

# Parent Handbook

8157 198A Street. Langley, B.C., Canada V2Y 1Y6

Tel: 778.705.2255 • Fax: 604.533.5674

Email: [latimer@willowbrookmontessori.com](mailto:latimer@willowbrookmontessori.com)

Web: [www.willowbrookmontessori.com](http://www.willowbrookmontessori.com)

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

At Willowbrook Montessori Daycare, we believe that every child is a capable, curious, and unique learner. Our philosophy is to provide a safe, nurturing, and socially enriching environment where children can develop through a blend of structured and open-ended activities. Children are encouraged to make choices, explore actively, and grow at their own pace while being supported by compassionate and trained educators.

Our program is rooted in the principles of Montessori education, and integrates individual and group learning experiences to promote the holistic development of every child.

### 1.1 Goals and Objectives

Our early childhood program is designed to support the development of the whole child—socially, emotionally, intellectually, and physically. Our core goals are to:

- Support the child in building self-confidence and a positive self-image
- Promote independence, initiative, and personal responsibility
- Foster social skills such as sharing, cooperation, and helpfulness
- Help children develop emotional awareness and respect for self and others
- Encourage problem-solving, critical thinking, and a lifelong love of learning
- Inspire creativity and cultivate an appreciation for artistic expression and diversity

### 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 philosophy emphasizes respect, empathy, consistency, and positive reinforcement. The goal is to support children in developing the self-regulation skills needed to make respectful choices and become socially responsible members of their community.

### **Our Approach Includes:**

- Reinforcing positive behaviours, not punishing negative ones
- Helping children understand expectations and natural consequences
- Teaching problem-solving, conflict resolution, and emotional regulation

All staff, students, and volunteers are required to follow guidance practices as outlined in the Ministry of Health publication:

*“Guiding Children’s Behaviour”*.

### **Guidance Strategies We Use:**

- Gently gain the child’s attention (name, eye contact, calm voice)
- Use proximity and light touch when appropriate
- Provide clear verbal reminders and expectations
- Acknowledge and label feelings before setting limits
- Redirect or offer alternatives when needed
- Model conflict resolution and problem-solving
- Offer choices and involve children in decisions
- Use logical or natural consequences
- Encourage children to resolve simple conflicts independently
- Limit equipment use if misused

## **1.4 Time Away (Calm-Down Space)**

This strategy is used only when a child repeatedly ignores clear classroom limits and all other interventions have been exhausted.

### **Time Away Guidelines:**

- Children are told what Time Away is, and what it is for.
- It takes place in a designated, visible, low-stimulation area of the classroom.
- A visual timer may be used to help the child understand the time frame.
- Duration is limited to one minute per year of age, with a maximum of 5 minutes.
- Upon return, the first positive behaviour will be acknowledged and encouraged.
- Parents are informed verbally when Time Away is used.

### **Managing Unsafe or Aggressive Behaviour**

When a child poses a safety risk to themselves, others, or staff, we will:

- Immediately remove or redirect the child to ensure safety
- Limit access to equipment if involved
- Comfort the child in a calm, non-punitive manner

- If necessary, gently hold the child for safety until self-control is regained

This is a supportive strategy, not a punishment, and is used only when necessary to maintain safety. Staff are trained to remain calm and regulated.

### **Persistent Behavioural Challenges**

If inappropriate behaviours continue:

- Staff will document each incident with date, signature, and detailed notes
- A written Incident Report will be sent to parents and filed
- After 3 incident reports, the Centre will request professional intervention or recommend alternative care if no improvement occurs
- With parent consent, we will:
  - Consult a Behavioural Specialist
  - Develop and implement a Behaviour Support Plan
  - Connect families with community or government resources
  - Adjust and monitor strategies in partnership with parents

Children with diagnosed or suspected behavioural conditions may require a written agreement between parents, the Centre, and a certified specialist, subject to approval by the Child Care Licensing Officer.

### **Prohibited Discipline Practices**

In accordance with BC Child Care Licensing Regulation, the following actions are strictly prohibited under any circumstances:

- Spanking, shaking, slapping, or use of physical force
- Yelling, swearing, or speaking in a threatening or humiliating tone
- Depriving children of food, rest, or outdoor play
- Confining children in small, dark, or isolated spaces
- Making negative comparisons between children
- Leaving children unsupervised at any time
- Any form of sexual, verbal, or emotional abuse

Any violation of this policy may result in immediate dismissal of staff and will be reported to Licensing authorities.

### **Working with Parents**

We believe in open, respectful communication with families and encourage you to bring forward any concerns about our guidance strategies. Working together ensures your child's emotional and developmental needs are met in a safe, inclusive, and supportive environment.

## 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, 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**

We offer a transitional period of up to four weeks to help each child gradually adjust to their new environment. During this time, our teaching team will closely observe your child's progress and provide gentle support tailored to their individual needs.

If, after the transitional period, a child continues to experience significant challenges in settling in, we will engage in a series of thoughtful discussions between parents and teachers. These meetings are intended to collaboratively explore the best path forward, always with the child's well-being as our top priority.

Our goal is to create a supportive, warm, and encouraging environment where every child feels safe and confident as they begin their journey with us.

## **2.4 Tuition**

- Program fees are based on an annual tuition amount, divided into 12 equal monthly payments for your convenience.
- A \$300 reservation fee is required annually to secure your child's spot for the following school year. This fee will be credited toward your child's final month of attendance for that school year.
- To register, a one-time, non-refundable registration fee of \$200, along with the first month's tuition, must be submitted with your completed Registration Package.
- Tuition must be paid through pre-authorized cheques, dated for the 1st of each month from April 1st to March 1st of the following year. This method ensures a smooth and efficient tuition process. All cheques will be securely stored at our administration office and may be returned upon request, if needed.
- Families who qualify may apply for government funding through the Affordable Child Care Benefit (ACCB). Forms are available at our administration office. For further details or to apply, please visit: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit/apply>
- The Centre will be closed on all statutory holidays and follows the School District 35 Holiday Calendar. For specific closure dates, please refer to the Closure Dates information sheet available on the Willowbrook Montessori website.
- Please note: No make-up sessions or tuition credits are provided for absences due to illness, holidays, or other personal reasons.

## **2.5 Withdrawals and Terminations**

At Willowbrook Montessori Daycare, we are committed to providing a safe, respectful, and supportive

environment for all families. While we strive to maintain long-term, positive relationships with every family, we understand that at times, either parents or the Centre may initiate withdrawal. The following policies outline our procedures for both parent-initiated withdrawals and centre-initiated terminations.:

## **2.5.1 Parent-Initiated Withdrawal**

To ensure a smooth and respectful transition, parents must follow the procedures below when voluntarily withdrawing their child from the program:

- **Notice Requirement:** A written notice of withdrawal must be submitted at one (1) month in advance.
- **In Lieu of Notice:** If written notice is not provided, families will be responsible for payment of one (1) full month of tuition in place of notice.
- **Submission Method:** Valid notice must be submitted in writing via email or signed letter to the Centre's administration office.
- **Re-Enrollment:** Families returning to Willowbrook Montessori Daycare after a withdrawal will only be required to pay a reduced registration fee of \$200 per child.

