?*).

Fosters Awareness and Encourage Problem-Solving

We clarify verbal alerts in a way that fosters awareness and encourages problem solving in children. For example, instead of saying *Be careful, the rocks are slippery*, which is a fear-based statement and can inhibit children's capacity to take risks in their future lives, we say *Notice how the rocks are slippery; what is the safest way to get across?*

Modeling Positive Behaviour

We know that children learn much about how to behave from the actions of adults who care for them. We ensure we maintain awareness of our own actions, body language and tone of voice and model the kind of behaviour we want children to learn.

Offering Choices

We give children opportunities to make simple choices. This helps them cooperate with the daily routines (e.g., *We're going to change your diaper now. Would you like to walk with me or would you like me to carry you?* or *It's time to get ready for a nap. Do you want to bring your teddy bear with you or do you want to leave it here?*).

Give Children Time

Children, just like adults, need time to cooperate with requests. We let children know ahead of time what will happen next (e.g., *Do you want 2 or 3 more minutes on the bike?* or *When you finish your painting, it will be time to clean up for lunch*).

Accepting Small Problems

It is natural for young children to be noisy, easily excited or easily distracted at times. If their behaviour is not hurting or upsetting others, we accept it as a natural part of growing up.

Acknowledging Feelings

Young children are just beginning to learn about their feelings. We help children recognize and understand their own feelings and the feelings of others. We acknowledge children's feelings and let them know what they can do and not do (e.g., *I know you're angry, but I cannot let you hurt Mei Ling*). We encourage children to talk about their feelings and what is happening particularly when they show non-verbal signs of negative emotion through actions, posture or facial expressions.

Focus on the Behaviour, Not the Child

When children behave in an unwanted way, we talk with them about their behaviour explaining why the unwanted behaviour is a problem (e.g., *When you grab the toy it makes Carlos angry or I worry when you climb so high*).

Redirecting

When an inappropriate behaviour is about to occur or escalate, we help children learn to calm themselves by going to a calm setting or area (pillow corner with books, soft toys and headsets). This helps children to learn to manage their behaviour through self-control by redirecting themselves from an overly stimulating setting to a more calming area.

For toddlers or young preschoolers, redirection could be as simple as offering a substitute toy or another activity. For older children, redirection also means providing activities that matches children's energy level and mood. For example, if older children are becoming too active for indoor play, we could say *I can see you need to be outside; let's get our coats*.

Dealing with Temper Tantrums

We know that children have very powerful feelings at times. These feelings can be so overwhelming that children have temper tantrums and might hurt themselves or others. In such circumstances, we never beg, threaten or try to give the child something so they will behave. Instead, we help children to regain control while keeping everyone safe by holding the child firmly and kindly until the tantrum has passed while helping the child to better understand the situation (e.g., *You are very upset, I'm keeping you safe*).

Stopping Aggressive Behaviour

In our child care, we do not use any form of physical, emotional or psychological punishment (including isolation and Time Out). Instead, we encourage and support children as they learn appropriate ways to behave.

If a child is hurting others (e.g., biting, hair pulling, pinching, hitting, grabbing toys, hurting animals, breaking things), we state the child's name, get down to their eye level and recognize feelings, remind the rules and explain why the behaviour should stop, using a calm and controlled voice. We move close to the child, move between two children or put an arm around a child as an effective guidance and intervention. We help children identify and state the problem and brainstorm a solution (e.g., *let's talk about what happened Danielle, you talk to me first and then it will be Sharon's turn to talk.; what ideas do you have to solve this problem?*). We also follow up by checking back and offering assistance if needed (e.g., *How is your idea working?*)

We may occasionally remove a child from the setting where an overly aggressive behaviour is happening to ensure everyone's safety and wellbeing, calmly talk to them about their feeling and why the behaviour should stop (e.g., *Tina, you seem very angry to me. What is going on?; I can't let you hurt yourself or Ben*). We help children understand the cause and effect relationship and their own feelings (*Ben, Tina felt angry when you grabbed her book. Now you are also angry and sad*). We involve children in resolving their conflicts by helping them find alternatives to aggressive behaviour (e.g., *Tina, I think you are trying to tell Ben that you don't like it when he takes your book. Tell Ben that you want your book back*). If possible, we help the child who was aggressive to make amends: for example, by apologizing or giving the aggressed child a tissue or soft toy to hug. We do not force children to say *I'm sorry* or hug each other.

