



Parent Handbook

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Introduction

Welcome to Willowbrook Montessori

Welcome to Willowbrook Montessori, a fully licensed childcare and learning centre in the Willoughby area. The centre aims to provide a warm and nurturing environment for children of infant/toddler to school age groups. We have designed childcare programs to serve the needs of the community in the Willoughby area and surrounding communities of the Greater Langley areas with quality, affordable and flexible childcare services. The centre also made a commitment to the community to open our facilities for use during special neighbourhood functions, celebrations, meetings and act as an information venue.

The centre offers a diverse choice of group daycare, before and after school care programs that offers special classes for the children to pursue their creative interests.

Hours of Operation

Program	Hours
Infant/Toddler Ages 12-36 months	7:00am to 5:30pm
Full Day Care Ages 3-5 years old	7:00am to 5:30pm
Montessori Preschool Ages 2.5-5 years old	9:00am to 1:00pm
Before School Care School Aged	7:00am to 8:30am
After School Care School Aged	2:30pm to 5:30pm

Willowbrook Montessori advertises openings to the public and admits children regardless of race, religious beliefs, or ethnicity. Children with special needs will be considered and evaluated on an individual basis based upon the support required.

Please note that policies at Willowbrook Montessori Daycare are subject to changes.

Chapter

1

Chapter 1 Our Philosophy

Our philosophy aims to provide a safe, nurturing, and socially stimulating environment where children can learn through a combination of open-ended and structured activities. They will be encouraged to choose activities of their interest, pursue active exploration and to develop at their own pace. Our program also incorporates a combination of individual and group learning experiences.

1.1 Goals and Objectives

- ✓ To help the child feel confident and develop a positive self-image.
- ✓ To promote children's independence and responsibility.
- ✓ To help children learn the concepts of sharing, and be helpful to others.
- ✓ To develop an awareness of emotions and respect for themselves and for others.
- ✓ To develop the skills to problem solve and encourages a desire for learning.
- ✓ To promote the child's creativity and appreciation for artistic qualities and values.

1.2 Curriculum

Community Awareness
Science / Nature Explorations
Social Skills
Writing Skills
Self Help Skills
Language Development

Physical Skills
Field Trip
Pre-reading/Reading
Creative Arts
Math / Numbers

Please refer to our current Theme Calendar for more detailed information.

1.3 Guidance and Discipline Policy

Our Guidance and Discipline Policy at Willowbrook Montessori Daycare centres on the reinforcement of positive behaviours rather than focus on negative behaviours; with the intention of helping children become self-disciplined as they learn appropriate and acceptable behavioural patterns; the goal is to assist children in developing respect, self-control, self-confidence and empathy in their interactions with others.

Centre staff, practicum students and volunteers are expected to provide appropriate guidance strategies outlined in “Guiding Children’s Behaviour,” published by the Ministry of Health Planning.

Appropriate Guidance Strategies are:

- ❖ gain a child’s attention in a respectful way (state child’s name, establish eye contact, use calm and controlled voice);
- ❖ use proximity and touch;
- ❖ use reminders to clarify and reinforce limits;
- ❖ acknowledge feelings before setting limits;
- ❖ redirect or divert when appropriate;
- ❖ model problem solving skills (acknowledge problem, pose helpful questions, state a solution or physically demonstrate, summarize solution);
- ❖ offer appropriate choices; use natural and logical consequences;
- ❖ limit the use of equipment;
- ❖ encourage children to resolve conflicts on their own.

The Time Away Method will be used if a child has persistently refused to abide by the classroom rules, and exhibits unacceptable behaviours repeatedly when the teacher has reminded the child of classroom limits. The following guidelines will apply:

1. prior to use of the Time Away, explain what it means and what it involves;
2. set the Time Away place within the classroom, but far enough removed from the general activity area so that the child can manage his/her behaviour before inappropriate behaviour occurs or escalates again;
3. a timer or minute clock will be used to help the child understand the concrete passing of time before he/she is able to re-join the play area again, or to allow the child determine when he/she is ready to re-enter the play area;
4. no more than five minutes will be used as Time Away (guideline is one minute for each year of age);
5. When Time Away is finished, the first appropriate acceptable behaviour of the child will be positively reinforced.

Please note: Parents will be verbally informed by staff when a Time Away strategy was used.

When a child’s behaviours are in danger of causing harm to him/herself, another child or staff, the Classroom teacher will:

- ❖ Reassure safety for the other children;
- ❖ Limit the use of equipment if any play equipment were present;
- ❖ Comfort and reassure the child and if necessary, gently hold the child.

The intent of this strategy is to soothe the child and to keep them and others safe until self-control is regained. The calm and controlled attitude of the Centre staff is critical in ensuring that this strategy is supportive, and not punitive. This strategy will be used if we have exhausted other guidance strategies. If a child has been consistently unable to play or interact with peers or staff in an appropriate manner the staff shall document the child's behaviour and be in consultation with the child's parents and with the parents' permission, the Centre staff will:

- ❖ Seek assistance from professional sources;
- ❖ Develop a behavioural plan for the child;
- ❖ Provides support for parents with community / government resources and,
- ❖ Continue to monitor and modify the child's behaviour plan.