## **2.5.2 Centre-Initiated Termination**

Willowbrook Montessori Daycare (hereinafter referred to as "the Centre") reserves the right to unilaterally terminate child care services under specific circumstances where continued enrollment is determined to be detrimental to the well-being of the child, other children, staff, or the Centre's operations. Termination shall be regarded as a final measure, to be exercised only after all reasonable efforts to resolve the matter through respectful communication and appropriate intervention strategies have been exhausted.

### **Pre-Termination Notice**

In most cases, the Centre will issue a written notice via email to the parent(s) or legal guardian(s) detailing the concern(s) observed. This notice shall serve as an invitation to engage in constructive dialogue and collaborate toward a resolution. The goal is to safeguard the child's development and maintain a secure, respectful, and productive learning environment.

### **Grounds for Termination**

Grounds for termination may include, but are not limited to, the following:

- Repeated failure to remit tuition or associated fees in a timely manner
- Chronic tardiness in picking up the child or failure to adhere to designated operational hours
- Ongoing disregard for Centre policies and procedures despite prior written warnings
- Use of abusive, threatening, or physically aggressive language or behavior toward staff, children, or other families
- Child behavior that poses a consistent and significant safety risk to themselves or others
- Dissemination of false, misleading, or defamatory statements about the Centre, its staff, or operations
- Excessive, uncommunicated absences that negatively affect the classroom structure and continuity

- Any action or behavior deemed to compromise the health, safety, or emotional well-being of the Centre's staff or children
- Consistently disrespectful, hostile, or disruptive parental behavior that undermines the professional environment, contributes to staff stress, and/or results in staff turnover or operational instability

### **Termination Procedure (Two-Step Written Notification)**

In the event of a policy violation or behavioral concern, the Centre will implement the following two-step written notification procedure:

#### **Step 1: First Written Notice — Initial Warning and Opportunity for Correction**

A formal letter will be issued via email to the parent(s)/guardian(s), detailing the specific concern(s) or violation(s). The purpose of this letter is to notify the family of the situation, reinforce the applicable policies, and provide an opportunity to engage in constructive dialogue aimed at correcting the issue. The letter will indicate that further non-compliance may result in termination of services.

#### **Step 2: Second Written Notice — Final Warning and Termination Decision**

If the concern remains unresolved within a reasonable timeframe, a second and final written notice will be issued. Based on the severity of the infraction, one of the following actions will be taken:

- Immediate Termination (Non-Refundable): For serious violations—such as threats to staff, significant safety risks, harassment, or defamation—the Centre reserves the right to terminate services immediately and without refund.
- Notice-Based Termination: For ongoing but manageable issues, the Centre will provide thirty (30) calendar days' written notice prior to termination, allowing the family time to seek alternative care arrangements.

All decisions regarding the nature and timing of termination shall be made at the sole discretion of Centre administration, based on the best interests of the children, staff, and the overall learning environment.

## **2.5.3 Immediate Termination and Without Prior Notice**

In certain urgent or severe circumstances, Willowbrook Montessori Daycare reserves the right to terminate child care services immediately, without prior written notice, and without refund. All decisions under this provision are final and non-negotiable.

### **A. Immediate Termination Due to Child Behavior or Attendance**

The following behaviors or conditions may result in immediate suspension or termination of a child's enrollment:

- Severe physical aggression (e.g., hitting, biting, kicking, punching, targeting sensitive areas such as head, face, groin, or causing injury requiring medical attention)
- Repeated violent behavior despite interventions

- Persistent behavioral concerns that disrupt learning or pose safety risks without improvement following a structured support plan
- Excessive, uncommunicated absences that negatively affect the classroom structure and continuity
- Failure to provide notice or obtain approval for extended absences (e.g., travel)

## **B. Immediate Termination Due to Parent/Guardian Conduct**

The following actions by a parent or guardian may result in immediate termination of services:

- Any conduct that poses an immediate and serious threat to the safety, well-being, or security of children, staff, or any individual on Centre premises
- Use of abusive, defamatory, or hostile language or behavior that significantly damages the Centre's reputation or disrupts operations
- Any form of intimidation, threats, or harassment—verbal, physical, or psychological—directed at Centre staff
- Repeated failure to remit tuition or associated fees in a timely manner
- Chronic tardiness in picking up the child or failure to adhere to Centre operational hours
- Ongoing disregard for Centre policies and procedures despite prior written warnings
- Dissemination of false, misleading, or defamatory statements about the Centre, its staff, or operations
- Parent behavior that undermines the professional environment, contributes to staff stress, and/or results in staff turnover or operational instability
- Displaying discriminatory, disrespectful, or prejudiced behavior toward staff based on race, ethnicity, nationality, language, gender, or other protected characteristics
- Unauthorized use of audio or video recording devices without prior written consent from Centre administration

### **Key Actions:**

- Immediate termination
- Legal action for reputational or safety violations

The Centre also reserves the right to discontinue services at any time, with or without cause, at the sole discretion of administration. This right ensures the ongoing safety, stability, and integrity of the learning environment. All decisions made under this provision shall be final and non-negotiable.

Families are encouraged to maintain open communication with the Centre, particularly in cases involving financial hardship, behavior challenges, or personal circumstances affecting attendance.

**Reservation of Rights:** The Centre reserves the right to evaluate the totality of circumstances surrounding any incident or conduct not explicitly listed herein. Any behavior, communication, or pattern of action—whether verbal, written, physical, or digital—that compromises the Centre's core values of safety, respect, inclusion, and professionalism may result in immediate termination at the sole discretion of administration. This includes, but is not limited to, repeated patterns of hostility, incivility, refusal to cooperate with Centre staff, or actions that significantly impair the trust-based relationship between the Centre and the family.

All rights not specifically granted to the parent or guardian under this agreement are expressly reserved by the Centre.

## **2.6 Children's Behavior and Support Policy**

At Willowbrook Montessori Daycare, we are committed to providing a safe, inclusive, and respectful learning environment for all children. We recognize that children's behavior reflects their emotions, needs, and developmental stages. Every child demonstrates unique social abilities, self-regulation skills, and communication styles throughout their growth. We view these behaviors as valuable observations, not as problems.

We are dedicated to following the standards set by the BC Child Care Licensing Regulation and the BC Early Learning Framework to provide Developmentally Appropriate Practice for every child.

### **1. Behavioral Expectations**

We encourage children to learn and gradually develop the following behaviors:

- Respect for themselves, others, and the environment
- Friendly, non-aggressive communication of needs and feelings
- Adherence to basic classroom rules and daily routines
- Learning to wait, take turns, and cooperate
- Practicing self-regulation (e.g., calming down, expressing emotions) with adult support

### **2. Educator Strategies for Positive Guidance**

Educators will use the following strategies for behavior guidance:

- Positive reinforcement and specific praise
- Offering choices to encourage problem-solving and autonomy
- Clear, calm language to set consistent boundaries
- Observing the root causes of behavior, not using punitive responses
- Helping children express emotions and develop regulation tools
- Providing non-punitive calm-down spaces when needed

We strictly prohibit any form of corporal punishment, humiliating language, threats, or isolating practices.

