



Little Hands
LEARNING CENTER LTD

Little Hands Learning Center Family Hand Book

Little Hands Learning Center Ltd
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Center Philosophy

Little hands everywhere!!! At Little Hands Learning Center it is our belief that little hands are involved in all aspects of learning and growing. Children use their little hands to explore their surrounding environment. With the stroke of a little hand, a beautiful creative art experiences come to life. Little hands sit in wonderment as a child sits mesmerized with colorful pictures as the words on the page come to life through their imagination. Fancy gloves cover little hands that pick up a teapot that has been brewing on a kitchen stove in the house keeping area as one child serves another some tea for teatime. Pencil is put to paper as little hands discover that a line down creates a letter for the first time.

At little hands your child will have the opportunity to foster their growth and development through their little hands. It is our mission to help mold your child into their own unique caring individual as they learn and grow with their own individual experiences.

It is our goal to provide a balanced program that includes both an academic component to build on their cognitive skills and play based learning experiences. We believe that children thrive in an environment where there will be a set learning time and a time where children can use those little hands to build on their communication with peers, gain self-confidence skills in social & emotional setting and build a positive self-worth in their setting.

At Little Hands we will do our very best to make your child feel the most comfortable in our care, so their surrounding environment is the next best thing to home!

Hours of Operation & School Closures

Little Hands operates September – June, Monday – Friday, 9:00 am-12:00 pm. Little Hands follows school district 70 school schedule – specifically **John Howitt Elementary**, along with winter and spring break, the preschool will follow all pro-days, early closure days and any snow days/power and outages pertaining to **John Howitt Elementary**. A yearly calendar will be provided in September to all families.

All sick days, statutory holiday's, pro-days, early closures and vacation time including Christmas/Spring break, are included in monthly fees. These are paid days. All fees are based on booked days, not days attended. Refunds and credits will not be given when children do not attend or are sick.

Registration Procedure

One-month deposit (Nonrefundable) is required to secure your child's space. Parents/guardians have the option to pay with e – transfer or cheque. Cash is NOT excepted. Your deposit will be put towards first month's fees. If paying by cheque, then 10 months of postdated cheque's are required. All paper work **MUST** be filled completely and dropped at the center three days prior to start date. If there is incomplete paper work, children will be unable to start until the paper work is complete.

For those who wish to E-transfer, please email:

littlehandscherrycreek@gmail.com

Auto deposit

PLEASE NOTE: E -transfers are due by **noon on the first of the month**.
Cheque's can be made payable to: **Little Hands Learning Center Ltd**

Refund and Cancelation Policy

One-month notice **MUST** be given in writing by way of **WITHDRAWL OF CARE FORM** (see Miss Tricia) before the previous month in order to ensure that you won't be charged for a month you are not attending. For example, if you give notice on the last day of August for October you will not be charged for October. If you give notice on September 1 or mid-September and your intent is not to be in attendance for October, you will still be charged for October. If proper ONE-month notice has been received, then all remaining funds will be returned to parents. Notice should be received during regular business hours.

If children are ill, refunds are not given to parents for missed days. If children are on vacation, these are paid days. Refunds are not given for vacation days.

In the unexpected event that I (Miss Tricia) are unable to operate due to extreme circumstances beyond my control, parents may be subject to a refund for days lost – this does NOT include closure due to weather. Scheduled vacation days will not be refunded.

Termination

Little hands learning center reserves the right to terminate care immediately if the child or parent/guardian is causing considerable and continues disruption to the childcare program. If the child is endangering other children or staffs emotionally or physical well being, than termination of childcare will be immediate. Refunds are not given for termination. Missed payments or failure to pay monthly fees will result in termination of childcare.

Subsidy Procedure

Parent's/Guardian are responsible for submitting all subsidy paper work and are responsible for all fees until funds have be acquired. Once the center has received funds they will be put forth for next month's fees. Depending on scheduled preschool closures flowing school district 70 – John Howitt Elementary closures parent portions may be effected by these closures.

Gradual Entry Policy

As children enter into a new environmentally setting, it can be fun exciting and a bit scary. It is important to us to make your child feel as comfortable as possible and make sure preschool is a positive experience. increased. The following gradual entry schedule will be observed for the first full week of school.

M/W/F am classes

One and half hour attendance on first day of class, full class time for the rest of the week.

T/Th am classes

One and half hour attendance for the first class. Full 3hr class time on the second class.

Open Door Policy

Little Hand's has an open-door policy. We encourage parents and guardians to talk to management if you have any questions or concerns at any time. After hours meetings can be accommodated upon request. Please let the preschool know ASAP if your child will not be in attendance for that day. Please note that all emails, text and phone messages will on be responded to during business hours.