Documentation

Staff will record, sign and date any incidents of child's inappropriate behaviours. A written notice of an incident report would be given to the parent, and a parent signed copy will be kept in your child's file. After 3 incident reports are given, your child will be advised to seek guidance assistance from a professional source or alternative care facility. Another method used to document persistent exhibiting of inappropriate behaviours is a written observation (running records) that records unusual behaviour or incidents of aggressiveness, and will be reported to Licensing Officer.

For children with identified severe behavioural challenges, a written agreement between a Behavioural Specialist, the center and the family will be required. This agreement will be subject to licensing approval. A copy of approved agreement will be sent to the Childcare Coordinator.

Resources for parents in supporting children whose behaviour may be challenging are available through the local library, and your local Child Care Resource and Referral Centre.

- ❖ Guidance & Discipline with Young Children, Ministry of Health Planning
- ❖ Information Guide, West Coast Child Care Resource Centre
- ❖ Well Beings, Child Care Initiatives Fund

We encourage our Parents to discuss with us any concerns that you may have on our guidance strategies. It is important that we work closely together to ensure your child is cared for in a safe and secure environment.

Prohibited disciplinary practices in our centre include:

- ❖ Spanking or other restrictive and abusive physical control
- ❖ Loud fearful tone of voice and use of abusive verbal words or statements.
- ❖ Deprivation of food or normal activity
- ❖ Confinement in a small dark or isolated area
- ❖ Use of degrading comparisons of behaviour
- ❖ Any form of behaviour that is verbally abusive, such as threatening, sarcastic comments, yelling, swearing, harassing, and humiliating.
- ❖ Any form of behaviour that is sexually abusive
- ❖ Leaving children unsupervised on frequent and extended period of time.

Chapter

2

Chapter 2: Student Orientation and Payment of School

2.1 Your Child's First Days

How your child begins his/her experiences is important, for it sets the stage for the days and weeks to come. Even when a child has been in a day care setting before, a new center environment can be frightening for them. Willowbrook Montessori staff believes in a slow integration (Gradual Entry) to the Centre routine for the child and will do everything possible to ease the child's anxiety and fear of being in an unfamiliar new place. We strive to make the child and his/her parents feel welcome and to provide a warm and secure environment for both the child, and his/her parents.

For the children that is enrolled in our Centre at the beginning of the school year. The New Student Orientation/Gradual Entry is conducted in two separate groups for the first week. For children that register after September, they will follow the Gradual Entry Schedule that is given at the time of registration. Please be advised that the gradual entry process is **mandatory** and all children will have to comply with the process as it is an important step to ensure smooth transition for your child into the program.

2.2 When You Bring Your Child to the Center

Please ensure that the classroom teachers are aware of your arrival.

Reassure your child that he/she can go to his/her classroom teachers for support at any time. Tell your child that the Teacher's job is to help the children feel safe and secure.

Always inform your child of your departure and not undermine his/her trust by slipping out while your child is engaged in play. Help your child understand that you will return by discussing activities/routines he/she will have finished before you come back.

If your child has difficulty in separating from you and begins to cry:

- ❖ Ask the Classroom teachers to assist you
- ❖ Calmly tell your child that you will be back at the end of the day
- ❖ Kiss and hug your child goodbye and confidently get up and leave.

2.3 Transitional Period

There is four weeks transitional period during which time, children who have great difficulty in transitioning into a program may be requested to withdraw. Your child's progress will be continually monitored after the Gradual Entry process has ended for up to four weeks, this assessment of progress will help us to evaluate if a withdrawal is needed. This decision would be made after a series of Parent/Teacher meetings.

2.4 Tuition

- ❖ Program fees will be based upon an annual fee and is divided into 12 equal monthly payments.
- ❖ A refundable \$300 reservation fee will be required yearly to secure your child's spot for the following year and will be credited from your child's last month of attendance for that specified school year.
- ❖ To register for a program, a one-time, non-refundable registration fee of \$200, and the first month's program selection is required when submitting your completed Registration Package.
- ❖ The supply fee is paid yearly and it is non – refundable, the cost is equal to \$20.00 per month for each month enrolled.
- ❖ The one- time uniform fee of \$100.00 is required to be paid for 2 of t-shirts and is non – refundable. No Exceptions.
- ❖ Tuition will be paid via Pre-Authorized checks dated for the first of each month beginning July 1st to next year June 1st of the following year. This is to eliminate the time-consuming effort of collecting the fees every month. Pre-Authorized checks will be held in a safe at our administration office and are returnable for any reason upon your request.
- ❖ Government subsidy (aka. Affordable Childcare Benefits) is available for those who are eligible. Forms are available at Willowbrook Montessori administrative office. If you require additional information, please contact Child Care Service Centre or visit:
<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-youngchildren/child-care-funding/child-care-benefit/apply>
- ❖ The Centre will be closed on all statutory holidays and we will follow School District 35 Holiday Calendar closures. Please refer to our Closure Dates information sheet posted on WMD website. No makeup sessions will be available for illness, absences or holidays.