### **3. When a Child Needs Additional Support**

If a child exhibits the following behaviors, additional observation or temporary adjustments may be required:

- Frequent behavior that compromises the safety or learning of others
- Persistent emotional dysregulation that cannot be redirected within routine limits
- Noticeable developmental, sensory, or social challenges requiring one-on-one support
- Extreme resistance, avoidance, aggression, or self-injury

In such cases, we will:

- Document observed behavior patterns, frequency, and context
- Communicate with families to review findings and gather input
- Create an Individual Support Plan (ISP), if needed
- Refer families to external resources such as the Supported Child Development (SCD) program
- Consider temporary adjustments to staff ratios or recommend part-time attendance to maintain classroom safety and order

#### 4. FAQ: Staff Ratio Adjustments

Q: Will my child's need for behavioral support affect classroom ratios?

A: If your child requires continuous one-on-one support for an extended period, this may exceed our standard staff-child ratio. During this time, we may:

- Provide additional staffing support (if available)
- Temporarily reduce the child's attendance to ensure quality care
- Assist parents in applying for external support programs

We always prioritize the safety, development, and workload balance for all children and educators in the classroom.

#### 5. Family Responsibilities

We ask families to be active partners in supporting their child's development:

- Inform the school of life changes that may affect behavior (e.g., moving, family stress)
- Participate in planning and implementing support strategies
- Provide assessments or documentation when needed
- Cooperate with attendance or care plan adjustments recommended by the center

#### 6. Right to Discontinue Services

While Willowbrook Montessori remains committed to supporting every child reasonably and developmentally, we must clearly state:

If a child's behavior or developmental needs significantly exceed what can be safely supported under our current staffing and resource conditions—and after observation, documentation, collaboration, and external coordination the situation cannot be effectively resolved—Willowbrook Montessori reserves the right to discontinue services.

In such cases, the center will provide written notice at **least one (1) month** in advance and will not continue to hold the child's space.

This decision will be made with both careful consideration and firm resolve, in order to:

- Protect the well-being and professional dignity of our staff
- Maintain a safe and productive environment for all children
- Ensure the overall integrity of our educational and care programs

## **2.7 NSF (Non-Sufficient Funds) Fee Policy**

To maintain financial integrity, the following policy applies to returned or failed payments:

- A \$40 NSF fee will be charged for each payment returned for insufficient funds, stop payment, or other failed transaction
- NSF fees must be paid in cash only
- After two or more NSF incidents, the Centre reserves the right to request that all future payments be made in cash
- Failure to resolve unpaid tuition and NSF fees within 3 business days may result in temporary suspension of care until the account is settled

## Chapter

# 3

## Chapter 3 Policies and Procedures

### 3.1 Staff Policies

At Willowbrook Montessori Daycare, we are committed to maintaining a high standard of care through the qualifications, professionalism, and dedication of our staff. The following policies reflect our commitment to employing qualified educators and ensuring a safe, inclusive, and supportive environment for all children.

#### **Certified Educators:**

Willowbrook Montessori Daycare provides care for children ranging from 11 months to school age, and as such, employs educators with a range of certifications to meet the developmental needs of each age group. All lead teaching staff hold valid certifications recognized by the British Columbia Ministry of Education and Child Care, including:

- Infant Toddler (IT) Certificate – required for working with children under 3 years of age
- Early Childhood Educator (ECE) Certificate – for leading preschool and daycare-age groups
- Early Childhood Educator Assistant (ECEA) Certificate – for supporting classroom instruction under the supervision of a certified ECE

Many of our educators hold multiple certifications to ensure flexibility and high-quality care across age groups. All staff are required to maintain their certifications in good standing and participate in ongoing professional development.

#### **First Aid Certification:**

All educators are required to hold and maintain a valid Emergency Child Care First Aid and CPR Certificate, as mandated by provincial licensing standards. These certifications are reviewed and renewed regularly to ensure staff are fully prepared to respond to emergencies.

#### **Criminal Record Check (CRC):**

In compliance with the Community Care and Assisted Living Act, all staff members—including full-time, part-time, on-call, and substitute teachers—must complete a criminal record check through the Ministry of Public Safety and Solicitor General prior to their employment start date.

Staff must maintain a clear and current CRC throughout their employment at the Centre. Regular re-verification is conducted as required by licensing regulations to ensure the ongoing safety of all children.

#### **Support for Children with Additional Needs:**

Willowbrook Montessori Daycare welcomes children with diverse learning and developmental needs. When appropriate, our staff may collaborate with external professionals—such as those from the Fraser Valley Child Development Centre—to support inclusive learning environments and create individualized care plans. All additional support staff assigned to work with children must also meet provincial certification and safety requirements.

#### **Use of Substitute Teachers:**

When regular staff are absent, qualified substitute teachers, including licensed ECEs and ECE Assistants, are brought in to ensure uninterrupted care and compliance with mandated staff-to-child ratios. Substitute staff are carefully selected based on their experience, credentials, and alignment with Willowbrook Montessori’s educational philosophy.

## **3.2 Special Events**

At Willowbrook Montessori Daycare, we value family involvement and believe that special events play an important role in building a sense of community and belonging. The following outlines our policies and expectations regarding birthday celebrations, field trips, and school-wide events.

### **1. Birthday Celebrations**

We are happy to help your child celebrate their birthday at Willowbrook Montessori. If you wish to mark this special occasion at school, you are welcome to bring individually wrapped cupcakes or small goody bags to share with your child’s classmates. Please note the following guidelines:

- All food items and treats must be individually packaged to ensure hygiene and safety.
- Please consult with your child’s classroom teacher in advance to check for any food allergies before bringing treats to school. We strongly encourage families to choose healthy snack options.
- Parents are welcome to join the in-class celebration if they wish.

We understand that not all children can be invited to an off-site birthday party. However, distributing invitations at school may cause discomfort for those who are not included. Therefore, we kindly ask that birthday invitations not be handed out directly at the Centre.

#### **If you wish to invite a few classmates:**

- You may provide the invitations and a list of invitees to your child’s teacher, who can assist with discreet distribution; or
- With parental consent, your child’s teacher may help provide mailing addresses or email contacts to allow you to send invitations directly.

### **2. Field Trips and Outdoor Activities**

Field trips are an important part of our educational program, providing children with opportunities to explore beyond the classroom. Activities are planned throughout the year to align with our monthly learning themes.

- Families will receive advance notice and a permission form for each field trip that involves

transportation or occurs off-site.

- As most of our children require car seats, parent participation is typically required for off-site trips.
- Our school van or bus is available only for children in the elementary program or older.
- For events within walking distance, families will still be notified, but a permission slip is not required.
- If your child is unable to attend a particular trip, please inform your child's teacher in advance so alternative care arrangements can be made if necessary.
- If a parent voluntarily chooses to keep the child home or make their own care arrangements on a field trip day, **no refunds or fee adjustments will be provided.**

### 3. School Celebrations and Seasonal Events

For special events such as our Year-End Concert, Christmas Performance, or other major celebrations, daycare services will be closed during the scheduled event to allow staff and children to participate fully.