Preschool Daily Schedule

Morning & Afternoon Class

- *Free Play (blocks, puzzles, manipulatives, dramatic play, Hand writing without tears program)*
- *Creative Art experience*
- *Circle Time*
- *-Hand Washing for snack*
- *Snack (A healthy snack is provided by the parents along with a water bottle. Filtered water is available to the children. Juice is not permitted at preschool).*
- *Bathroom/Getting ready for outdoor time*
- *Outside Time*

Emergency Plan and Procedure

Power Failure

In the event of a power failure, Little Hands will close after 30 minutes of loss of power. Parents will be contacted to come and pick up their child or the emergency contact will be called.

Building Evacuation.

In the event that Little Hands needs to evacuate the center due to fire, flooding, natural gas leak, center power outage, and earthquake or after shock we will walk to the neighbor's house, which is located at:

3210 Clayton Road

Community Wide Evacuation

In the event there is a community wide evacuation and when need to leave Cherry Creek we will follow the instruction of the local authorities and evacuate the children by the city bus. We will walk to the nearest location with the designated emergency kits. The parents/guardian will be contacted ASAP. If all options have be exhausted, then staff will evacuate children in their vehicles to designated meeting point set out by local authorities.

Child Abuse Policy

If any forms of child abuse or neglect are suspected by staff or if a child discloses information that is relevant Little Hand's will contact the ministry of Child and Family Development. If the child is in immediate danger, then the RCMP will be contacted immediately. It is our responsibility and obligation to protect children from an abusive situation.

Illness and Medication Policy

Children often come down with common colds with runny noses. This is to be expected more often in the winter months or when children are new to the childcare setting. In order to protect all the children in the program it is important that children DO NOT attend the childcare program when they are sick. If children become ill with a communicable disease, they will need to stay out of the program until they have been cleared by a doctor and have a note stating they are no longer contagious. Little Hands reserves the right to override any doctor's note if the center feels a child is too ill to attend preschool. The following is a list of symptoms and illness that children **MUST** not return to the center until they have been symptom free for **24hours from last symptom unmedicated:**

- **Fever of 101.F or higher**

- **Vomiting**
- **Diarrhea x 2**
- **Green running nose and unable to participate**

Parent's **MUST** notify the center immediately if your child has been diagnosed with a contagious disease. Failure to respect the illness policy may result in termination of preschool space.

If your child becomes ill during preschool hours, they will be made as comfortable as possible in a quiet area. Parent's/guardian's will be contacted immediately. If parents are unreachable, after 30 minutes the emergency contact will be notified to pick up your child. If Miss Tricia becomes too ill to operate, the center will close for that day or any days needed to recover. Refunds will not be given for these days.

Medication

Only prescription medications can be given to children at the center. The prescription must be in its original container. A consent form must be filled out completely and correctly before any medication can be given. Whenever possible we will have parents administer medication doses at home. Non-prescription medications will not be administered to children under any circumstances. It is the parent's responsibility to make sure the medication goes home at the end of the day.

Behavioral Guidance Policy

Behavior can and does look very different in each individual child. Much like adults, children have rough days too. These days can have a multitude of triggers, depending on what is going on in their home life. When guiding young children's behavior, all of these components must and will be considered. It is important to maintain a positive environment for the children.

When a child is having a rough day, the following steps will be taken to guide their behavior:

- Use I message to reflect how the child is feeling
- State expectations.
- Give choices
- Give natural and logical consequences
- Redirection to a different activity
- Allow the child to have some quiet or down time if need (quiet area to look at a book, table top activity)
- Give positive affirmations to maintain positive self-worth

At no time is any form of corporal punishment permitted. Any form of belittling children is not permitted. At no time will food or drink will be withheld from a child as a form of punishment.

Child Abuse Policy

If staff suspect any forms of child abuse or neglect are suspected by staff or if a child discloses information that is relevant Little Hand's will contact the ministry of Child and Family Development. If the child is in immediate danger, then the RCMP will be contacted immediately. It is our responsibility and obligation to protect children from an abusive situation.

Safe Release of Children

Parent's/guardian are required to sign their children in/out of day care each day. They must do this by entering the center to drop off and pick up their child.

Little Hand's Learning Center will not release any child to any adult unless they are listed on the child's authorized pick up list.

If a person on the child's authorized pick up list other than their parent/guardian is coming to pick up a child, they will need to present their photo identification before the child will be released to the adult.

All authorized people must be written down on the child's registration form at time of completing initial registration. If parents/guardians want to add people to the list, they **MUST** come in person to do so. Staff will not add people to the pickup list over the phone for the parent. If someone arrives at the center that is not on the pickup list the parent/guardian will be contacted immediately.

Any unauthorized people will **NOT** be able to remove the child from the center. Little Hands will not release any child to anyone who is not their parent who does not appear to be able to provide Safe Care as part of our Safe Release Policy.

If we suspect parent's/guardian's or authorized pick up people are under the influence of alcohol or drugs we cannot legally stop that person from taking the child. We will help find a safe alternative way home. HOWEVER, if parent/guardian get into a vehicle the RCMP and Ministry of Children and Families will be contact IMMEDIATELY.

