

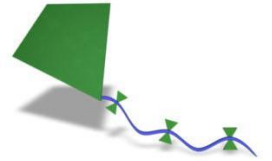


SIMPLY FUN CHILDCARE CENTERS INC.

3308 Kingsley Street, Victoria, BC, V8P 4J9

Phone: 250-881-3958

Email: contact@simplyfunchildcarecenter.com



SIMPLY FUN CHILDCARE CENTERS INC.

FAMILY HANDBOOK

2026

LET YOUR CHILD'S LIGHT SHINE BRIGHT WITH US!





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1. Welcome to Simply Fun Childcare Centers

The daycare program and its staff would like to welcome you to Simply Fun Childcare Centers. This family handbook has been prepared to provide you with an overview of our childcare programs; an introduction to our policies and procedures; and to answer any other questions you may have about how we operate. Throughout this handbook, we use the term “Parent” to describe both parents and guardians of children. Thank you for choosing Simply Fun Childcare Centers!

2. Introduction To Simply Fun Child Care Centers Inc.

2.1 Philosophy Of Simply Childcare Centers Inc.

Children: Are entitled to a safe and nurturing environment with a schedule of routines that best meet the individual needs of each child in our care. Each child is treated with respect as a valuable individual.

Parents: Are entitled to individual respect, support, and quality care for their children.

Staff: Are entitled to work in an environment that recognizes and respects their training, skills, and commitment to childcare.

Centre: Enhances the lives of the children and their parents by providing a caring and supportive environment.

2.2 Our Commitment to Children and Families

The Simply Fun Childcare Centers Inc. is dedicated to strengthening families and communities. We value the strength of each family and respect the diverse backgrounds that enrich our programs. We recognize that each child is an individual and that each family has different needs and expectations. Our goal is to build partnerships with families and to provide information, resources, and referrals to help children grow to be healthy, caring, and competent adults.

2.3 Centers' Contact Information

Simply Fun Centers	Center's Address	Center's Phone
Shelbourne	3308 Kingsley Street	250-818-3509
Hillside	33365 Kingsley Street	250-888-9528
Mckenzie	1715 Garnet Road	250-812-1088
Mckenzie Twin	1713 Garnet Road	250-888-9973
Mckenzie 2	3924 Onyx Place	250-880-3358
Gordon Head	1620 Wycliffe Place	250-893-0777
Finlayson	3069 Highview Street	250-590-2015



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3. About Me!

I have over 40 years of experience in the childcare field, and I am passionate about nurturing and caring for young children. After completing the Early Childhood Education program at Mount Royal College in Calgary in 1974, I taught and substituted at childcare centers across Calgary, Red Deer, Sidney, and Victoria. In 1987, I founded Simply Fun Playschool, which continues to thrive today. I am excited to expand by opening new facilities. Additionally, I am a certified Fitness Instructor with 25 years of teaching experience.

Throughout my career, I have attended seminars to enhance my business, spiritual, and personal growth, and I serve as a mentor in Build Your Business

and Wealth in Balance Seminars. I have also taken multiple courses with Parenting Seminar Leader Allison Rees, and I've had the privilege of facilitating small groups. I am committed to continuing my education and aspire to become a guest speaker in her programs.

“My mission is to build self-confidence in each child at Simply Fun Childcare Centers, helping them discover their true potential.”

Brenda Irvine



4. Our Programs

4.1 Infant & Toddler Program

Much of the program for young infants is made up of the caregiving routines of the day - feeding, changing, and sleeping. The day is organized so the infants can be tended to according to their schedules. For the younger infants especially, the routine times provide opportunities for our educators to build the infant's trust in the educator and for the educator to provide learning opportunities for the infant. One of the main goals during times when the infant's physical needs are being met is to perform these tasks in ways that promote the infant's development in areas such as language, emotional, and social development.

4.2 Preschool Program

Our preschool program follows the lead of the child in a **play-based curriculum**. Our childcare programs provide safe, healthy, creative places where children can work in small groups with a variety of materials. We provide opportunities where children develop values, self-confidence, and social skills. We know that children learn best in environments that are child-centered and age-appropriate.

We ask that families identify any additional support needs their child(ren) may require, so that we can ensure that appropriate support and resources are in place upon enrolment.



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5. Hours Of Operations and Closures

5.1 Simply Fun Childcare Centers Inc. is open **Monday to Friday 8:00 am to 4:30 pm**

5.2 Regular Closures (No Fee Reduction)

- The Centre is closed on **statutory holidays**, three (03) **Professional Development Days** per year, and during **Summer Break** and **Winter Break**.