Emergency Preparedness Policy

Purpose

To ensure the safety of the children in our care in the event of:

- Natural hazards (such as earthquake, flood or wind and lightning).
- Human-made hazards (such as chemical spill or power outage).

Staff Emergency Skills

Our staff has Emergency Child Care First Aid and CPR/AED qualification. We know where emergency equipment and supplies are located and how to operate and troubleshoot them.

Emergency Preparedness Drills

Emergency preparedness drills, including earthquake response drills, will be performed at least 3 times a year to reinforce children's knowledge of safety rules and response procedures. All drills will be documented with the date, time, children who attended the drill and additional details on the outcome of the drill.

Emergency Equipment and Supplies

Our premises are equipped with the following safety equipment and supplies:

- Smoke Detector
- Fire Extinguisher
- First Aid kit (including children's emergency cards and photos)
- Master Evacuation Pack

Master Evacuation Pack

The Master Evacuation Pack is stored near the exit and includes:

- First Aid supplies
- Water, at least 4 liters per person
- Some food (dried fruit, nuts, energy bars)
- Extra clothing
- Shelters
- Emergency blankets
- Tarp and tent
- Battery-operated radio



- Flashlight and spare batteries
- Candles and matches
- Paper and pencil

Personal Evacuation Packs

Parents are to provide an evacuation pack for their child including:

- Enough food for at least 72 hours (dried fruit, nuts, energy bars)
- Bottled water (4 liters)
- Extra clothing (diapers , wipes)
- A comforting item such as a family photo or a favorite toy
- Blanket and pillow

Emergency packs will be stored near the exit and will be used in evacuation drills.

Meeting Place

A meeting place has been established in the front yard where parents will be able to take their children in the event of a safety hazard that cannot be immediately addressed.

Earthquake While Inside

Children will be taught to protect themselves in case of earthquake or when a child care provider yells EARTHQUAKE by:

- Taking cover under a table or desk where they can fit
 - Avoiding any area near a window, as the glass is likely to explode inwards
 - Being prepared to move with the furniture they are using as cover.
- Holding their head down and tuck in arms and legs

The child care provider will:

- Take cover under a table or desk or stand in a doorway
- Calm the children as it is happening by saying things like “it’s OK, stay where you are” and “keep tucked in until I say”.
- Once the shaking has stopped, assess the environment to ensure it is safe before guiding children to exit the daycare.
- Direct children to safely evacuate and gather in the meeting place
- Get the following while exiting:
 - Personal Evacuation Packs
 - Master Evacuation Pack



- First Aid Kit (including children's Emergency Cards)
- Ensure the meeting place is safe
 - Stay away from downed power lines
 - In case gas is smelled, turn off gas lines from the outdoor master control
- Do a head count
- Check children for any injury and administer first aid as required.
- Stay with children and calm and comfort them as required
- Use the battery powered radio to listen for emergency instructions
- Respond to or contact parents as applicable

Earthquake While Outside

We remain calm and instruct children to gather in an area where it is clear of buildings, trees and any wires that could fall onto or near us. Any child who needs assistance to get to a safe place will be assisted. Children will be calmly instructed to sit with their heads down and tuck in their arms and legs. We will remain there until all shakings (including aftershocks) have stopped.

Power Outage (Blackout)

In the event of a power outage, we will gather children together and ensure they are calm and safe. We will check the circuit breaker panel, and check to see if the neighborhood has lost power as well. We will contact BC Hydro to alert them of the power outage and seek information on the cause and estimated time of power restoration to the facility. Computers and electronic devices will be unplugged or have the switches turned off to reduce the initial demand when the power is reconnected. All light switched will be turned off, except for one, which will alert us when the power is restored. If the temperature drops too low in the winter season, parents will be called to pick up their children.

Health and Illness Policy

Purpose

To ensure the health, safety and well-being of every child in our care.

Preventative Measures

We have preventative measures in place to protect the health and well-being of children in our care and the adults who care for them. For example, we:

- Assess a child's health as soon as they arrive for the day and exclude children from care when they are ill.
- Identify possible signs and symptoms in an ill child to protect the other children
- Ensure children are immunized.
- Have plenty of tissues available for nose wiping and teach children to cough or sneeze into a tissue and wash their hands afterwards
- Have bed sheets washed at least weekly
- Sanitize plastic toys that children may put in their mouths
- Using a sanitizing solution wipe off doors, cupboards, knobs and shelves at children's level and other baby furniture at least once a week
- Sanitize the bathroom including the soap dispenser daily

Emergency Contact Information

Parents are required to provide up-to-date emergency contact information for their child, including the child's physician and dentist contact information.