- Parents and family members are warmly invited to attend and celebrate these meaningful milestones.
- Specific event dates and details will be communicated well in advance via the daycare's monthly theme calendar or posted notices on our website or bulletin board.

We encourage families to participate in these events, as they are wonderful opportunities to share in your child's learning and growth. If a parent voluntarily chooses to keep the child home or make their own care arrangements on an event day, **no refunds or fee adjustments will be provided.**

## **3.3 Arrivals and Departures**

To ensure a smooth, safe, and respectful transition at the beginning and end of each day, Willowbrook Montessori Daycare has established the following arrival and departure policies. These routines support classroom consistency, minimize disruptions, and ensure compliance with safety and licensing standards.

### 1. Arrival Procedures

#### Preschool Program (9:00 AM – 1:00 PM):

Please arrive with your child by 9:00 AM and wait outside the classroom until the door opens. During this time, assist your child in changing into indoor shoes or using the washroom, if necessary. Once the door opens, please ensure that your child's teacher is aware of their arrival and inform staff of any relevant health, emotional, or behavioral updates that may impact your child's day.

#### Full-Day Program:

Assist your child in hanging up their coat, changing into indoor shoes, and delivering their lunch kit to the classroom. Before you leave, ensure a staff member has acknowledged your child's arrival and share any important updates that may help the teaching team support your child throughout the day.

#### **Arrival Time:**

To avoid disruption of classroom routines, children must arrive no later than 9:30 AM. If you plan to arrive after 10:00 AM, you must call the Centre in advance to notify staff. Without prior notice, your child may be denied entry for the day.

#### **Authorized Pickup Information:**

When signing your child in, please clearly indicate the authorized person who will pick up your child that day. If someone other than the parent is picking up, this must be communicated either via the sign-in sheet or by phone. All authorized pickup persons must present valid photo identification, and staff may call the parent for confirmation when necessary.

#### **Absence Notification:**

If your child will be absent, please notify the Centre as early as possible, preferably by the day before, so teachers can plan accordingly.

## **2. Departure Procedures**

#### Timely Pick-Up:

All children must be picked up by 5:30 PM by a parent or an authorized guardian. Before leaving, parents must sign out on the attendance sheet and ensure that the classroom teacher is aware of the child's departure.

#### **Late Pickup Protocol:**

If you are running late due to an emergency, please call your child's classroom immediately and make alternate pickup arrangements.

If your child has not been picked up by 5:45 PM and no contact has been made by the parent or guardian:

- The Centre will begin contacting the emergency contacts listed on your child's file.
- If no one can be reached after a reasonable waiting period, the Centre is legally required to contact the Ministry of **Children and Family Development** and the **RCMP**.

#### **Chronic Late Pickups:**

Repeated late pickups may result in a formal meeting with the Centre manager to discuss possible solutions. If the issue continues, the Centre reserves the right to issue a one-month withdrawal notice.

## **3. Late Pick-Up Fees**

Willowbrook Montessori Daycare operates from 7:00 AM to 5:30 PM. Children must be picked up no later than 5:30 PM. If you anticipate being late, please notify your child's classroom no later than 3:00 PM.

#### **Late Pick-Up Fee Schedule:**

- \$15 for the first 10 minutes after 5:30 PM
- \$1 per additional minute thereafter
- Fees must be paid directly to the supervising staff member
- Three or more late pickups may result in withdrawal from the program due to the impact on staffing and licensing compliance.

## **3.4 Student Release Policy**

At Willowbrook Montessori Daycare, the safety of every child is our highest priority. Children will only be released to parents, legal guardians, or other individuals specifically authorized on the child's Registration Form or through written or verbal parental authorization.

#### **General Release Procedures**

- If a parent or guardian is unable to pick up their child, they must notify the classroom teacher with the full name of the authorized pick-up person.
- The parent must also provide the Centre with a copy of the pick-up person's photo ID in advance. The designated pick-up person will be required to present the same valid government-issued ID at pick-up for identity verification.
- Authorization must be provided through written notice (e.g., email or signed letter) or a phone call to the Centre on the same day.
- If your child is going home with another classmate, written consent from the parent is required prior to the release.
- Children will not be released to anyone under the age of 16, regardless of their relationship to the child.

### **Custody and Legal Restrictions**

To protect your child's well-being, we ask that families provide the most current information regarding custody or guardianship arrangements. If there is a custody agreement or legal restriction in place, a copy of the court-issued documentation must be submitted to the administration and kept in your child's confidential records. Staff are obligated to follow all legal restrictions on release.

### **Emergency or High-Risk Situations**

#### **1. Alleged Impaired Parent / Authorized Person at Pick-Up**

If a parent, guardian, or authorized pick-up person arrives and appears unable to safely care for the child (e.g., under the influence of alcohol, drugs, medication, or emotionally unstable), staff will:

- Offer to call a relative or alternate authorized person for pick-up.
- If no alternate contact is available, staff will notify the RCMP and contact the Ministry of Children and Family Development (MCFD) for assistance.
- The incident will be documented in detail and filed in the child's record.

#### **2. Unauthorized Person at Pick-Up**

If an unauthorized person attempts to pick up a child:

- The child will remain under the care of their classroom teacher.
- The teacher or administrator will immediately contact the child's parent(s)/guardian(s) to confirm release instructions.
- If no written or verbal consent is given, the Centre will refuse to release the child. If the situation escalates, the RCMP will be contacted for assistance.

### **Abduction Attempts**

In the event of an attempted abduction or suspicious behavior, staff will:

- Refuse to release the child under any circumstances,
- Immediately contact the RCMP, and
- Notify the child's parents or legal guardians without delay.

## **3.5 Child Abuse**

Willowbrook Montessori Daycare is committed to providing a safe and supportive environment where all children are protected from harm. In accordance with the Community Care and Assisted Living Act, no child under our care may be subjected to any form of abuse or neglect. All staff are trained in recognizing, documenting, and responding to suspected abuse and are legally obligated to report concerns to the appropriate authorities.

### **Definitions of Abuse:**

- Emotional Abuse: Any act or omission that may harm a child's emotional well-being (e.g., verbal threats, humiliation, yelling).
- Physical Abuse: The use of excessive or inappropriate force that causes injury or discomfort.
- Sexual Abuse: Any sexual activity or behavior directed toward a child by a person in a position of trust, authority, or power.
- Neglect: The failure to provide for a child's basic physical, emotional, or medical needs, including food, shelter, supervision, or care.

### **1. Suspected Abuse Occurring Outside the Facility**

If a child discloses abuse, staff will:

- Remain calm, listen carefully, and document the child's statements word-for-word without interpretation.
- Avoid asking leading questions or making assumptions.
- Maintain confidentiality and not discuss the matter with other staff or parents.
- Immediately report the concern to the Ministry of Children and Family Development (MCFD) as required by law.

If the abuse is considered urgent or life-threatening, staff are expected to contact authorities without delay. All staff are mandatory reporters and must report any suspected abuse, even if the suspicion is not confirmed.