Note: The exact number and dates of Summer Break and Winter Break may vary from year to year — please refer to the Centre’s current closure schedule for exact dates.

- There is **no fee reduction** for these scheduled closures.

5.3 Unscheduled Closures:

While we aim to operate on all scheduled days, unforeseen events may require full-day or early closures (examples include breakdowns of essential services, inclement weather, emergency health directives, fire, flood, etc.). Families will be notified by phone or email if a closure or early pickup is required.

- **Refund’s Policy:** Unless stated below, fees are **not refundable** for closures caused by circumstances beyond the Centre’s control (e.g., inclement weather, utility failures, public health directives).
- **Exception — Staff Illness:** If the Centre must close because staff illness or shortage prevents us from meeting licensing ratios and coverage cannot be arranged, families will receive **a refund** for that closure day.

6. Childcare Staff

- Simply Fun Childcare Centers reserves the right to employ or relocate any qualified caregiver at any time with and/or without notice.
- Simply Fun Childcare Centers staff includes certified Early Childhood Educators, Infant and Toddler Educators, Special Needs Educators, and Early Childhood Assistants who meet all licensing requirements. As childcare professionals, our staff have the necessary training and experience to deliver high-quality programs and are dedicated to ensuring the safety and well-being of children.
- All staff are thoroughly screened to confirm their suitability for working with children. Screening includes an interview, a Police/RCMP Criminal record Check with Vulnerable Sector Clearance, current First Aid certification, 3 professional references, and a License to Practice in BC designation. In addition, staff must also provide a record of work history, copies of diplomas or



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certificates detailing education, training, and skills, and are required to attend training and relevant re-certification events to provide a high level of quality care for your child.

Please note: Staff are not permitted to offer outside care (i.e. babysitting) to families attending our Child Care programs.

7. Student Placements

- Simply Fun Childcare Centers may accept work experience students from Early Childhood Education programs or community volunteers to assist in our programs. We value the contribution that these individuals make to our programs. Students are screened to assess suitability before working on our programs. All volunteers must undergo an interview and provide a Police/RCMP Criminal Record Check with Vulnerable Sector Clearance, current First Aid Certification, three professional references, and a school letter.
- Students are always supervised and are never left alone with children.

Please note: Students are not permitted to offer outside care (i.e. babysitting) to families attending our Child Care programs.

8. Visitors

- Non-essential visitors or volunteers will not be permitted in the center during the operation's time.
- Only arranged tour by appointment is allowed to visit the center.

9. Self-Regulation and Behavior Guidance Policy

- Simply Fun Childcare Centers Inc. believes that it is the role of the adult in a child's life to support them to learn how to interact successfully with the world around them including other children, adults, and the environment. Self-regulation is a skill children develop over time and involves learning how to respond efficiently and effectively to one's bodily functions, impulses, and emotions, and to maintain focus or attention so they can learn. At all times child-care educators consider the Simply Fun Childcare Center's core values of caring, equality, health, honesty, inclusiveness, respect, and responsibility when interacting with the children.
- By licensing standards for childcare, The Simply Fun Childcare Centers shall not **“permit, practice or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities for any child in attendance.”**
- Specifically, we will work with families and children to:
 - ✓ teach cooperation, responsibility, and respect for self, others, and the child-care environment



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- ✓ consider the developmental capabilities of each child when developing programming and determining expectations for behavior.
 - ✓ set up the environment (physical and staffing) to encourage expected behavior and reduce potential conflict.
 - ✓ use a variety of developmentally appropriate strategies to promote social skill development.
 - ✓ help children to recognize and express their needs and emotions in a developmentally acceptable manner.
 - ✓ use positive discipline approaches, such as re-direction when finding solutions.
- **Educators are expected to:**
- ✓ **Recognize and reinforce expected behavior** - It is vital to recognize and reinforce specific behavior, not the child.
 - ✓ **Focus on the behavior, not the child** - Focusing on the child's behavior, rather than on the child, allows educators to offer positive guidance for developing positive behavior.
 - ✓ **Provide children the freedom to make choices and to seek help** - Children have a greater sense of comfort and trust when they know that you are there to protect, guide, and help them.
 - ✓ **Set clear, consistent, and simple limits** - When setting limits, it is important to keep them simple and only enforce necessary limits.
 - ✓ **Set limits in a positive way, rather than in a negative way** - This focuses on what to do, rather than what not to do.
 - ✓ **Provide simple explanations for limits** - Teaching children the reasoning for a limit helps them gain a better understanding of why the limit is put in place.
- If the child continues to be overly aggressive and the preventative strategies are not helping, the family will be asked to withdraw their child from the center without notice. **No refund will be provided.** Some examples of overly aggressive acts include (but are not limited to) biting, pushing with excessive force, choking, or hitting.