2.5 Withdrawals

- ❖ **Notice Required:** Two full months' written notice or payment equivalent to two full months' fees is required for withdrawal from the program. Written notice must be submitted to initiate withdrawal from the program.
- ❖ **Reduction of Days:** In cases where parents wish to reduce the number of days per week, a two-month written notice or payment equivalent to two months' fees in lieu of notice is required.
- ❖ **Returning Parents:** Parents of returning students who have previously attended WMD will only need to pay a reduced registration fee of \$150 for said child.
- ❖ Termination by Willowbrook Montessori Daycare: refer: *1.2.3 Policies and Procedures of Termination of service.*
 - Willowbrook Montessori Daycare reserves the right to provide a two months' notice to have a child withdrawn from the center due to continual late payments or failure to comply with WMD Center Policies.
 - Willowbrook Montessori also reserves the right to refuse service at any time without reason. In such cases, Willowbrook Montessori will provide a two months' notice for student withdrawal.
- ❖ NSF Fee: The NSF (Non-Sufficient Funds) fee is \$30.00 for bounced payments. Payment by cash is required for each NSF fee.

2.6 Policies and Procedures of Termination of service

Polices and Procedures of Termination of service The rights and responsibilities of the consumer were examined closely when these policies were being developed.

A child may be terminated from the program based on abuse and neglect of the parent rules and guidelines. If a parent found to be in violation of the rules and guidelines, the following procedures will be taken:

1. First Letter by Email: An initial letter will be sent to the parent's email address to alert them to the observed situation. This communication aims to bring awareness to the matter and initiate dialogue between the daycare and the parent.

2. Second Letter by Email: In cases where the concern persists despite the initial communication, a follow-up letter will be sent via email. This letter serves as a formal notification and reiteration of the issue, emphasizing the importance of addressing it collaboratively.

3. Third Letter by Email: Willowbrook Montessori Daycare maintains the right to terminate services should concerns persist despite our interventions

Major Reason for Termination

1. **Attendance (infrequent)** : Consistent attendance is crucial for the successful operation of our daycare program. Regular participation ensures that children can fully engage in the

- educational and social activities provided, fostering their comprehensive development. However, when a child's attendance becomes irregular or infrequent, it may hinder their progress and disrupt the learning environment for others. We will provide written notices via email and formal notifications three times. Despite efforts to resolve attendance issues through communication and support, persistent irregularity may necessitate termination of enrollment. This decision is made in the best interest of maintaining the continuity and quality of care for all children enrolled in our program.
2. **Fees (unpaid):** Timely payment of fees is essential for the sustained operation of our daycare program. It ensures the provision of quality services and resources necessary for the comprehensive development of enrolled children. However, in cases where fee payments become overdue or delinquent, it compromises our ability to maintain program integrity and meet financial obligations. As part of our protocol, we will issue two email notices regarding outstanding fees. Failure to rectify the delinquency following these notifications may result in termination of enrollment. This decision is made in accordance with our policies and procedures, prioritizing the continuity of care and equitable treatment of all children within our program.
 3. **Behavioural (disruptive or abnormal- in extreme cases):** Ensuring a conducive and safe environment for all children is paramount in our daycare program. However, in cases where a child's behavior becomes consistently disruptive or abnormal, it may impact the well-being and learning experience of others. Our approach involves collaborative efforts with parents to address these concerns effectively. Upon identification of such issues, we initiate a care plan in conjunction with communication and support to the parents. We dedicate a period of one month to implement and monitor the effectiveness of the care plan. Should there be no significant improvement or resolution within this timeframe, despite our collective efforts, termination of enrollment may be deemed necessary. This decision is made with careful consideration for the welfare of all children and the maintenance of a positive and nurturing environment within our program.
 4. **Parent's behaviour toward Staff:** Maintaining a respectful and supportive relationship between parents and staff is essential for the harmonious functioning of our daycare program. However, in cases where a parent's behavior toward our staff becomes consistently inappropriate, disrespectful, or disruptive, it may create an uncomfortable or hostile work environment. Our commitment to professionalism and ensuring the well-being of our staff is unwavering. Therefore, should such behavior persist despite our attempts to address it through communication and support, we will issue one email notices to the concerned parent. If the behavior remains unchanged following these notifications, termination of enrollment may be necessary to uphold the integrity of our program and safeguard the welfare of our staff. This decision is made with careful consideration for maintaining a positive and respectful atmosphere within our daycare community.
 5. **Parent's Late Arrival for Child Pick-Up:** It is crucial for parents to adhere to the designated pick-up times to ensure the smooth operation of our daycare facility. The center door opens at 7:00 a.m. and closes at 5:30 p.m. Parents are expected to collect their child before 5:30 p.m. each day. In cases of tardiness beyond the scheduled pick-up time, a late fee of \$1.00 per minute will be incurred for every minute past 5:30 p.m. Payment of late fees

- should be made directly to the staff member responsible for caring for the child. Persistent lateness in picking up the child, occurring three times, may result in the termination of enrollment, as it disrupts operational efficiency and fairness to other families in our daycare community.
6. Dissemination of Misinformation by Parents: The dissemination of inaccurate information by parents poses a significant threat to the reputation and integrity of our educational institution. Upon substantiated evidence of a parent engaging in such behavior, the school will promptly inform pertinent parties via email and promptly commence requisite legal proceedings. Recognizing the profound and irreparable damage inflicted upon the institution by such actions, the school is compelled to enact immediate termination protocols to uphold its esteemed reputation and protect its vested interests.