Serious Illness or Communicable Disease

Parents must inform us within 24 hours of the diagnosis of a serious illness or communicable disease affecting their child or the exposure of the child to a serious illness or communicable disease affecting another member of their family.

Allergies

Parents/guardians must inform the child care staff of their child's allergies. Parents of children with severe allergies must provide the child care with a written care plan.

The allergies of children in our care will be posted as a reminder.



Immunizations

Parents are required to provide our child care with information about their child's immunization, including if their child is not immunized, as required by the Child Care Licensing Regulations.

All staff in our child care have been immunized according to the Public Health schedule.

When a Child is Too Ill to Attend Child Care

Ultimately, the care of a child is the parent's responsibility. Parents must keep their child at home to seek alternate care arrangements for the following conditions:

- Any complaints of unexplained or undiagnosed pain
- A common cold, runny nose and eyes, coughing or sore throat or trouble swallowing
- Difficulty breathing, wheezing or a persistent cough
- Fever 38.3 degrees Celsius or more
- Infected skin or eyes or an undiagnosed rash
- Headache and stiff neck
- Unexplained diarrhea or loose stool
- Nausea and vomiting
- Severe itching, dry skin of either body or scalp
- Any known or suspected communicable disease
- When a child is not well enough to take part in the regular daily activities of the child care.

If a Child Gets Ill While in Our Care

We will:

- Separate them from other children if possible until the nature of the illness can be determined
- Make the child as comfortable as possible
- Contact their parents as soon as we identified the child as being ill.

If a child is seriously ill, we will:

- Ask the parent to come to collect the child immediately or call the alternate contact listed on the emergency form if the parent cannot be reached.
- When necessary, we will contact a child's physician or dentist if parent and alternate contact(s) are not available.



- In case of emergency, regardless of parent's presence, we may provide emergency first aid and/or have the child taken to emergency services by ambulance (ambulance fee is Parent's/guardian's responsibility).

Return of an Ill Child to Child Care

Certain serious illnesses may require a doctor's approval before the child can return to the facility to ensure that the child is no longer infectious and is well enough to take part in the facility's programs and daily activities.

Parents are required to provide information on the care of a recuperating child when the child returns to child care.

Smoking

Smoking is not allowed in and around our child care. Parents or guardians are not allowed to smoke when dropping off or picking up their children.

Communicable Disease Policy

Purpose

To ensure the health and safety of children, families, and staff by outlining the steps Wonder Island Child Care will follow during a communicable disease outbreak or pandemic.

General Statement

In the event of a communicable disease outbreak and/or pandemic, Wonder Island Child Care will follow the most current guidance and directives from the BC Centre for Disease Control (BCCDC), Island Health, and other relevant public health authorities. These directives may include enhanced health and safety protocols or temporary facility closure.

Prevention Measures

As part of our ongoing commitment to maintaining a healthy environment, we implement the following preventive practices at all times:

- Frequent hand washing routines for children and staff
- Daily cleaning and disinfecting of toys, shared equipment and high-touch surfaces
- Promotion of respiratory etiquette (e.g., coughing or sneezing into a tissue or elbow)
- Monitoring children and staff for signs of illness and excluding symptomatic individuals
- Adequate indoor ventilation and fresh air circulation
- Ensuring that all staff are immunized according to the Public Health schedule, as outlined in our Health and Illness Policy.

Measures in the Event of an Outbreak

If a communicable disease outbreak is declared or a public health emergency arises, Wonder Island Child Care will:

- Immediately follow all public health directives
- Implement any required safety measures (e.g., screening, Personal Protective Equipment, reduced group sizes)
- Communicate promptly with families about the situation, including steps taken and any operational changes
- Temporarily close the facility if required by public health authorities.



Fee Responsibility During Mandated Closure

In the event of a mandatory closure ordered by a public health authority due to a communicable disease outbreak:

- Parents will not be responsible for fees during the closure period.
- Fees will be refunded on a pro-rated basis, in accordance with our Repayment Policy.

Reopening After a Closure

The child care facility will reopen only once public health authorities confirm it is safe to do so. Families will be notified of any changes to routines, schedules, or health and safety procedures prior to reopening.

Medication Policy

Purpose

To ensure the health, safety and well-being of every child in our care.

Medication Administration

We do not take the responsibility for giving medication to children. Please ask your child's healthcare provider for prescriptions that can be administered by yourself (i.e., parent or guardian) in the morning and/or evening.