### **Contact Information:**

- MCFD (24/7 Toll-Free): 1-800-663-9122
- Langley Child & Family Services: 604-514-2711
- Kids Help Phone (24/7): 1-800-668-6868
- BC Youth Helpline: 604-310-1234

### **2. B. Suspected Abuse Occurring Inside the Facility**

If abuse or misconduct is suspected within the Centre:

- The staff member must immediately notify the Administrator.
- The Administrator will report the incident to the Fraser Health Licensing Office by completing a Reportable Incident Form.

### During the investigation:

- The staff member under investigation will be removed from the facility pending outcome.
- The incident will be reported to Fraser Health and MCFD as appropriate.
- A medical professional may be involved to assess any physical harm.
- All records and reports will remain confidential and securely stored.

Willowbrook Montessori strictly prohibits any form of abuse or neglect and follows all applicable provincial laws and regulatory standards to protect the safety of children in our care.

### **3.6 Clothing and Personal Items**

To ensure that children are safe, comfortable, and ready to fully participate in all daily activities, we ask all families to follow the clothing and personal item guidelines outlined below.

#### **1. Uniform Policy (Latimer Campus)**

At the Latimer Campus, students are required to wear the school uniform every day to support safety and ensure easy identification.

**Families have options regarding the school uniform:**

- Purchase the official school uniform through the daycare.
- Provide your own uniform by dressing your child in:

A yellow top

Navy blue buttons

Failure to comply with the uniform policy will result in written warnings. After **two written warnings**, the Centre reserves the right to discontinue services in accordance with the termination policy.

#### **2. Clothing and Item Preparation**

Children participate in a wide range of indoor and outdoor activities daily, including art, nature walks, and physical games. Please ensure your child is dressed appropriately for the day's weather and scheduled activities.

The following items should be kept at the Centre at all times:

- One complete change of clothing (shirt, pants, socks, underwear)
- Indoor shoes (non-slip runners or soft-soled shoes)
- Rain gear: waterproof pants (e.g., Muddy Buddy) and rain boots
- A small blanket for nap time (for comfort only—not for warmth)
- Seasonal clothing: mittens/gloves and a warm hat for colder weather

#### **3. Labeling and Storage**

- All items must be clearly labeled with your child's full name to prevent loss or mix-ups.
- Please store items in your child's backpack or designated cubby, and check regularly to ensure cleanliness, proper fit, and condition.

### **3.7 Nutrition**

At Willowbrook Montessori Daycare, we are committed to fostering healthy eating habits while respecting each child's individual appetite, developmental needs, and family preferences. Children will never be pressured, forced, or coerced to eat. Our role is to provide nutritious food options and a calm, respectful mealtime environment.

Teachers ensure that every child sits down during snack and lunch times, whether eating food

provided by the Centre or meals brought from home. Children are given the autonomy to decide what to eat, how much to eat, or whether to eat at all.

### **1. Snack Times – Light Meal Program**

Willowbrook Montessori Daycare offers a Light Meal Program twice daily—once in the morning and once in the afternoon. All snacks are provided, prepared, and monitored by Centre staff in accordance with public health and licensing guidelines.

We strongly encourage all families to participate in the Light Meal Program, as it offers the following benefits for both children and families:

- Ensures children receive consistent, balanced, and age-appropriate nutrition
- Reduces the burden on families to prepare daily snacks
- Promotes a positive and inclusive social eating experience among peers
- Allows Centre staff to better manage food safety, allergies, and dietary requirements, reducing risk and ensuring compliance with licensing regulations

All snack items are purchased from reputable local vendors (e.g., Costco) and are selected based on quality, safety, and nutritional value. Snack menus will be posted in advance or made available to parents upon request.

Staff will thoroughly review all ingredient labels; however, it is the parent’s responsibility to clearly inform the Centre of any known allergies, sensitivities, or dietary restrictions in writing prior to the child’s first day and to update the Centre immediately if any changes occur.

While every effort will be made to accommodate individual needs, the Centre cannot guarantee a completely allergen-free environment. Families of children with severe or complex dietary requirements may be advised to provide their own snacks, in consultation with the Centre.

#### Families who choose not to participate in the Light Meal Program must:

- Provide appropriate, nutritious substitute snacks from home each day, and
- Submit a signed written notice to the Centre confirming their decision to opt out

The Centre reserves the right to review or reassess snack provisions or opt-out arrangements in the best interest of the child and the classroom environment.

### **2. Lunches Provided by Families**

- Parents are responsible for providing a nutritious, well-balanced lunch for their child each day.
- Please do not send soda, candy, or high-sugar treats.
- Children are expected to remain seated for a minimum of 30 minutes and up to a maximum of one hour during lunch time.
- Lunch is not only a nutritional need, but also a social and developmental opportunity. Staff supervise, guide etiquette, and support self-feeding and conversation.

### **3. Dietary Needs and Cultural Considerations**

If your child has religious, medical, or cultural dietary restrictions, please communicate with your child’s teacher or the Centre administrator. We will do our best to provide reasonable accommodations in collaboration with your family.

## **3.8 Nap/Quiet Time**

At Willowbrook Montessori Daycare, all children are required to participate in nap or quiet time as part of our daily routine. This designated period provides children with a chance to rest, recharge, and develop healthy habits of self-regulation. It also allows teachers to carry out essential classroom tasks, such as documentation, sanitizing, and preparation for afternoon programming.

We recognize that as children grow, their individual sleep needs may change. However, in a group care setting, **our staff are not able to provide individualized one-on-one supervision or alternative programming** during nap time for children who do not nap regularly.

If your child no longer requires sleep, they will be encouraged to engage in quiet activities such as lying down with a book, listening to calming music, or simply resting quietly on their nap mat. **Teachers will not force a child to sleep, nor will they prevent a child from falling asleep.**

We kindly ask that families **do not request that staff keep a child awake** during nap time, as this is not developmentally appropriate nor operationally feasible in a group environment. Staff will do their best to monitor your child's sleep patterns and update you regularly, but cannot guarantee enforcement of individualized sleep preferences.

If your child has a **documented medical condition** that requires specific accommodations during nap time, please provide supporting documentation from a licensed health care provider. These situations will be reviewed on a case-by-case basis and handled with the utmost care and priority.

We appreciate your understanding and cooperation in supporting a restful and respectful environment for all children and staff.

## **3.9 Toilet Learning Policy**

At Willowbrook Montessori Daycare, toilet learning is recognized as an important developmental milestone. Our approach is child-centered, supportive, and developmentally appropriate, and we work closely with families to maintain consistency between home and school.

We understand that every child is unique and will begin toilet learning at their own pace. Our role is to observe readiness and provide support, not to push a child before they are physically and emotionally prepared.

### **Readiness and Routine**

Signs that a child may be ready for toilet learning include:

- Awareness of urination or bowel movements (e.g., telling an adult when wet or soiled)
- Ability to follow simple instructions
- Staying dry for longer periods during the day
- Interest in using the toilet or wearing underwear

Once readiness is observed, staff will partner with parents to establish a consistent and manageable routine, including regular reminders, encouragement, and positive language.