Chapter

3

Chapter 3 Policies and Procedures

3.1 Staff Policies

- ❖ All teaching staff at Willowbrook Montessori Daycare are certified Early Childhood Educators.
- ❖ All teaching staff at Willowbrook Montessori Daycare must hold a valid and current First Aid Certificate.
- ❖ From time to time the school admits children with special needs. Special Education staff will be required to work with children in collaboration with the Fraser Valley Child Development Centre.
- ❖ Substitute teachers will be scheduled when a WMD Classroom teacher is absent on a school day.

3.2 Special Events

A. Birthdays

We are delighted to celebrate your child's birthday at Willowbrook Montessori Daycare. If you wish to celebrate your child's birthday with his/her classmates, please provide a cake, or small cupcakes to share within their class. We request that parents check with the Classroom teachers for food allergies inside the classroom before you bring in special snacks, and please only bring in healthy snacks. Parents are welcome to come and join in the celebration as well. It is often difficult to invite all of your child's classmates to a birthday celebration outside of school, however, children may feel uncomfortable if they sense they are being excluded and for this reason we kindly ask parents not to distribute birthday party invitations at the Centre.

Please pass on these invitations along with a list of invitees to one of your child's teachers, and she will be able to assist you in handing out the invitations. Another option is to contact your invitees through mail or email. Mailing address or email can be obtained from your child's Classroom teacher, after the parents have given their permission.

B. Field Trip and School Events

A number of field trips are scheduled within the school year calendar as an important part of the centre curriculum. Notices and permission slips will be issued in advance for parent's reviews. Our field trips will be parent participated as most of our children requires car seats. If it is within walking distance from the school, the

parents will be notified of the event; however, permission slips will not be issued. Please inform the Classroom teacher if your child will not be attending an event.

In case of special events such as year-end concert, daycare will be closed for these events. Parents and family members are welcome to join us and will be notified when events will take place. Additional information can be found on daycare's theme calendar or the school website.

3.3 Arrivals and Departures

A. Arrival

For Preschool programs, please wait outside the classroom with your child until the door has opened. Always make sure your child's classroom teacher is aware of your child's arrival during your drop-off. Inform the teachers of any information that may affect their day.

For Full Day Daycare programs, sign your child in, help him/her hang up his/her coat and change to indoor shoes. Always make sure your child's classroom teachers are aware of your child's arrival before your departure. Inform the teachers of any information that may affect their day.

Please drop off your child no later than 9:30AM as it may disrupt other children with their activities. If you choose to come later than 10:00 AM, please call the Centre and let your child's teachers know ahead of time, or you may be asked to keep your child at home for the day.

When you sign your child in each day, please specify who will pick him/her up at the end of the day. During circumstances where both parents cannot pick up at the end of the day, please inform your child's teacher whom the authorized pickup person is, either on the sign in sheet or by phone to the Centre. The authorized pickup person will be asked to present a photo ID and in some cases, your child's teacher or administrator may call you to confirm his/her identity.

Please call the school and let us know if your child will be absent.

B. Departure

We ask parents to be punctual when picking up your child. The parent/guardian is required to sign their name on the daily attendance sheet as a verification that they have picked up their child. The child's departure must also be brought to the attention of your child's classroom teachers.

Parents and authorized pick up person(s) must pick-up your child by 5:30 pm. If an emergency arises, the parents or the pick-up person is expected to notify the Centre as soon as possible, and make alternate arrangements with your child's classroom teachers. If parent or the pick-up person is late picking up without notification, please refer to the Parent Handbook section 3.3 (c) for penalty fees.

If a child is not pick up by 6:15 pm, and the authorized person or parent has not yet called, or cannot be reached. The Centre would first call the emergency contacts and request that they come and pick-up the child. If all efforts have been exhausted, and a reasonable time period has lapsed, the Centre will call the Ministry of Children and Family Development and the RCMP for further assistance.

If late pick up is a repeated occurrence, the Centre manager and parent/guardian will schedule a meeting and try to resolve this matter. In cases where late pick-up is persistent, the Centre will issue a one month's notice and request the child to withdraw.

C. Late Pick-ups

Please call the office if you will be late picking up your child before 4:30 pm as our office closes at 4:30 pm and a late message may not get transferred to your child's teachers after the office is closed. If pick up is after 5:30 PM, you may be subjected to pay \$1 per minute Late Pick-Up Penalty after the Centre closes. Please note Willowbrook Montessori Daycare closes at 6 PM, and your pick-up time should be no later than 6pm.

3.4 Student Release

Willowbrook Montessori Daycare will not release your child from the facility to anyone except the parents of the child or person(s) authorized to pick up stated on the Registration Form at the time of your application.