In exceptional cases, such as emergency medications, we may develop a care plan and agree to administer a medication to a child. In those cases:

- The medication is to be provided in the original bottle or package labeled with the child's name.
- Parents must give written consent for the administration of the medication, including:
 - The name of the medication
 - The amount to be administered
 - The time(s) to be administered
 - What to do if the child develops a reaction to the medication
 - Required steps if the child requires emergency medication

Nutrition Policy

Purpose

To ensure that children have healthy and enjoyable eating experiences and get the energy and essential nutrients that they need to grow, develop and be active.

Communication with Families

Our goal is to establish a partnership with parents to promote healthy eating. Parents are encouraged to communicate with us about food issues such as the child's preferences, sensitivities, allergies, any food-related cultural practice or ritual.

Food Intolerance and Allergies

As indicated in our health and illness policy, parents/guardians must inform the child care staff of their child's allergies. This includes food allergies (e.g., allergy to milk and dairy products, peanuts and tree nuts, soy, fish and shellfish, eggs, sesame seeds or wheat).

Meals and Snacks

Parents/guardians are responsible to provide morning snack, lunch and afternoon snack every weekday. Please ensure that the meals given to your child are sufficient in quantity and quality to meet the developmental needs of your child based on their age, the number of hours they are in our care, their food preferences and any care plan instructions.

Food Restrictions and Precautions

To preserve the health and safety of children, non-nutritious snacks and treats should be avoided.

To prevent choking and dental issues, the following should not be brought to the child care premises:

- Gum or hard candy
- Fruit drinks or soft drinks

In addition, to prevent choking, the following should not be given to children under 4 years old:

- Popcorn
- Whole grapes
- Whole nuts
- Snacks using toothpicks, skewers, or other small wooden or plastic spreaders



To reduce chances of choking, parents are encouraged to prepare food in the following way:

- Slice round items like wieners or grapes lengthwise in four strips
- Grate or finely chop hard food like raw carrots
- Cut sticky foods like dried fruit into small pieces
- Cut Chunky food like meat and cheese into small pieces
- Spread peanut butter thinly on food such as crackers and bread
- Remove pits from fruit
- Remove bones from chicken and fish

Food Safety Measures

Our staff hold *Food Safety certification* and follow regulations and best practices regarding:

- Receiving food safely by checking food temperature
- Storing food safely at the correct temperature
- Warming and serving food safely at the correct temperature
- Cleaning and sanitizing food storage and preparation areas

Children will have a hand washing routine before each snack or meal.

Storage and Labeling

Parents must provide main meals in sealed utensils. All food items must be given to child care providers when the child is dropped off so they are safely stored and refrigerated at the correct temperature.

Parents are responsible to identify their child's perishable food by separating it from non-perishable food and labeling it accordingly (e.g., "please keep in the fridge"). It is recommended to include in the label if the food needs to be warmed up before being served.

Screen Use Policy

Purpose

To monitor and guide the amount of time spent by children using electronic devices (also known as *screen time*).

Guidelines

Children are exposed to more screens than ever before, including television, computers, gaming consoles, smart phones and tablets. Time spent in front of a screen can limit your child's participation in other activities, such as interacting with family and friends, playing outdoors, creating or reading. Too much screen time also increases your child's risk of becoming:

- Overweight
- Sleep-deprived
- Less school-ready
- Inattentive, aggressive and unable to self-soothe
- Unable to develop adequate social skills and social attachments to parents and peers.

Child care licensing standards of practice require child care facilities to:

- **Not offer screen time** to children under 2 years of age.
- **Not offer screen time** when children are in attendance for 3 hours or less.
- **Limit screen time to 30 minutes or less per day** whenever screen time is offered.

We do not offer screen time in our child care.

Child Abuse Prevention Policy

Purpose

The purpose of this policy is to explain the steps we take to prevent any form of child abuse or neglect from occurring and to provide a guideline to follow in the event of a suspected child abuse or neglect.

Definition

Child abuse takes place when a physically or psychologically more powerful person takes advantage of the authority or power they have over a child in a way that results in physical or emotional harm to the child.

Prevention Strategies

To eliminate any chances of child abuse, we take the following measures. We:

1. Ensure that anyone 12 years of age and over who may have contact with children while they are in our care has a clear criminal record check.
2. Maintain accurate and complete records (e.g., attendance, emergency information, custody arrangements, individuals authorized to remove the child).
3. Observe children in our care and take appropriate action if signs of physical or emotional abuse are observed (e.g., physical abuse signs or dramatic changes from the child's normal behaviour).
4. Provide watchful supervision of all children to eliminate any chances of a younger or more fragile child being abused or bullied by one or more children.
5. Keep parents informed of all changes in our facility (e.g., a new family member or an alternative child care provider).
6. Have an open door policy: we invite and welcome parents to observe their child at any time in our facility.