The center runs back to back programs and needs adequate time to prepare for the next class, please be respectful of that and be on time. Parent's/Guardians who are late picking up will be subject to a \$2.00 per minute late fee which will be directly payable to the staff closing. If the parent/guardian or emergency contact cannot be reached and it has been more than **60 minutes** late from closing time, the Ministry of Children and Families will be contacted. If your child requires a car seat, please be sure you are providing one if someone else is picking up. Little Hands does not provide car seats.

Nutrition Policy

Each child must be provided with one – two nutritious snack time. Please do not send juice or milk of any kind to preschool, as it is not permitted. Please provide an ice pack for items that need to be kept cool, as there is no fridge to store food items. The children are required to have a water bottle that will go home at the end of each class. The children will have access to fresh clean water each day.

***LITTLE HANDS IS A NUT/PEANUT FRIENDLY CENTER.** If your child has food allergies, we **DO NOT 100%** guarantee you child will not come into contact with that allergy.

Please do not send candy, chocolates or cookies to preschool, as they are not permitted.

Active Play and Screen Time Policy

Active Play

As children's minds and bodies are growing machines, it is important that they have the opportunity to exercise those large muscles. The children will be provided with a minimum of 30 minutes of outdoor activities to aid in facilitating active play. We go outside each class, rain or shine so please provide your child with rain gear (**Muddy Buddies** are highly recommended).

Screen Time Policy

Little Hands does not use computers or electronic devices to teach the children the curriculum program offered. Little Hands does not engage in screen time

Toilet Training

Toilet training is a process, that we understand can take longer in some children. Children who are not fully toilet trained may come to preschool in pull-up's, however if your child has a bowel movement the parent will be called to come and change or pick up as the child staff ration is 1:10 and the staff are unable to be off the floor changing solid pull-up's.

Clothing Policy

Children will be engaging in all kinds of messy, gooey, slimy, creative activities during the class. Please do not send your child in clothing that cannot get dirty because your child will GET Dirty!!! Please label all clothing with your child's name. A second set of clothing is required in case a change is needed. Little Hand's is not responsible for lost or damage clothing. Inside shoes or slippers are required. The children are required to have indoor shoes/slippers at the center. Please do not send your child with shoelaces as their independence and self-help skill are encouraged daily.

Field Trips

The center will take part in a variety of field trips throughout the year. A parent or guardian is required to drive their child to the field trip location and stay for the duration of the scheduled time.

Toy Policy

As preschool is just a short program, we ask that parents have their children leave their toys at home. Special comfort items may be considered.

Smoking Policy

Smoking is not permitted anywhere on the property.

Dog Policy – Jack/Brodie

Jack and Brodie are our family dogs. Jack is a 9-pound yorkie mixed with a miniature schnauzer. Brodie is a Golden Irish Setter who is still a puppy. Occasionally they may wander down to the preschool to say hello and have a play with the children. If your child has **ANY** fears of dogs, please let Miss Tricia know so he stays away at **ALL** times. A copy of all his vaccinations is on hand upon request of parents.

Parent/Guardian/Teacher Contract

I _____ parent/guardian of _____
have read Little Hands Learning Center Ltd family handbook and
understand/agree to the policies and procedures of Little Hands Learning
Center Ltd.

Initial _____

I agree to pay \$ _____ per month for _____ days per week and
understand that fees are due on the first of each month. Failure to pay fees by
the 1st of the month may result in termination.

Initial _____

I understand that fees do not change due to illness, holidays, professional
development days, scheduled closures or unexpected closures.

Initial _____

I understand Little Hands Learning Center Ltd must follow all direction from
the provincial health officer and Vancouver Island Health in relation to the
Covid-19 or any other communicable diseases and therefore my family must
follow the same direction.

Initial _____

I understand that my child must stay home until ALL symptoms of illness are
resolved.

Initial _____

I understand that if my child is ill as stated in the handbook agree to keep my
child home. I understand that withholding information from the center may
result in immediate termination of preschool space.

Initial _____

I understand that the preschool is open from 9:00am-12:00pm, if I am picking
up my child late on a continues bases it may lead to termination of preschool
space. I understand that if I am late \$1.00/minute MUST be paid to staff. I

understand that persons NOT listed on my pickup list with not be allowed to take my child out of the center.

Initial_____

I understand that one-month notice must be given in writing before the first day of the last month's attended. One month's fees will be charged if proper notice is not received.

Initial_____

I understand that any clothing sent to preschool should be clothing that can be played in and may become dirty as we engage in mess, dirty sensory activities at preschool. I understand that Little Hand's is not responsible for any lost or damaged items brought into the center.

Initial_____

I understand that Little Hands Learning Center Ltd reserves the right to terminate my space immediately if my child or parent/guardian is disrupting the program on a continuous basis and the program is being compromised.

Initial_____

I under that I need to provide my child with a healthy snack.

Initial_____

I understand that I have received a signed copy of this teacher/parent & guardian agreement.

Initial_____

Parent/Guardian_____

Date_____

Little Hands Learning Center Ltd Manager_____

Date_____