In the event that you are unable to pick up your child, you must inform your child's teachers the name of the authorized pick-up person. Parents must have either a written consent letter or phone into the Centre to allow teachers to release your child to the authorized pick-up person. This person will need to bring a picture ID to confirm identity. If you have arranged for your child to go home with another classmate we must have written notification ahead of time.

You are asked to assist our staff in protecting your child's well-being by providing the most updated information regarding custody and guardianship agreements. If there is a custody agreement in place, a copy of the issued court document will be required and filed in your child's records.

In a case of an abduction attempt, Centre staff will immediately contact police and inform the child's parents/guardians. Willowbrook Montessori Daycare will not release a child to someone less than 16 years of age.

A. Alleged Impaired Parent / Authorized person pick –up

When the parent/guardian or authorized care provider requesting the release of a child appears incapable of providing safe care (i.e. severely ill, emotionally distraught, impaired by alcohol, drugs, or medication, etc.), the staff will offer to call a relative or friend to pick up both the parent/guardian and the child. In some cases, where no relative or friend is able to provide pick-up, the Centre will notify the RCMP immediately and call the Ministry of Children and Family Development for further assistance. The staff will then document the events and maintain a copy in the student's records.

B. Unauthorized person at pick up

If an unauthorized person arrives to pick-up your child, the child will remain under the supervision of his/her classroom teacher. The classroom teacher or the administrator will phone the child's parents for consent to release the child. In the case, where no release consent has been given in a written notice or by the phone, the Centre retains the right to refuse the release of the child into the unauthorized person's care, and should difficulties arise, the RCMP will be contacted to provide further assistance.

3.5 Child Abuse

The definitions of abuse are:

Emotional: any act, or lack of action, which may dismiss the well-being of a person in care. (I.e. verbal harassment, yelling, and etc.)

Physical: any physical force that is excessive, and inappropriate.

Sexual: any sexual behaviour directed towards a person in care by a person of trust, power, or authority.

Neglect: the failure of a child provider to meet the basic needs of a person in care (i.e. food, shelter, care, supervision).

Under the Community Care Facility Act is defined as the staff ensures that no child enrolled at Willowbrook Montessori, while under the care or supervision of the staff, be subject to emotional, physical or sexual abuse or physical or emotional neglect.

A. Abuse – Occurring “outside” the facility

When a child discloses abuse, staff will listen and document what student is disclosing. Staff will attempt to gather facts and be supportive. Staff will not share information with other parents or staff members.

A formal report will be made to the Ministry of Children and Family Development. If the nature of abuse is life threatening, they are expected to take actions immediately.

It is a Centre policy that the staff report any form of abuse. Ministry of Children & Family Development

Toll free after hours 24/7	1-800-663-9122
Child & Family Services - Langley	604-514-2711
MCFD Youth Help Line	604-310-1234
Kids Help Phone 24/7	1-800-688-6868

B. Abuse – Occurring “Inside” the facility

If the suspected abuse occurred at the center, the staff must immediately notifies the Administrator. The Administrator will complete and submit a reportable incident form to the Fraser Health Regional Community care facilities licensing office.

During investigation:

- ❖ Suspected employee will be removed from facility,
- ❖ Suspected abuse reported to Fraser Health,
- ❖ Medical doctor will conduct an investigation. All reports will remain confidential.

3.6 Clothing of Children

Children need to have appropriate clothing for outdoors and/or indoors as they will be participating in a variety of art and play activities. At Gordon campus, all students must wear the uniform on Wednesday.

Your child needs to have at the Center at all times:

- ❖ A set of change of clothing, shirt, pants, sock, and underwear
- ❖ Runners (soft shoe)

- ❖ Puddle/rain pants or Muddy Buddy
- ❖ Boots or rain boots
- ❖ Blanket for naptime. The blanket should not be too large, as it is not required for warmth, but for comfort.
- ❖ In winter, your child needs mitts or gloves and a warm hat for cold weather.
- ❖ **Please let children wear school uniform on Wednesday**

All of the above items should be clearly labelled with your child's name and kept in a backpack in your child's cubby or on the clothing shelf.

3.7 Nutrition

At no time will children be pressured or coerced into eating snacks or lunch. Staff will ensure each child sits down to snack/lunch, and that the child is offered either the snack prepared at the centre, or his/her lunch from home. Of the food offered, the child will decide what they want to eat, how much they want to eat, or whether they want to eat at all.

A. Meal times

Parents will provide a nutritious snack/ lunch for their child every day, and will refrain from sending pop or candy in their child's lunch. Children will remain seated at the lunch tables for at least on half hour, but not longer than one hour.

3.8 Nap/Quiet Time

Please note that during nap time, all children are required to either nap or have quiet time. The center understands that as the child ages, some may also age out of their naps, however, we ask the parents for understanding that our staff work very hard and are busy with each and every children all day. Our staff are unable to give one-on-one attention to every child with specific needs during nap time. **If there is a medical requirement, please provide necessary documentation/information for the staff and our teachers will treat it with utmost importance.** However, if the child, for example, is requested to not nap during nap time, the teachers will keep note but will not sternly reinforce it. We thank you for your understanding in this situation.