Note: Child Care Facilities Licensing (CCFL), Ministry for Children and Family Development (MCFD) and Child Care Resource and Referral (CCRR) have investigation protocols for dealing with concerns in child care facilities.

Legal Duty to Report

As outlined in the Child, Family and Community Service Act, we have a legal duty to report suspected child abuse or neglect if there is reason to believe that a child has been or is likely to be abused or neglected and the child's parents are unwilling or unable to protect them.



Reporting process

As required by law, we will report suspected abuse that may have occurred inside or outside our facility to Child Care Facilities Licensing (CCFL) and to the 24 hour Helpline at 1-800-663-9122 and 3101234.

The child care provider who observed the incident will:

1. Document the incident details/description of the observations in the facility's daily logbook.
2. Prepare any necessary information (e.g., child's registration form).
3. Report the incident as soon as possible in a confidential way (i.e., not in the presence of other children or parents).
4. Document information about the report in the facility's daily logbook (e.g., time of the report, name of the person the incident was reported to, any directions given at the time of the call).

Missing Child Policy

Purpose

The purpose of this policy is to prevent a child from going missing or being lost and provide procedures to follow in the unlikely event that a child goes missing.

Preventive Measures and Precautions

In order to prevent a child from going missing or being lost, we:

- Document the custodial agreement for each child.
- Explain the boundaries of the play area to children in our care.
- Caution children never to wander off alone and to stay close to the group.
- Establish a meeting place and ensure children are aware of it.
- Do a regular head count.
- Teach children personal safety skills, such as:
 - Not to talk to strangers.
 - Not to approach strange animals.
 - Know street safety rules.
 - Learn their full name and a parent's telephone number.
- Teach children how to react if they are lost:
 - Stay calm.
 - Stay where they are and not wander any further.
 - Go to the meeting place planned ahead of time.
- Carry children's emergency cards at all times.

If a Child Has Wandered Off:

In the unlikely event that a child goes missing, we take the following steps at once:

- Scan the immediate area for 2 minutes.
- Telephone an emergency backup person to stay with the other children while we are searching for the lost child.
- Check all known play areas of the child.
- Have a description of the child ready with the photo of the child on the emergency card.
- Telephone the police after an immediate search has not located the child.
- Inform the child's parents.
- Check the child's home if it is close by.



Documentation and Reporting

In the unlikely event that a child goes missing, once the child is found, we document the details of the incident and the lessons learned in the daily logbook to prevent the same type of incident from happening again. The incident will also be reported to the Child Care Licensing Office.

Safe Release of Children Policy

Purpose

To ensure the safety of children in our care by establishing that only a parent, or a person who has been authorized in writing by a parent, is authorized to pick up a person in care at our child care facility.

Authorized Access

- We ensure that a parent has reasonable access to his or her child while the child is in our care.
- We keep, for each child an *Authorized Access Form* which includes information about:
 - People who **are** authorized to access the child.
 - Consent to release a child to people who are identified as being authorized to access the child.
- Authorized persons:
 - Can be the child's parent, guardian, the person legally entitled to the custody of the child, or the person who usually has the care and control of the child.
 - Cannot be under age 19.
 - Can change from time to time in accordance with changes in living arrangements, custody orders, etc.
 - We may ask for a photo identification to confirm the identity of an authorized person who does not usually pick up the child.
- In situations when an individual who appears to be incapable of providing safe care (e.g., driving a vehicle while impaired) or is not authorized to access a child attempts to remove a child in our care, we are obliged to consider the health and safety of all involved by contacting the police and/or Ministry of Children and Family Development, as applicable. We will also document the occurrence in our daily logbook.
- If there is a custody agreement in effect, please provide a copy of the agreement document and details of the arrangement as they relate to child care pick-up. We cannot withhold the release of a child to a person who is not permitted access without a copy of the custody agreement in our file. Without a valid court order on file, we must release the child to either parent.
- Authorized people who come to pick up the child must fill in a daily *Sign In/Out Form*.



Late Child Pick-up Procedure

Parents are asked to plan sufficient time to dress their child, collect the child's clothes and artwork, speak to a staff, if necessary, and leave the centre by the closing time.