### **Parent Collaboration**

Parents play a key role in toilet learning. To support a smooth transition, we ask that families:

- Begin toilet training at home first, and inform teachers when it has started
- Provide at least 5 clearly labeled spare sets of clothes and underwear for use at the Centre
- Use pull-ups or training pants during the transition period, with the goal of moving to underwear
- Understand that teachers will never shame or discipline a child for accidents, but instead offer encouragement and reassurance

We ask families to use consistent routines and expectations at home and in the Centre to support the child's confidence and success.

#### **Teacher Support and Limitations**

- Teachers will offer regular reminders and supervised bathroom breaks
- As care is provided in a group setting, teachers are not able to offer one-on-one toilet training
- Children who are not yet toilet trained are still welcome in the program and will continue to receive diapering or toileting support as needed

Toilet learning is a shared responsibility between school and home. We appreciate your understanding, support, and communication as we help your child reach this important stage with confidence and dignity.

#### **Enrollment and Toilet Training Readiness**

- If my child is enrolled in the 2.5 to school-age program and is under 36 months of age or not fully potty trained, I understand that Willowbrook Montessori may reassign them to the Toddler Class or withdraw them from the Daycare Program with one month's written notice.
- I understand that once my child turns 36 months, if they are still not fully potty trained, Willowbrook Montessori will issue one month's written notice to formally end their enrollment in the Daycare Program. Continued enrollment is not guaranteed.

### **3.10 Outdoor Play Policy**

In accordance with the BC Child Care Licensing Regulation, children enrolled in a full-day program must participate in a minimum of one hour of outdoor play each day.

At Willowbrook Montessori Daycare, we value outdoor play as a vital part of a child's physical, social, and emotional development. Outdoor time allows children to move freely, explore nature, build gross motor skills, and enjoy social interaction in a less structured environment.

#### **Daily Outdoor Schedule**

- Outdoor play is scheduled daily, typically once in the morning and once in the afternoon.
- Children may engage in free play, nature walks, group games, or other teacher-led outdoor activities.
- Activities may take place in the playground, garden area, or designated walking routes near the Centre.

Outdoor play may only be modified or cancelled in cases of severe weather, including strong winds, extreme temperatures, poor air quality, or safety risks.

#### **Clothing and Parent Responsibility**

To support outdoor participation, parents are responsible for:

- Dressing children appropriately for the weather (e.g., raincoat, boots, sun hat, gloves)

- Sending clearly labeled seasonal gear (e.g., Muddy Buddy, rain boots, mittens, warm hats)
- Ensuring all items are checked regularly for size, cleanliness, and condition

All clothing and personal belongings should be labeled with your child's full name and stored in their cubby or backpack.

### Exemptions

Outdoor play is a required part of the daily program. If your child is **not well enough** to participate in outdoor activities, they should **remain at home** until they are able to fully join all aspects of the program. The Centre **cannot provide indoor supervision** for individual children during scheduled outdoor time.

## **3.11 Health and Illness**

At Willowbrook Montessori Daycare, the health and safety of every child is a top priority. Our staff are trained and certified in Emergency First Aid, and are equipped with the knowledge to respond to illness, injury, and emergencies in accordance with Community Care Facilities Licensing Regulations (CCFLR). Staff are also trained in hazard identification, emergency evacuation, and accident response protocols.

### **A. Exclusion Due to Illness**

To protect the health of all children and staff, we require parents to keep their child at home if any of the following symptoms have occurred within the past 24 hours:

- Fever over 38.0°C (100.4°F)
- Unexplained pain or discomfort
- Cold symptoms with fever, green/yellow nasal discharge, coughing, or sore throat
- Difficulty breathing, wheezing, or persistent cough
- Sore throat or trouble swallowing
- Skin rashes or red, watery eyes
- Headache and stiff neck
- Diarrhea, vomiting, or upset stomach
- Persistent itching due to lice or scabies
- Known or suspected communicable disease

If a child arrives at the Centre with any of these symptoms or becomes unwell during the day, parents will be contacted immediately to pick up the child.

#### **Return to Centre:**

Children may return only **after being symptom-free for at least 48 hours**, particularly in cases of fever, diarrhea, or vomiting. If the child was seen by a physician, a doctor's note stating the child is fit to return may be requested.

If you're unsure whether your child should attend, please call the Centre before arrival.

### **B. Immunization**

It is mandatory that the Centre maintain an up-to-date copy of each child's immunization record. A record or written confirmation must be submitted at the time of registration.

Please notify the Centre of any new immunizations.

**Please note: We are unable to accept children who are not immunized**, in order to protect the health and safety of all students and staff.

### C. Communicable Disease

To prevent the spread of illness:

- Parents must inform the Centre immediately if their child or any household member contracts a communicable disease.
- Willowbrook is required to report certain communicable illnesses to Fraser Health within 24 hours.
- A public health notice will be posted at the Centre if necessary.
- A list of reportable diseases is available on the Fraser Health website.

#### Example: Hand, Foot and Mouth Disease

If suspected, a doctor's confirmation is required. As per HealthLink BC, the virus can be contagious for 7–10 days. Children must remain home until all blisters have dried and healed. A **doctor's note** is required to return.

### D. Medical Emergency

At Willowbrook Montessori Daycare, the safety and well-being of each child is of the utmost importance. In the event of an illness or injury occurring during school hours, our staff—who are certified in Emergency First Aid and trained in emergency procedures—will assess the situation promptly and respond according to the level of care required. The following steps outline how medical situations are managed at the Centre::

#### 1. Minor Injuries or First Aid Situations

- If a child experiences a minor injury that requires only basic first aid:
- A qualified staff member will administer appropriate first aid care
- The child's feelings will be acknowledged, and reassurance will be provided
- Staff will monitor the child closely to ensure no further medical attention is needed
- An Incident Report will be completed and filed
- Parents will be notified at pickup with full details

#### 2. Non-Emergency Medical Attention Required

If the injury or illness appears to require non-emergency medical attention (e.g., a possible sprain, minor allergic reaction, or high fever):

- A staff member trained in First Aid will remain with the child to provide care
- Another staff member will:
  - Contact the child's parent or legal guardian immediately
  - If unreachable, contact listed emergency contacts
  - If still unable to reach anyone, contact the child's family doctor (if on file)
  - If no physician is reachable, staff will treat the case as a medical emergency and call an ambulance
- If necessary, arrange transportation for the parent and child to a medical facility
- Access and review the child's Emergency Consent Form and medical information
- A staff member may accompany the child to the medical facility and assist the parent as needed
- Staff will relay accurate health information to the attending physician and family

- An Incident Report will be completed and shared with the parent

### 3. Medical Emergencies

In the event of a life-threatening medical emergency (e.g., severe allergic reaction, unconsciousness, head trauma, seizure):

- A qualified staff member will immediately call 911 and begin First Aid until emergency responders arrive
- Simultaneously, another staff member will:
  - Notify the parent/guardian and emergency contacts
  - Access the child's emergency file for medical history and consent
  - Accompany the child to the hospital if the parent is unavailable
  - Provide all medical documentation and incident details to emergency personnel
  - Remain with the child and support the family throughout the process
- An Incident Report will be completed and submitted to the Centre administrator

#### Important Emergency Contacts

- Emergency Services (Ambulance/Fire/Police): 911
- Langley Public Health Unit (Immunizations): 604-539-2900
- BC 24-Hour Nurse Line (HealthLink BC): 811
- Poison Control Centre: 1-800-567-8911 or 604-682-5050
- Langley Licensing – Community Care Facilities Branch: 604-514-6123 ext. 746123

Parents are reminded to keep all emergency contact information and medical records up to date. Prompt communication ensures that in the event of an emergency, we are able to provide the most efficient and appropriate care for your child.