3.9 Health and Illness

Willowbrook Montessori School employs staff duly trained and certified in First Aid Courses. They are given adequate information on health and safety regulations in accordance with the CCFACC Regulations. They also receive detailed information on emergency evacuation procedures, how to deal with hazards, and accidents occurring at the centre that may affect the children.

A. Exclusion Policy due to Illness

While we are sensitive to the stress that illness may cause for families, it is important that you plan ahead for his/her care should your child have to stay home due illness. We will need your cooperation.

In order to protect the entire group of children, we ask that parent assist by keeping their children at home if they have experienced any of the following symptoms within the past 24 hours.

- ❖ Fever over 38.0°C/100.4°F
- ❖ any complaint of unexplained pain
- ❖ Seasonal colds with fever, green or yellow running nose and watery eyes, coughing and sore throat,
- ❖ difficulty in breathing wheezing or a persistent cough,
- ❖ sore throat or trouble swallowing,
- ❖ skin rash or watery eyes,
- ❖ headache and stiff neck,
- ❖ Diarrhea, vomiting, or an upset stomach
- ❖ Severe itching of body and scalp if caused by head/body lice or scabies,
- ❖ Children with known or suspected communicable diseases.

If your child comes with any of these symptoms at center or is not well enough to take part in the regular program of the school/classroom, the parent will be immediately contacted to come and pick up your child.

Please ensure that your child has been symptom free of fever, diarrhea and/or vomiting for at least 48 hours before bringing him/her back to center. Fevers of 38.0°C or more may be an early sign of an illness that requires a doctor's attention. If parents choose to bring the child to the doctors, it would be recommended to bring a doctor's note upon return stating the child is able to return.

If you are not sure of your child's illness or possible infection please contact the center before you arrive.

In the case of serious illness or communicable disease, Willowbrook Montessori Daycare requires a doctor's note before the child can return to the center.

B. Immunization

It is essential that the center have the most up-to-date immunization record for each child. Upon registration each child is required to have a copy of the immunization record/health passport or the written letter on file. Please keep us informed of any new immunizations. Unfortunately, we do not enroll children that have not been immunized due to the health and safety of the children and staff.

C. Communicable Disease

Containing cases of communicable disease among children is a primary concern inside the Centre. Families are asked to notify the staff as soon as possible if your child or a family member has contracted a communicable disease. Please note that the center will need to notify the Fraser Health within 24 hours, and a notice will be posted on the bulletin boards inside the center. A list of reportable Communicable Diseases is available for download on the Fraser Health website.

Hand Foot and Mouth Disease and any other childhood communicable diseases (ex. Mumps, Chicken Pox, Measles etc.) For example, if your child has been sent home with a suspicion of Hand Foot and Mouth Disease you will need to take your child to a doctor as soon as possible to get confirmation from a doctor. As per Health Link BC if a person is infected and sick, they can be contagious and spread the virus for about 7-10 days. If your child developed blisters on mouth and hands please keep them at home until the blisters have healed completely. As per Health Link BC the fluid from the blisters are contagious. Upon returning to school we require a doctor's stating that your child is able to return to school.

D. Medical Emergency

If your child is injured or becomes ill while at Willowbrook Montessori Daycare, the staff will quickly assess the situation and decide what action/attention is required. Action procedures are outlined below for your

reference. We request that parent keep all Medical records, and Emergency Consent Form current and updated.

1. **If First Aid treatment is required, the staff qualified in First Aid training will:**

- ❖ Provide first aid treatment;
- ❖ Acknowledge the child's feeling
- ❖ Provide close supervision to ensure that the child does not require further first aid or medical attention;
- ❖ Complete an Incident Report and process
- ❖ Inform parents upon pick up

2. **If medical attention is required, a staff qualified in First Aid training will attend to the needs of the child while another staff will:**

- ❖ Contact the parents/guardian, then the emergency contact(s) if the parents/guardian is not available;
- ❖ Contact the child's family doctor if the parents/emergency contacts cannot be reached
- ❖ If the child's family doctor is not available; proceed as if it is a medical emergency situation and request an ambulance;
- ❖ Arrange transportation to take the parents and the child to the medical facility;
- ❖ Access the child's file for medical information and emergency consent form;
- ❖ Accompany the child or the parents to the medical facility with medical information;
- ❖ Provide information to doctor and parents/emergency contact person;
- ❖ Support the child and the parents/emergency contact person;
- ❖ Complete an Incident Report and process.

3. **If emergency medical attention is required, a staff qualified in First Aid will administer First Aid until emergency response personnel arrive (fire/ambulance). Willowbrook Montessori staff will:**

- ❖ Call and request an ambulance;
- ❖ Contact parents and/or emergency contact(s) as above to meet staff at the emergency facility and provide access to transportation for the parents/contact, if required.
- ❖ Access medical information as above;
- ❖ Accompany the child to the emergency facility;
- ❖ Provide information to the doctor and parents;
- ❖ Support the child and his/her parents;
- ❖ Complete an Incident Report and process.