If the parent/guardian is aware that they are going to be late, they must call to inform us of their plan to pick up their child.

Late Pick-Up Procedure

If a parent/guardian is late:

- For the first 15 minutes after closure, we will attempt to contact the parent/guardian at the numbers on the child's file.
- If 15 minutes is passed from closure and contact with parent/guardian is not established, we will call the emergency contact(s) on the child's file and make arrangements for the child to be picked up.
- In the event that the parents/guardians/emergency contact(s) are not available and 30 minutes is past from our closure, we will contact the 24 hour Helpline at 1-800-663-9122.

Late Pick-Up Fees

- The fee for late pick-up is \$1.00 per minute and starts from closure time. Late Pick-up Fees are added to the next monthly invoice.
 - If late beyond 3 times, we will reserve the right to end the child care agreement.
 - The child care clock is the time used to determine the late payment. If contested, the internet can be checked to determine the current time.

Transportation Policy

Purpose

To ensure children's safe transportation to and from our child care.

Transportation To and From Our Child Care

Our Child Care **does not** provide vehicle transportation. Parents need to make arrangements for children transportation to and from our child care.

Parents must fill out the *Transportation Form* to inform us about the details of the transportation arrangements.

- A copy of a **photo identification card** of the designated person who will drop off and/or pick up the child is required. The ID copy is kept on file and verified at pick-up when needed.
- It is parents'/Guardians' responsibility to inform us of any changes or deviations to the normal arrangement and schedule including in case of emergencies or inclement weather.

Outings and Field Trips

During scheduled outings we carry:

- All children's emergency permission cards with photo both in paper and digital format.
- A First Aid kit including an emergency supply of epinephrine (Epi pen) used for insect stings.
- A charged mobile phone.

We ensure children's health and safety during outings and field trips by:

- Providing constant supervision.
- Using a buddy system to keep children together while walking.
- Explaining the rules of the road to children.
- Teaching them to respond instantly to the STOP command.
- Pointing out all the traffic signs and signals.
- Discussing the dangers of playing near traffic.
- Discussing pedestrian safety rules and practicing them when crossing the street with the children.

Repayment Policy

In accordance with Section 19 of the Community Care and Assisted Living Act, Wonder Island Child Care is committed to transparent financial practices and provides this written repayment policy to outline the terms and conditions under which refunds or credits may be issued.

Purpose

This policy ensures families are informed in advance of their financial responsibilities, including the process for any applicable refunds, should a portion of child care services be prepaid and not received.

Repayment Terms

Refunds or credits may be considered under the following conditions:

Facility-Initiated Closures

If the facility is closed unexpectedly (e.g., due to public health order, emergency, or staff illness with no replacement available), and no alternate care is provided, parents may receive a pro-rated refund or credit for the affected days.

Statutory Holidays and Planned Closures

Monthly fees account for closures due to statutory holidays and up to 20 paid vacation days annually. No refund will be issued for these days.

Child-Initiated Absences

If a child is absent due to illness, vacation, or personal reasons, no refund or credit will be issued for missed days.

Termination of Care

Families must provide a minimum of one calendar month's written notice for permanent withdrawal from the program. Prepaid fees for the following month will be refunded only if the proper notice is provided.

Exceptional Circumstances

Refund of unused fees may be considered at the discretion of the Director in the following circumstances:

- If Wonder Island Child Care is unable to continue care due to safety concerns or inability to meet the individual needs of a child.



- The child's hospitalization or long-term medical condition, with supporting documentation.
- The child's sudden passing before attending the service.
- Facility closure due to licensing or regulatory compliance issues beyond the operator's control.

Payment and Documentation

Any refund decision will be documented in writing and provided to the family within 10 business days of the determination.

Repayments will be made by e-transfer or cheque to the parent/guardian who made the original payment.

Registration Forms



Registration Form

Child's General Information

Child's Last Name: _____ Child's First Name: _____

Name Child Responds to: _____ Home Telephone No.: _____

Address: _____

_____ Postal Code: _____

Birthdate: _____ Age: _____

Child's First Language: _____ Second Language: _____

Language(s) Spoken at Home: _____

Hair colour: _____

Eye colour: _____

Special needs: _____

Child's doctor: _____

Phone: _____

Child's care card #: _____

Allergies: _____

Medical condition(s): _____

Medication(s): _____

Child's dentist: _____

Phone: _____

Parent's/Guardian's General Information:

Child Resides with: ☐ Mother ☐ Father ☐ Both ☐ Other

Mother's Name: _____

Email address: _____ Cell Phone: _____

Place of work: _____

Address if different from Child's: _____

Father's Name: _____



Email address: _____ Cell Phone: _____

Place of work: _____

Address if different from Child's: _____

Alternate/Emergency Contacts:

Persons who may be called when parents cannot be reached:

Name: _____ Relationship to Child: _____

Telephone: _____ Language Spoken: _____

Name: _____ Relationship to Child: _____

Telephone: _____ Language Spoken: _____

Child's Health Information:

Child's care card #: _____

Does your child have any known allergies? If yes, provide details:

Does your child have any medical conditions? If yes, provide details:

Does your child have any special needs? If yes, provide details:

Does the child take any special medications? If yes, provide details:

Are the child's immunizations up to date? Yes No

Has your child had any major accidents, illnesses or operations? If so, please describe and give dates:



Are there any concerns regarding food that the child care provider should be aware of (i.e., special diet due to Health, Religion, Ethnicity, etc.)? If so, please describe:

Child's food likes/dislikes:

Commonly used words for toileting: _____

Custody Agreement Information:

If there is a Custody Agreement in effect, please provide details as related to the child in care:

In case there is a Restraining Order in effect, provide details as related to the child in care:

Additional Information:

Has the child had previous experience away from home? ☐ Yes ☐ No

If yes, please choose where:

☐ Childcare ☐ Preschool ☐ Nursery School ☐ Sunday School ☐ Kindergarten

Other: _____

Name of Facility: _____ When did child attend? _____

Were there any special concerns? _____

Other comments/information: _____

Date and Signature of parent/guardian: _____



Child Care Agreement

This is an agreement between:

Wonder Island Childcare

And:

The Parent(s)/Guardian(s):

Name _____ relationship to child _____

Name _____ relationship to child _____

For the care of:

Child(ren):

Name _____

Name _____

Name _____

This agreement is for the benefit of the children, parent(s)/guardian(s), and the child care provider.

Attendance:

Childcare at Wonder Island Childcare will begin on the ____ day of _____ 20__

Hours the child(ren) will be in care are from _____ am/pm to _____ am/pm on the following days:

☐ Mon. ☐ Tue. ☐ Wed. ☐ Thu. ☐ Fri.

Parents must notify the child care provider as soon as possible if they request a change to the agreed-upon times including for holidays or when children will be absent for any other reason.

Registration Deposit

Upon registration, the parent agrees to pay a non-refundable deposit of \$900.

If the child is enrolled, the deposit will be applied to the last month's fee when proper notice is given to withdraw the child from our care.



Payment of fees

The parent is to pay the child care provider the monthly child care fee on the 1st of each month, and keep the account in good standing.

In case of late payment, a \$20 charge will be applied for each day of late payment.

The parent/guardian is to pay the provider the agreed-upon child care fees regardless of the number of days or the number of hours that the child attends in the child care program.

Affordable Child Care Benefit

If the parent has applied for Affordable Child Care Benefit and authorization has not been processed by the Affordable Child Care Benefit office before the child care begins, the full amount must be paid in advance by the parent. Once subsidy has been approved and the provider receives payment, if applicable, the provider will reimburse the prepayment amount of the subsidy portion of the monthly fee to the parent. Parents are responsible for any difference between monthly child care fees and the Affordable Child Care Benefit, payable on the first day of the month.

Late Pick Up Fee

The parent must notify the provider immediately in the case of a late pick up. A late pick up fee of \$1 will be charged for every minute past 4:00 PM (see the *Safe Release of Children* policy for more details).

Non-Payment of Fees

The parent's failure to pay the child care fees as presented in this agreement may result in the provider discontinuing care until fees have been paid or not retaining space at the child care program for the child.

Trial Period

The first 15 days (consecutive or not) that a child attends our childcare will be considered trial period. During this period, either the parent or the provider may cancel the contract immediately, without written notice. If the contract is cancelled during this period, the parent will pay a prorated fee. Payment is due for each day the child attended.

Notice of withdrawal

After the trial period, both the provider and the parent agree to give a full month's written notice before the 1st of the month, if the child is to be withdrawn from the child care at the end of the month. If the proper notice is not given, the month's fee will be charged.



Child's Illness

The health and well-being of all the children in the child care is important for us. The parent agrees to abide by the *Health and Illness Policy* and the guidelines regarding when a child is too ill to attend the child care. If a child cannot participate in daily activities due to illness, they should stay home until the symptoms have disappeared. The parent must notify the provider the night before or no later than 8:00 a.m.