10. Daily Routines:

- The daily routines at Simply Fun Childcare Centers have a set schedule for children-led free play, circle time, teacher-led activities, outdoor play, lunch, snacks, and naps. However, there are times when the schedule may be altered in a day depending on the needs of the children.
- Due to the varied activities and engaging nature of our programs, we request that parents respectfully avoid the transition times associated with offering those programs when dropping off



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and picking up their child. These times occur daily **between 9:45 am and 11:15 am** as well as **between 1:00 pm and 3:00 pm**.

- *Specific daily activities are provided by email to parents monthly and posted in each classroom.*

11. Arrival Procedures

- Morning arrival is an important part of each child's day. This is the time of day that a child must make a separation from his or her family and adjust to the classroom environment. Please try to separate in a calm and relaxing manner as this will set the tone for the day. The teacher can assist in achieving a smooth and relaxed transition from the parent to the center environment.
- The doors **open at 8:00 AM** and children will not be accepted prior to 8:00 AM. The teachers need uninterrupted time to finish their preparations so that they can greet each child and family properly when the day begins.
- The Centre suggests the **latest arrival time of 9:30 AM** to offer the children a consistent routine and time to have a snack and enjoy free play before more structured activities begin.
- There will be days when a child has a doctor's appointment or other commitment that results in late arrival. Arrival during transitions, lunch, or nap time often negatively affects the rest of each child's day. The child is aware of what has been missed and may have difficulty with the rest of the day. **The teacher should be informed the day before the appointment.** Please contact the Centre if your child will be later than 9:30 AM in arriving.
- *Please phone or text to let the teachers know if your child will be absent from the childcare center.*

12. Departure Procedures

- Your child must be picked up by the childcare center's closing time **by 4:30 pm**.
- Children will only be released to authorized persons, including parents/persons listed on the Authorized to Pick-Up List/Emergency Contact list in the Registration package or parents/guardians recorded on a legal document (i.e., custody agreement), unless staff is notified in writing.
- Should a parent wish to have an additional person added to the Authorized Pick-Up List, written consent must be submitted to the Supervisor. **Photo identification** is required to verify the identity of the person picking up your child if staff are unfamiliar with the person.
- The Centre will not release a child at any time to a parent or designated individual who is visibly impaired due to alcohol consumption or substance abuse (either prescribed or illegal). If a parent or designated individual is impaired, the Centre's teacher will telephone individuals from the master card form and/or the emergency/medical information form to arrange for an alternate,



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authorized adult to pick up the child. If a parent or designated individual is impaired and insists that their child be released in his or her custody, the Centre's teacher will immediately telephone the appropriate law enforcement officials.

13. Late Policy

- Any parent, guardian, or authorized person who is not out of the center by closing time -- will be considered late in picking up their child(ren) and **a late fee will be charged** (see *late pickup fee of the contract*).
- If a parent is late picking up their child, the first occasion will be noted on our Late Pick-Up Form. Please note that **three late pick-ups in any 6 months** may result in withdrawal of services.
- If a child is not picked up **fifteen (15) minutes** after the center's closing time, and we have not been notified, the following steps will be taken:
 - a) We will call you at home or work numbers that we have on file.
 - b) If we are unsuccessful at contacting you, we will call your emergency contacts.
 - c) **30 minutes after closing**; if parents or any of the designated emergency contacts still have not been reached, staff will call Emergency Services of the Ministry of Children and Family Development.
 - d) An MCFD Social Worker will sign your child out and will place your child in care until you can be located.
- We do not permit our educators to transport a child home.

14. Early Pick-ups

- During a transition period for a new enrolment
- When a child cannot stop crying within 2 hours
- When a child has inappropriate behavior that may harm the caregiver and other children
- When a child is sick, or in an emergency.
- When the center and/or caregiver encounters an unforeseen situation and is not able to maintain the normal opening hour
- In other emergencies

15. Parenting Time/Custody

If a parenting time/custody agreement is in place for your child, a copy of your agreement or court order must be on file. Staff will act in accordance with this legal document. If issues around custody exist and there are no legal documents, the enrolling parent must provide written information on access. Staff will follow the information provided by the enrolling parent. The parent with whom the



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child resides will be deemed to be the custodial parent and staff will only follow instructions of this parent unless otherwise instructed by a court order.

16. Transition Principles

16.1 Transition is the change a child encounters moving from one place to another. As the child develops, they experience the transition from one learning environment or setting to a new one. By the time a child reaches school age, they may have experienced several transitions that will have helped them to adapt their thoughts, feelings, and behavior to meet new expectations. Transitions need continuity to provide the child with confidence, thereby feeling secure and making the process exciting.