## **3.12 Medication Administration**

In accordance with Child Care Licensing Regulations, the following procedures apply when medication must be administered at the Centre:

- Prescription medication must be in its original container, clearly labeled with the child's name, dosage, and instructions.
- A Medication Administration Form must be completed and signed by the parent.
- Medication will be stored in a locked container or refrigerator, depending on the label instructions, and must be inaccessible to children (except emergency inhalers).
- Staff will maintain a written log of dosage, time, and administering staff.

**Non-prescription medication (e.g., Tylenol, Advil) will not be administered unless:**

- A doctor's note is provided, and
- A completed Medical Administration Form is submitted

This includes antihistamines for allergies, topical creams, or other over-the-counter products.

## **3.13 Allergies**

It is essential that families inform the Centre of any allergies or sensitivities their child may have—whether food-related, environmental, or medical. Failure to communicate this information may place your child at serious risk in the event of an allergic reaction.

If your child has a known allergy, parents are required to:

- Fully complete the Centre’s Allergy and Medical Alert Form, including details of the allergen, symptoms, and emergency response plan
- Provide supporting medical documentation if available
- Update the Centre immediately if there are any changes to your child’s allergy status or care requirements

Staff will follow the care plan as outlined in the submitted form. This allows us to take necessary precautions, implement emergency procedures if needed, and protect the health and safety of all children in our care.

Please note that in cases of severe allergies, additional documentation such as an **Anaphylaxis Emergency Plan** and an **EpiPen** (if prescribed) may be required before your child can attend the Centre.

### **3.14 General Cleanliness and Hygiene Policy**

At Willowbrook Montessori Daycare, we are committed to maintaining a clean, safe, and hygienic environment that promotes the health and well-being of all children in our care. Hygiene routines are embedded into our daily programming to support children's independence, self-care skills, and respect for shared spaces.

#### **1. Personal Hygiene and Supervision**

- Children are taught and encouraged to follow proper hygiene practices, including:
  - Washing hands after toileting
  - Washing hands before and after eating
  - Covering mouths and noses when sneezing or coughing
  - Keeping personal belongings organized and tidy
- Teachers supervise all toileting and handwashing routines to ensure children are supported and safe
- Educators use these moments as learning opportunities to foster responsibility and independence in daily care

#### **2. Centre Cleaning Protocols**

To maintain a hygienic and sanitized learning environment:

- All toys, learning materials, and high-touch surfaces are cleaned and disinfected regularly throughout the day and week
- Shared equipment and activity areas are sanitized between uses or at scheduled intervals
- The Centre follows health and safety cleaning procedures as outlined by Fraser Health and licensing regulations

#### **3. Laundry – Bedding and Linens**

For toddlers and daycare-aged children who nap during the day:

- Parents are required to **take home their child’s bedding every Friday** for cleaning
- Bedding includes items such as blankets, fitted crib sheets, comfort items, and sleep sacks (if

- applicable)
- Clean bedding must be returned to the Centre on the following Monday (or the child's next scheduled day of attendance)
- All bedding should be clearly labeled with the child's full name
- Children's bedding will be stored separately to prevent cross-contamination

This weekly laundering schedule is a shared effort between the Centre and families to reduce the spread of germs and maintain a healthy sleep environment for all children.

### **3.15 Emergency Procedures**

In compliance with the BC Child Care Licensing Regulation and guidelines from Fraser Health Community Care Facilities Licensing, Willowbrook Montessori Daycare maintains clearly defined emergency response procedures to ensure the health and safety of all children and staff. These procedures are reviewed regularly and practiced through scheduled drills.

#### **1. Fire Emergency Procedures**

In the event of a fire:

- Staff will immediately close the door to the fire area to contain the fire.
- Activate the fire alarm.
- Evacuate the building immediately with all children.
- Teachers will bring their classroom cell phone, daily attendance sheet, and emergency contact binder.
- Proceed along the posted evacuation route to the designated Assembly Area, across the parking lot.
- Children and staff will not re-enter the building until the Fire Department has given the official "All Clear."
- If re-entry is not permitted, staff will notify all parents and request immediate pickup. Children will remain under supervision at all times.

#### **2. Smoke Alarm Activation**

If a smoke alarm sounds:

- Do not stop to investigate the source of the alarm.
- Close the door to the suspected fire area.
- Evacuate immediately with the children.
- Bring emergency materials and proceed to the field area nearby.
- Staff will call 911 to notify the Fire Department.
- Wait for the "All Clear" before returning.
- If needed, contact parents for pickup following Fraser Health's guidance.

#### **3. Monthly Fire Drills**

- Fire drills are conducted monthly, as required under BC Child Care Licensing Regulation, Section 22.
- Evacuation procedures must be posted in each room and practiced with children regularly.
- All drills are documented and available for inspection by Fraser Health licensing officers.

#### 4. Earthquake Emergency Procedures

Earthquake drills are conducted once every three months, in accordance with Fraser Health recommendations.

Children are taught to:

- “Drop, Cover, and Hold On” under sturdy furniture or tables.

Staff responsibilities during and after an earthquake:

- Assess injuries and conduct a full head count.
- Evacuate the building using the posted earthquake evacuation route.
- Lead teacher brings attendance sheet and first aid kit.
- Assistant conducts a final room sweep and child count.
- Proceed to the designated Assembly Area across the parking lot.
- Do not return to the building until it is inspected and confirmed safe.
- Use emergency radios or phones to monitor local emergency broadcasts.
- Shut off gas, water, and electrical lines as necessary.

#### 5. Lockdown Procedures

In the event of a lockdown (e.g., external threat or intruder), Willowbrook Montessori will follow this structured plan:

**In Classrooms:**

- Front desk will alert all classrooms to initiate lockdown procedures.
- Teacher #1 moves children to the designated lockdown area.
- Teacher #2 turns off lights, closes windows, and draws blinds.
- Teacher #3 locks the classroom door, takes attendance, and texts 604-753-7276 to confirm that lockdown is complete.

**If outdoors:**

- Children will be quickly brought back inside via the back door and returned to classrooms.