For any other concerns please call the following number:

Emergency	911
Langley Public Health Unit (immunization)	604-539-2900
B.C. Nurse Line (24/7)	811
Poison Control	1-800-567-8911 or 604-682-5050
Langley Community Care Facilities (licensing)	604-514-6123 ext. 746123

3. 10 Medication Administration

If you would like the Staff to administer prescription medication to your child, the Child Care Licensing

Regulation requires that we follow specific procedures as follows:

- ❖ Medication must be provided in the original container and be labelled with the child's name;
- ❖ A Medical Administration Form must be completed by the parent with instructions on administering the medication personally to staff member.
- ❖ The medication will be stored in a locked container in the classroom or in the refrigerator depending on the storage instruction on the label. It must be inaccessible to the children (except puffers).
- ❖ The staff member will keep record of medication administered (date, time, dosage, and by whom).
- ❖ Please note that our staff will **not** be administering Tylenol/Advil or any other non-prescription medication to the children upon request. The only time our staff will administer non-prescription medication is when they are provided a doctor's note and the Medical Administration Form is completed (ie. Regarding antihistamines for allergies).

3.11 Allergies

Please ensure that the center is informed of any allergies your child may have, as this could lead to serious problems if we are unaware and your child suffers an allergic reaction. We will require parent complete an allergies medical form, so staff can follow the care plan as stated in the form.

3.12 General Cleanliness and Hygiene

Children in the centre will be taught of proper hygienic procedure and are encouraged to clean themselves in order to promote their independence. Children will be supervised during toileting and washing hands. All Centre toys/ equipment are regularly cleaned and disinfected.

Laundry

We ask parents to wash their child's bedding linen every week in Toddler program or biweekly in Daycare program, your child's bedding will be packed up on Friday for you to take home.

3.13 Fire Drill / Emergency

A. If fire occurs

1. Close the door to the fire area.
2. Sound the alarm
3. Evacuate premises with children.
4. Staff will take their cell phone, attendance lists and the children's emergency information with them.
5. Staff will follow the map below and take all children and staff outside, across the parking lot and onto the ASSEMBLY AREA.
6. Staff and children will not return to the building until the fire chief gives the "all clear" instruction.
7. If your child cannot return to the school, staff will ensure that all the parents are notified. Assure them that their children are fine and request that they arrange to have their children picked up as soon as possible.

B. If the smoke alarm sounds

1. Do not stop to investigate.
2. Close the door to the fire area.
3. Evacuate premises with children.
4. Staff will take their cell phone, attendance lists and the children's emergency information with them.
5. Staff will evacuate to a nearby open field and call the fire department.
6. Staff and children will not return to the building until the fire chief gives the "all clear" instruction.
7. If your child cannot return to the school, staff will ensure that all the parents are notified. Assure them that their children are fine and request that they arrange to have their children picked up as soon as possible.

C. Fire drill

1. Must be practiced with all the children on a monthly basis.
2. Each fire drill or evacuation must be documented and the information kept on file for inspection.
 - ❖ Remember fire safety is an extremely serious matter. Smoke is often the cause of death during a fire.
 - ❖ Evacuation procedures must be discussed and practiced with the children on a monthly basis.
 - ❖ Evacuation procedures must be posted at a visible location.

3.14 Earthquake Drill / Emergency

Earthquake drills for your child's class is conducted once every three months.

A. Children are taught to:

- ❖ "Drop", "Cover" and "Hold On" under a heavy piece of furniture for protection.

B. Teachers' duties:

During an earthquake:

- ❖ If you are outside, get into an open area. Stay away from buildings, trees, and hydro line.
- ❖ If you are inside, stand in a doorway or get under a desk or table and cover your head with your arms.

After an earthquake:

- ❖ Staff will check everyone in the class for injuries.
- ❖ Account for all children.
- ❖ Followed the planned escape route posted on each individual classroom.

- ❖ The classroom supervisors should lead the children from the building, and the assistant teachers should be at the end of the line.
- ❖ The classroom supervisors need to take the class attendance and the first aid kit (with the emergency card) and the assistant need to do a final sweep of the area and do a head count.
- ❖ Staff will follow the map below and take all children and staff outside, across the parking lot and onto the ASSEMBLY AREA.
- ❖ Do not return to the building until it can be inspected.
- ❖ Check gas, water and electrical lines and turn off the gas line.
- ❖ Locate the emergency kit and tune into emergency broadcasts for important information.

3.15 Active Play / Screen Time Play

A. Active Play

Child care programs must ensure that a 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 may be accumulated through 15-minute portions of time throughout the day or continuously.

B. Screen Time

Programs where children are in attendance for 3 hours or less should not include screen time activities into the daily routine. Screen time will not be offered to children under 2 years of age. All daycare/toddler programs will have a limit of 30 minutes or less per day.