We recognize that this process can be stressful for parents, but it allows your child to become acclimatized to the program and feel more comfortable and confident when it comes time to leave them for the whole day.

16.2 **Settling Plan:** To help your child adjust smoothly to their new environment, we follow a structured settling plan over four sessions, gradually introducing them to the daily routine:

✓ **First Settlement (2 hours):**

- This session includes time for parents to discuss their child's needs with the teacher and provide any important information about their routines, preferences, or concerns.
- The focus is on introducing your child to the environment and ensuring they feel comfortable.

✓ **Second Settlement (2-3 hours):**

- The duration will depend on how well your child is adapting. This session introduces them to more structured activities while giving them time to become familiar with the teachers and other children.

✓ **Third and Fourth Settlements (4-5 hours each):**

- These sessions usually include key parts of the daily routine, such as lunchtime and nap time, to help your child experience a fuller day at the center.

✓ **Additional Settlements:**

- If needed, additional settlement sessions can be arranged. This decision will be made collaboratively by the teacher and parent if it is felt that more time will benefit your child's emotional well-being and adjustment.

✓ **Important Notes for Parents:**



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- **Early Pickup:** During the transition period, we may ask parents to be ready for early pickup based on their child's needs and comfort level.
- **Ongoing Communication:** Teachers will provide frequent updates on your child's progress and any concerns during this transition.

17. Communication

- Parents are encouraged to have daily communication with teachers during the time dropping off and/or picking up children.
- Parents should email/call the Office or the teacher if it is something urgent or last minute, e.g.: the child will be absent due to illness, someone who is not listed as an authorized Pick Up will be picking up the child, etc.
- Parents can expect information regarding daily activities through photos from teachers.
- Parents can expect developmental screening reports to be completed by childcare staff.
- Parents concerned with the care of their child, or any incidents at the center, are urged to speak with a childcare provider, and if not satisfied talk to the Office at contact@simplyfunchildcarecenter.com or call 250-370-1855, then the Director – Ms. Brenda Irvine at 250-881-3958.

18. English as a Second Language

Families often express concern about a child learning English while retaining or continuing to acquire the home language. Current research indicates that very young children acquire language in the context of a relationship and that children do best if a single language is heard from a single adult. The Simply Fun Child Care Centre teachers speak primarily English with the children. A child will acquire English quite easily through his/her experiences with other children and teachers. Typically, the native language is spoken within the familial relationship.

19. Active Play

- Weather permitting, all children, including infants, will spend from 15 minutes to two hours per day in daily outdoor play. Children must have freedom of movement, so it is requested that children be dressed accordingly. Shoes and socks are required. Children are encouraged to explore, and there may be times when they may become messy or rumpled. Parents should send two complete changes of clothing to remain at the centers. Parents must label all articles of belongings. (**see: Clothing**).
- Children will be outside unless the temperature is below 38oF or 3oC degrees, weather conditions permitting. Accommodations cannot be made for children to remain indoors if they are feeling “under



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the weather.” A child too sick to be outside is probably too sick to be around other children and at the Centre.

20. Screen Time

- Simply Fun Childcare Centers Inc. cares about the health and well-being of the children in our care. Our program does not rely on television, movies, or computers to fill space in our daily schedules. We strive to build curriculum and daily routines that promote physically active play, and cognitive and social development.

Simply Fun Childcare Centers Inc. will ensure that:

- No screen time for infants and toddlers under the age of two.
- Screen time will only be used for **learning purposes** and on special occasions which are typically Halloween, Christmas, Easter, and pyjamas days.

21. Toilet Training

21.1 Infant & Toddler Centers:

- The Infant/Toddler teachers will discuss with the parents their child’s readiness in toileting only when they feel the child has started showing signs to start training.
- The parents are responsible for introducing toilet training to their child with the Centre’s teachers continuing to guide and support the child within the program.

21.2 Multi-aged centers:

- We require children to be **75% toilet trained** by the time they enter our 3-5 programs, as child/staff ratios are much higher at this age. If not, the teachers will continue to guide and support the child until successful within the 3/5 room.
- We recommend packing plenty of extra clothing and communicating strategies used at home daily with educators at the center.
- The teachers will assist children in toileting and hand washing where necessary.

22. Nutrition Guidelines

- The Simply Fun Child Care Centre aims to work with parents to provide children with nutritious snacks and meals while establishing good eating habits that nurture healthy development and promote lifelong well-being. Staff and families work together to exchange information regarding family eating patterns, introduction of new foods, food intolerances and preferences, special dietary requirements for each child, and the feeding requirements of infants, toddlers, and children with special needs.