The parent must notify the provider if their child comes in contact with any communicable disease and/or head lice.

Provider's Illness

If the provider is ill for more than 3 consecutive days, Wonder Island Child Care will make reasonable efforts to hire a substitute provider. If the provider is sick for more than three days and a substitute provider is not provided, fees will be prorated.

Vacation/Closures

The child care will be closed on:

- Weekends and statutory holidays
- Spring break: 10 business days
- Summer break: 10 business days

The child care monthly fees for the months of March and August are the same as other months. This allows your child care provider to benefit from 20 days of paid vacation per year.

Drop-off and Safe Release of Children

The parent must accompany children into the child care every day. Children will only be accepted and released in the presence of the provider or substitute provider and the parent or person authorized to pick up the child. Children must be signed in and out each day. The parent shall notify the provider if the child is to be picked up by anyone other than those listed on the child registration form. For more details, see *Safe Release of Children* policy.

Other provisions

The terms of this agreement are subject to be reviewed annually by Wonder Island Childcare. Any changes and additions must be signed by the parent(s)/guardian(s) and child care provider.

All our policies are reviewed annually and are subject to change. Parents/guardians will be informed of any changes.

Declaration of Parent or Guardian

The undersigned have read, understood, and agreed to the terms and conditions of this agreement and the following policies and procedures which are included in this Information package.



- Care and Supervision Policy
- Active Play Policy
- Child Behaviour Guidance Policy
- Emergency Preparedness Policy
- Health and Illness Policy
- Communicable Disease Policy
- Medication Policy
- Nutrition Policy
- Screen Use Policy
- Child Abuse Prevention Policy
- Missing Child Policy
- Safe Release of Children Policy
- Transportation Policy
- Repayment Policy

This ____ day of _____ 20__ at _____ (location)

Parent/guardian's name: _____ Signature: _____

Parent/guardian's name: _____ Signature: _____

Child care provider's name: _____ Signature: _____

Date of acceptance: _____

Date of withdrawal: _____

Consent Forms

Permission to Apply Skin Care Products

I hereby give permission for the _____ Wonder Island Childcare staff to apply skin care products such as sunscreen and diaper cream to my child as necessary.

Parent's/guardian's signature: _____ Date: _____

Parent's/guardian's signature: _____ Date: _____

Regular Alternate/Substitute Childcare Provider Consent

I hereby give consent to Wonder Island Childcare to leave my child(ren) in the care of an alternate/substitute childcare provider as deemed appropriate or necessary. Reasonable effort will be made to ensure that both parents and children have had the opportunity to meet the alternate/substitute childcare provider in advance, except in emergency situations.

Parent's/guardian's signature: _____ Date: _____

Parent's/guardian's signature: _____ Date: _____

Consent to Record Child's Image

I hereby give consent to have my child(ren)'s image recorded in various formats including but not limited to photographs, video, etc. I understand that these images may be used in the regular course of the childcare program: displayed in the centre, used in the creation of arts and crafts projects, or contained in childcare related newsletters, bulletins or websites.

Parent's/guardian's signature: _____ Date: _____

Parent's/guardian's signature: _____ Date: _____



Authorized Access Form

I/we, parent(s)/guardian(s) of [*provide child's full name*]_____ consent to release our child to people identified on this form as being authorized to access the child.

Please include the names of all persons authorized to pick up child (i.e., mother, father, older siblings, relatives). People authorized to access the child:

- Can be the child's parent, guardian, the person legally entitled to the custody of the child or the person who usually has the care and control of the child.
- Cannot be under age 19.

Persons Authorized to Access the Child:

Full Name	Age	Relationship to child	Phone number	Pick up time	Work hours	Travel time

Persons NOT Authorized to Access the Child:

Full Name	Age	Relationship to child	Additional info (optional)

Note: Please use an additional sheet if you need more space.

Parent's/guardian's signature: _____ Date: _____

Parent's/guardian's signature: _____ Date: _____

Cultural Questionnaire

Child's full name: _____

Parent(s)/Guardian(s) full name(s) _____

Please answer the following questions.

1. Does your family have any ritual or cultural restrictions regarding dressing, toileting, eating or any other daily activity?
2. What special rituals or events does your family celebrate or observe throughout the year? How are they observed/celebrated?
3. Is there any cultural event or celebrations that you could share and/or celebrate with children in our child care (for example photographs, special clothing, food, dance, song, music, etc.)?