3.16 Winter Storm

- ❖ Tune into Radio: 730AM or any local channel for weather updates.
- ❖ Please note that Willowbrook Montessori Daycare will follow School District 35 regarding school closures. Parents can visit <https://www.sd35.bc.ca/> for more information during the winter seasons.
- ❖ Winter Storm Watch: Conditions that could cause a weather emergency.
- ❖ Winter Storm Warning: Severe weather expected and precautions should be taken.
- ❖ If winter weather is deemed too dangerous for the safety of children and staff, the centre reserves its rights to close the centre early. In the case of closing early
- ❖ Make sure all children have several layers of warm and dry clothing.
- ❖ Staff is asked to access reliable and safe alternate heating and light source.
- ❖ Lightening: Stay indoors, avoid electrical appliances and plumbing.
- ❖ If outdoors: Crouch in small groups under a tree and stay away from water, hilltops, beaches, or small isolated structures.

3.17 Sun Protection Policy

Skin damage, including skin cancer, is the result of long term exposure to the sun. Most of the damage occurs during childhood and adolescence. We encourage every child to wear protective clothing, to use SPF15+ and broad-spectrum sunscreen, and to seek shade wherever possible. Although we have sunscreen available at the Centre, it is the responsibility of the parents to make sure their child has a proper application of sunscreen before coming to the Centre each day.

3.18 Traffic and Parking

Parents, staff and students are asked to keep below the 15km speed limit while in the school parking lot and please note that BC is an idle-free province. Parents are requested to park in a parking space during pick up and drop off, and to keep the round-about free of parked vehicles.

If there are no empty spaces available in the school's parking lot, we will follow the map below and take all children and staff outside, across the parking lot and onto the Assembly Area. Please note not to get it mixed up with Chartwell Renaissance parking on the right and the Townhouse Complex on the left.

3.19 Parent and Teacher Relation

Communication between teachers and parents is important in the Center. This is accomplished through a number of means.

- ❖ Monthly newsletters are produced and distributed to all parents during the school year.
- ❖ All parents are invited and encouraged to observe their children's participation in the school programs.
- ❖ One to one discussions with parents regarding their child's progress in the program can be arranged by staff or parents.
- ❖ All the important news, field trip, special events, and other relevant information are posted on the classroom bulletin board.
- ❖ Parent and teacher conferences are scheduled each school year. Parents will be advised through notices and school calendar. Parents are also encouraged to schedule meetings to meet with your child's classroom teacher at any time.

3.20 Donations

Our school appreciates all types of donations. We are constantly in need of books, play equipment, and materials for children to use at the daycare: Example of items: fabric remnants, craft material, yarn, buttons, and etc.

3.21 Concern/complaints procedure

If you have a concern or complaint about the program or a member of staff, please discuss with the supervisor for your child's program.

If you feel that your concerns are not being addressed/resolved or your concern involves a supervisor, please contact the Program Coordinator.

Administrator: Ms. Brandi

Tel: 604.753.7276

Email: gordon@willowbrookmontessori.com

Manager: Ms. Brandi

Tel: 604.753.7276

Email: gordon@willowbrookmontessori.com

3.22 Lock down Procedure

In the classrooms:

- 1) Front desk will call all classrooms to inform teachers to start lock down procedures.
- 2) Teacher #1 – Have the students stop what they are doing and move them to the designated waiting spot for a lockdown.
- 3) Teacher #2 – Turn off the lights, shut the windows and close the curtains/blinds.
- 4) Teacher #3 – First, locks classroom door then does attendance then TEXT (604 753 7276) front desk to inform that attendance is complete and lockdown procedure is complete.

If on the playground:

Front desk will immediately open the backdoor, and quickly usher the children back into their respective classrooms

Front Desk Procedure:

- 1) Close front blinds and lock all exterior doors.
- 2) Do a sweep of the school and make sure no one is in the first, second floor hallways.
- 3) Check all hallway washrooms for students and secure them in the closest classroom.
- 4) Move to the back office and wait for instruction from RCMP.

3.23 Hold and Secure Procedure

Hold and Secure may occur if there is an emergency in our school or community which is not an immediate threat. In this situation, all doors to the school are locked and regular classroom operations continue. During a Hold and Secure students are not permitted to leave the school and parents or are not allowed to pick students up for any reason.

- 1) Front desk will call all classrooms to inform teachers to start hold and secure procedure.
 - 2) Teacher #1 – Make sure the students are not by any windows or doors.
 - 3) Teacher #2 – Shut the windows/doors and close the curtains/blinds.
 - 4) Teacher #3 – First, locks classroom door then does attendance then TEXT front desk to inform that attendance is complete and hold and secure procedure is complete.
- If on the playground: quickly go back to your classroom and start hold and secure procedure.
 - If in the gym: quickly go back to your classroom and start hold and secure procedure.
 - Wait for front desk to inform that the hold and secure emergency is over.

Parent Handbook

Willowbrook Montessori Daycare

20317 67 Ave, Langley, BC V2Y 1P6

Tel: 604 533 5469

Fax: 604 533 5674

Web: www.willowbrookmontessori.com

PARENT AGREEMENT SIGNATURE

Parents, please complete the attached information sheet about your child and sign to acknowledge the receipt and acceptance on the schools policies and procedures.

I have read the Parent Handbook and agreed with the school policies and procedures.

Child's Name

Parent Signature

Date

Please return this sheet to the administrative office. Thank you.

The Parent handbook can be found on our website:

www.willowbrookmontessori.com

Willowbrook Montessori Management