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- **Food is never used as punishment or reward.** Each child is encouraged to eat or taste his or her food. Sufficient time shall be allowed for each child to eat. All children and teachers are to sit down while eating and the staff should always model good eating habits. Eating will be supervised always. Mealtimes will be relaxed to discourage rushing.
- All our childcare centres are **NUT PRODUCT AWARE**. Please ensure your child's lunch and snack (if applicable) contains no nut products or items that have been in contact with nuts.

22.1 Lunch and Snacks

- Children must bring their lunch and snacks each day. We recommend that lunches and snacks should be nutritionally appropriate. We will be pleased to provide you with suggestions/alternatives for your child's lunches or snacks.
- A **microwave** may be available at the centers to reheat your child's lunch (inquire with the center supervisor). Please note that we will not prepare or cook your child's food. At lunchtime, we will serve water or milk and provide dishes and cutlery as needed. It is highly recommended that an **ice pack** be placed in your child's lunch to keep any perishables cold and if possible, a thermos be used to keep foods at a safe temperature.

22.2 Infant Nutrition

Young infants are fed according to their schedule. As they grow and start eating solid foods, their eating needs will change, and the eating times will be adjusted toward the group schedule. The feeding schedule is individualized for each infant and flexible enough to accommodate the child's daily needs. **Infants will be fed when hungry**, not when the clock or schedule dictates.

22.3 Breastfeeding

Breastfeeding mothers are welcome to do so within the Simply Fun Infant & Toddler Child Care Centres. The Centre supports breastfeeding mothers by providing a comfortable, quiet space within the classroom for them to be with their babies while feeding and to help minimize interruptions. Mothers are welcome and encouraged to drop by for feedings.

22.4 Bottles

- All babies receive personalized attention during each feeding. Babies are held for each bottle feeding. Bottles are never propped and never given while in a crib or while on a cot. Children do not carry bottles or sippy cups while crawling or walking. Parents must provide the Centre with prepared, labeled bottles with nipples, and lids each day. **All breast milk bottle labels must include the date the breast milk was expressed.**
- Fresh breast milk can be stored for 24 hours in the refrigerator or up to two weeks in the freezer.



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Milk that exceeds this time frame is discarded. Contents remaining in any bottle are discarded within one hour. Only breast milk and formula are served in bottles. All bottles must be picked up at the end of each day. Any bottles left in the refrigerator upon closing will be discarded. Bottles are warmed to no more than 120 degrees Fahrenheit, for no more than five minutes.

22.5 Beginner Foods

As an infant grows and becomes more adept at eating, she/he will start to eat cereals, jarred foods, and eventually table foods. She/he will begin to gradually use their fingers for eating "finger foods". It is recommended that infants **try new foods** at home first, and then parents may request the new food be incorporated into their child's day at school.

The dry cereal will not be prepared with juice.

22.6 Special Occasions

Please speak with the teachers if you would like to bring in a special snack. Special snacks should be store-bought and labeled as being nut-free. Healthy treats like fruits and vegetables are always welcome.

23. Nap Rest Time

- **Nap time/rest time is 1:00-3:00 pm daily.**
- Naptime allows children to physically rest and emotionally unwind. It provides a balance to the day's active program. Although some children require a nap during the day, **naptime is not mandatory for all children.** We ask that all children rest for a short time, followed by quiet activities (to allow those who need to sleep the quiet space to do so). Children's naptime schedules may vary depending on age or individual needs.

23.1 Infants & Toddlers

- Nap times are flexible and according to the individual child's schedule and needs. Children need adequate rest. As children get older, we may work toward a more structured day with a regular naptime to prepare them for preschool. We work in partnership with parents to determine the appropriate time for a child to make this change.
- To help prevent SIDS (Sudden Infant Death Syndrome), the Simply Fun Child Care Infants & Toddlers Centers follow the guidelines listed below:
 - Infants are placed on their backs on a firm sleeping surface.
 - No bottles will be placed in the beds
 - The infant's head must be kept uncovered during sleep.



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- The infants, after being placed on their backs, may then be allowed to assume any comfortable sleeping position when they can easily turn themselves from the back position.
- The space around a sleeping infant is kept clear with no fuzzy blankets, pillows, or stuffed toys.
- The temperature in the nap room is kept cool.

23.2 Preschool Children

Preschool children nap/rest after lunch. If they need rest before that time, we will accommodate them. Any child who remains awake after a half hour will be able to get up and participate in quiet activities.