**Front Desk Responsibilities:**

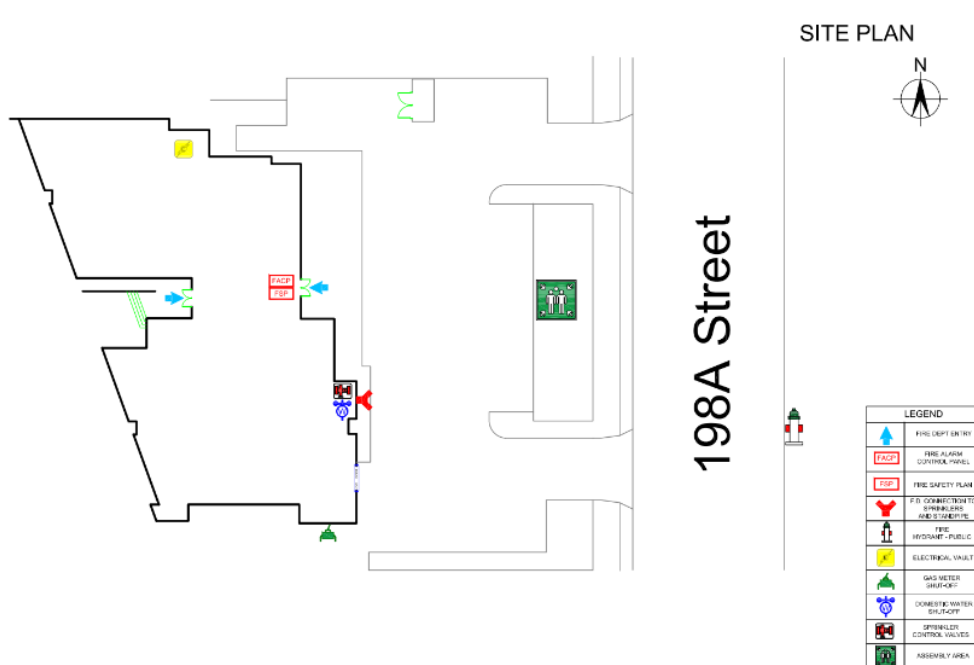
- Lock all exterior doors and close blinds.
- Conduct a sweep of all hallways and washrooms, securing any unaccompanied children.
- Move to the back office and await further instruction from RCMP or emergency services.

#### 6. Emergency Assembly Area Map

Willowbrook Montessori Daycare maintains a clearly marked Assembly Area for use during fire, earthquake, or any emergency that requires evacuation of the building.

**Where Is the Assembly Area?**

In the event of an evacuation, all children and staff will exit the building and gather at the Assembly Area located across the parking lot near the garden (see site map on the following page). This location ensures children are safely away from the building and can be quickly accounted for by staff.



**How We Keep Children Safe:**

- Staff will bring attendance records, emergency contact information, and a cell phone
- Attendance will be taken immediately once everyone reaches the Assembly Area
- Children will remain supervised at all times until it is safe to return or until they are picked up by an authorized adult
- Parents will be notified promptly if evacuation is prolonged or if pickup is required
- 

**3.16 Active Play / Screen Time Play**

**1. Active Play**

To support gross motor development and physical literacy, all children in our care will engage in a minimum of 60 minutes of active play per day.

- Active play may take place outdoors or indoors, depending on weather and space availability
- Activities include free play, group games, dancing, obstacle courses, and nature walks
- The required 60 minutes may be accumulated in multiple short intervals (e.g., 15–30 minutes at a time) throughout the day
- Educators lead and encourage active play that fosters movement, coordination, and enjoyment

**2. Screen Time**

To protect children's focus, social development, and physical activity:

- Children under 2 years old will not be exposed to screen time
- For all toddler and daycare programs, screen time is limited to a maximum of 30 minutes per day, and only when content is developmentally appropriate and supports learning
- Screen time is not included in programs where children are in attendance for less than 3 hours per day
- 

All media use is carefully selected by educators, and may include music movement videos, nature

documentaries, or calming storytime visuals. Passive entertainment (e.g., cartoons or non-educational videos) is not permitted.

### **3.16 Winter Storm**

To ensure the safety of all children and staff during winter weather events, Willowbrook Montessori Daycare will follow these guidelines:

- We follow School District 35 (SD35) for weather-related closures. Please visit <https://www.sd35.bc.ca> for the latest updates.
- Tune in to Radio 730AM or any local news station for weather alerts.
- Winter Storm Watch: Weather conditions may become hazardous—stay alert.
- Winter Storm Warning: Severe weather is expected—take appropriate precautions.
- If winter conditions are deemed unsafe, the Centre reserves the right to close early. Parents will be notified promptly.
- Please ensure your child is dressed in several layers of warm and dry clothing each day during the winter season.
- In case of power outages, the Centre will use alternative safe heating and lighting sources.
- During thunderstorms, staff and children will remain indoors and avoid electrical appliances and plumbing.
- If outdoors during lightning, children will be moved away from water, hilltops, beaches, and isolated structures, and will shelter in small groups near large trees if necessary.

### **3.17 Sun Protection Policy**

To protect children from harmful UV exposure, Willowbrook Montessori Daycare requires parent cooperation with the following guidelines:

- Parents must apply broad-spectrum sunscreen (SPF 15 or higher) before bringing their child to daycare each day.
- Children must wear sun hats and are encouraged to wear lightweight, long-sleeved clothing for added protection.
- Staff will reapply sunscreen before outdoor play. Families must provide sunscreen labeled with the child's name.
- If your child requires a specific brand or has known allergies, please inform the Centre in writing.

### **3.18 Traffic and Parking**

To ensure the safety of all children and staff, we kindly ask parents and guardians to follow the traffic guidelines below:

- The speed limit in the school parking lot is 15 km/h.
- British Columbia is an Idle-Free province. Please turn off your engine immediately after parking to avoid unnecessary idling.
- Do not occupy multiple parking spaces, park between other vehicles, or stop in the middle of the road, as this may cause congestion and safety hazards.
- Always park in designated parking spots. Do not stop in the roundabout or other non-parking areas

during drop-off and pick-up.

- If the school lot is full, you may use legal street parking nearby, but please do not block mailboxes or driveways, and leave space for others.
- If you live nearby, we strongly encourage you to walk to and from the Centre to help ease traffic and support neighborhood safety.

### **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**

Willowbrook Montessori Daycare welcomes and appreciates all types of donations that support our learning environment. We are continually in need of books, educational toys, and creative materials that enhance children's play and development.

Examples of helpful donation items include (but are not limited to):

- Fabric remnants
- Craft supplies
- Yarn, buttons, and paper materials
- Gently used books and toys

### **3.21 Concern/complaints procedure**

If you have a concern or complaint regarding the program or a staff member, please speak directly with the supervisor of your child's classroom.

If your concern is not resolved to your satisfaction, or if it involves the supervisor, you may contact our administration team:

- **Program Administrator: Ms. Jas**  
Phone: 778-705-2255  
Email: [latimer@willowbrookmontessori.com](mailto:latimer@willowbrookmontessori.com)
- **Centre Manager: Ms. Vivian Wang**  
Phone: 604-753-7276  
Email: [vivianwang@willowbrookmontessori.com](mailto:vivianwang@willowbrookmontessori.com)

We are committed to open, respectful, and professional communication with all families to ensure the best

outcomes for our children.

# Parent Handbook

## **Willowbrook Montessori Daycare**

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8157 198a Street, Langley, BC V2Y 1Y6

Tel: 778 705 2255

Fax: 604 533 5674

Web: [www.willowbrookmontessori.com](http://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.

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Child's Name

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Parent Signature

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Date

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

The Parent handbook can be found on our website:

[www.willowbrookmontessori.com](http://www.willowbrookmontessori.com)

Willowbrook Montessori Management