24. Personal Belongings/Toys from Home

- Unless the center designates a “**show and tell**” experience, toys from home are best kept safe and sound at home. This will ensure that your child’s items will not become lost or broken.
- Please label all personal items with your child’s name. If something gets lost but has your child’s name on it, it is more likely to be returned. Please note that we are not responsible for lost or damaged personal items.

25. Birthdays and Fee Change

25.1 Simply Fun Childcare Centers will celebrate your child’s birthday with a special acknowledgment and card from friends. Parents are welcome to bring a cake, cupcakes, or a fruit platter for the celebration, please be mindful of child allergies when bringing in special food.

25.2 When your child celebrates their birthday and moves to a new age group, their daycare fee will be adjusted according to the 'Fees' chart on page 04. Please note that fee adjustments are not applied mid-month. Instead, **the updated fee will take effect starting the first day of the month following your child's birth date.**



Examples:

- If your child’s birthday is on April 15th, the new fee will take effect on **June 1st**.
- If your child’s birthday is on April 1st, the new fee will take effect on **May 1st**.



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26. Moving Location

- **Effective January 1, 2020**, when your child turns 3 years old, they may need to transfer to a different location if there is no available spot for the 3–5 age group at their current location. This allows the spot for children under 3 to be offered to another family.

If a transfer is necessary, you will be notified in writing and directed to another Simply Fun Childcare Center location where a vacancy for the 3–5 age group exists. This could be at any of the seven Simply Fun Childcare Centers Inc. locations.

- From time to time, we may need **to temporarily move** children from their registered location. Parents will be notified by text or phone call if such a situation arises.

For example, if a teacher is absent due to illness and there is a staffing shortage, we may offer to relocate your child to another Simply Fun location, provided there is availability, and the move complies with licensing regulations.

27. Clothing

27.1 Basic Items:

- Our centers provide regular opportunities for outdoor play. Please ensure that your child has clothing appropriate for the weather each day. We recommend sending more than one set where possible as items become wet during play.
- **Please ensure your child's clothes and belongings are labeled. The Simply Fun Childcare Centers are not responsible for any lost or damaged clothing or other items.**
 - ✓ Muddy buddies or puddle pants and raincoat
 - ✓ Boots
 - ✓ Hat and gloves/mitts (winter)
 - ✓ Wide-brimmed sun hat, sunglasses, and sunscreen
 - ✓ Indoor shoes
 - ✓ Please minimize your child's personal belongings and only bring what is needed for the day (extra set of clothes, lunch, hat, sunscreen, etc.). We will not be storing personal items in cubbies.



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27.2 Necessities: To ensure that your child has everything they need to make them comfortable – please provide the following items:

- **Infants and Toddlers (children under 36 months):**
 - Spare clothing: 2 complete outfits (socks, undershirt, top and bottom)
 - Prepared lunch including formula or cereals (as applicable)
 - **Please Note:** Raisins, popcorn, nuts, hotdogs, and marshmallows are not permitted in the program due to choking risks
 - Bottles, food containers, etc. (labeled with your child's name)
 - Diapers and diaper cream (at least 5 per day)
 - Training Underwear
- **3-5's (children over the age of 36 months):**
 - Spare clothing: at least 1 complete outfit (socks, underwear, top and bottom)
 - Prepared lunch
 - **Please Note:** Raisins, popcorn, nuts, hotdogs, and marshmallows are not permitted in the program due to the choking risk

28. Fieldtrips

- Neighborhood outings are part of our regular routine. These outings provide children with new experiences and foster a sense of community. Local trips may include walking to a nearby park or beach.
- These excursions are made to enhance your child's knowledge of their natural and cultural environment:
 - An appropriate ratio of educators to children will be maintained for all outings.
 - All teachers attending the field trips are CPR/First Aid certified and will have with them a backpack containing a cell phone, Emergency cards, and a first aid kit.
 - You would be notified in advance of the destination, date, time, and cost if any.
 - The above field trips would require the parent's consent and the possibility of family assistance to have a safe and fun trip.
 - All parents or family members would be welcome to attend.
- You will be required to sign a consent form for your child to participate in any out-of-center trips (except for neighborhood walks). If a child arrives without the parent/guardian having signed the consent form, we will assume that your child does not have permission to participate in the event.



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If proper educator-to-child ratios allow, arrangements may be made for children who do not have permission to attend specific outings. If the educator-to-child ratio does not allow care to be provided for your child, the parent/guardian will be contacted to pick up their child and make alternative care arrangements.

- The monthly fee includes the cost of most field trips. The parent agrees to provide for any additional costs for their child to attend additional special outings or events such as movies etc. Parents will be notified of the costs in advance on the monthly calendar provided by Simply Fun Childcare Centers.
- The field trip plan is subject to change due to the actual weather conditions on the date.

29. Health and Illness Policy

- Unexpected illness is a reality for parents of children in childcare. Please plan and have backup care for emergencies. If your child will not be attending the center, please take a moment to let us know. This allows us to keep a watchful eye on other children exhibiting similar symptoms.
- If a child's ill health prevents them from participating in all center activities or being comfortable in normal program activities, we suggest that they do not attend the program. If your child becomes ill while at the center, we will make your child as comfortable as possible and contact you to pick them up. If we cannot contact you, we will contact your designated emergency contacts. Upon request, the center will provide you with written documentation indicating that your child was requested to be picked up from the center.
- If your child has an illness, parents are required to inform the center within 24 hours as we follow Child Care Licensing Regulation regarding incubation and/or isolation.
- If your child has **seasonal allergies**, please inform the staff so that this information is relayed to the childcare team. Inform the staff about the typical symptoms your child experiences, as they can mimic cold/flu symptoms.
- Our programs follow Public Health Guidance regarding isolation periods for all illnesses. Decisions regarding isolation may refer to symptoms that present individually or in combination with other symptoms. The chart below outlines more common symptoms/illnesses that our programs tend to see, and is not an exhaustive list.
- As per Licensing Regulations, we cannot provide care to a child unless we have received completed registration forms detailing any medical/health-related information and parent/emergency contact information. Registration forms must be fully completed a minimum of



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24 hours before your child begins care. If the paperwork is incomplete, your child will not be allowed to start the program.

ILLNESS EXCLUSION POLICY – Updated June 2025

- To protect the health and well-being of all children and staff, we require parents to follow this illness policy strictly and promptly. Unwell children must be picked up within 30 minutes of notification. Failure to follow the policy may result in the temporary suspension of care.

Illness / Symptom	Policy & Action	Return to Care Requirements
Fever	Temperature 38°C (100.4°F) or higher with other symptoms or unable to participate: Immediate pick-up required.	Fever-free for 24 hours without medication , the child must be well enough to participate.
Diarrhea	Two or more episodes of loose stools in one day: Immediate pick-up required.	Symptom-free for 48 hours and at least one normal bowel movement.
Vomiting	One or more episodes , depending on severity: Immediate pick-up required.	Vomit-free for 48 hours.
Cold Symptoms (runny nose, cough, sneezing)	Mild symptoms: The child may attend if active and eating. If fatigued or cannot participate , pick-up required.	May return when symptoms are improving and the child can fully participate.
Flu-like Symptoms	(e.g., fever, chills, body aches, fatigue): Must stay home.	May return when fever-free for 24 hours and symptoms are improving.
Earache / Ear Infection	If pain is present: a doctor visit and a 48-hour exclusion are required for observation, with or without antibiotics.	May return when symptoms resolve (no pain or fever). A doctor's note may be requested.
Strep Throat	Immediate pick-up if diagnosed or suspected.	Return after 24 hours of antibiotics , and the child feels well.
Skin Rash (unexplained)	Immediate pick-up for medical evaluation.	Return with a doctor's note confirming non-contagious or treated.



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Illness / Symptom	Policy & Action	Return to Care Requirements
Head Lice	If live lice or nits are found: Immediate pick-up is required.	Return only when no lice or nits are present. Staff will re-check on arrival. Repeated infestations may require proof of treatment.
Conjunctivitis (Pink Eye)	Suspected or confirmed cases: Immediate pick-up required.	Treated and eyes must be clear. A doctor's note may be requested.
Infected Skin / Eyes	Undiagnosed conditions must be seen by a doctor.	Medical clearance is required to return.
Chickenpox	If active rash and child is unwell: Must stay home.	May return when scabs are dry and crusted , and the child feels well.
Measles / Rubella	Highly contagious. Immediate exclusion.	Return 4 days after rash onset (7 days for Rubella) with doctor's clearance.
Hand-Foot-and-Mouth Disease	If fever, excessive drooling, or open sores: The Child must stay home.	May return when fever is gone and the child feels well enough to participate.
COVID-19	Positive test or symptoms: Must stay home.	Return after 5 days , if fever-free for 24 hours and symptoms are improving.
RSV (Respiratory Syncytial Virus)	If wheezing, labored breathing, or fatigue: The Child must stay home.	May return when breathing and energy levels normalize and no fever for 24 hours.
Norovirus (Stomach Flu)	Highly contagious. Vomiting or diarrhea: Immediate exclusion.	Must be vomit- and diarrhea-free for 48 hours.
Impetigo	Highly contagious skin sores: Immediate pick-up and doctor visit required.	May return 24 hours after starting antibiotics. Open sores must be covered.
Fifth Disease (Slapped Cheek)	The child may attend if feeling well. No exclusion needed unless unwell.	If fever or discomfort is present, stay home until symptoms improve.



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Illness / Symptom	Policy & Action	Return to Care Requirements
Roseola	High fever followed by rash. Must stay home during the fever phase.	May return when fever-free for 24 hours and feeling well.
Croup	If a child has a barking cough or difficulty breathing , they must stay home.	Return when cough improves, no fever , and the child can participate comfortably.

30. Immunization:

Island Health recommends that your child's immunizations are current before your child enters the program. A written record of each child's immunization must be on file and be up to date. If a child is not immunized, a letter stating this must be provided for the child's file. If an outbreak of a communicable disease occurs, the non-immunized children will be excluded from the program immediately. In the event of an outbreak, Community Care Facilities Licensing and or the Centre for Disease Control will be notified. Children should not attend the center for at least 48 hours after their last symptom or as directed by the Vancouver Island Health Authority (VIHA) or designate.

31. Medication

- It is preferred that parents administer medications at home; however, staff will administer medication if your child is on a strict medication schedule, provided the following procedures are followed:
 - Medications must be given directly to educators and parents will be required to sign a medication release form providing educators the permission to administer the medication as noted by the physician. Medications will be kept in a secure, temperature-controlled space.
 - Medications must be in their original container with the prescription stating your child's name, dosage and time to be given.
 - Medications will be kept in a secure, temperature-controlled space.
 - **Non-prescription medication** must be in their original container and will only be administered with a legible note from the parents indicating the child's name, medication name, and dosage instructions.



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- If your child is receiving medication for a communicable disease, they must be on the medication for a minimum 48-hour period and provide **a doctor's note** indicating that they can return to the program.

32. Allergies

- The parents are required to provide the Simply Fun Childcare Centers with a list of child allergies, as well as a list of any existing health conditions/diagnoses that are necessary for the staff to be aware of (i.e.: diabetes, asthma, ill-function organs, etc.), when registering your child. This includes providing detailed information about your child's known allergens, signs and symptoms of an allergic response, and the steps to take in an emergency.
- If your child suffers from severe allergies (e.g. anaphylaxis), you are required to supply to the Centre an EpiPen and/or Ana-kit (whichever your child's physician recommends), with an **"Individual Anaphylaxis Plan"** filled out and signed by the parents upon registration.
- It is important to be aware that even a small amount of allergen can cause a severe **life-threatening** reaction. We ask that all parents and children not bring identified allergens into the program, restrict the sharing of food, and follow proper hand-washing procedures.

33. Emergency Medical Procedures

- 33.1 In the event of an accident, illness, or other incident requiring medical evaluations, Simply Fun Childcare Centers will contact the parent. If the parent is unavailable, Simply Fun Childcare Centers will contact the alternative person named on the registration form to pick up the child and take them to the family physician named on the registration form or to the hospital or clinic.
- 33.2 In the event of a serious accident or illness, Simply Fun Childcare Centers will contact an ambulance immediately, before contacting the parent, and will not be responsible for any cost incurred. If the parent cannot be located, Simply Fun Childcare Centers will:
 - Call the child's family physician.
 - Call the alternative person named on the registration form to be with the child at the hospital until the parent arrives.
- 33.3 The parent agrees to pick up their child immediately if there is an emergency at Simply Fun Childcare Centers and the caregiver is unable to continue care of the children for the remainder of the day.



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34. Accidents and Injuries

- Children are active and curious. It is not uncommon for young children to experience cuts, scrapes, and bruises while running, jumping, exploring, and playing. All educators hold valid certifications in first aid and CPR and have been trained in emergency procedures. We make every effort to reduce the possibility of accidents and injuries.
- Anytime your child has an accident that results in an injury, the incident is recorded on an incident report form. Parents/guardians are requested to read and sign all incident reports which will then be placed in the child's file. A copy will be provided to families upon request.
- Incidents that require an immediate call to a parent/guardian (along with a written incident report) include:
 - any bite that breaks the skin
 - any break of the skin that may result in scarring
 - any fall or incident that results in contact with the head (which may or may not result in a visible injury)
 - any injury that results in a nosebleed
 - any injury close to the child's eyes
 - any injury that the educators deem may require medical attention or follow-up
- If an injury requires minor medical care, we will contact you immediately to ask that you or a designate pick your child up and take your child to get the necessary care required. If the parent is unavailable, we will contact the alternative person named on the registration form to pick up the child and take them to the family physician named on the registration form or to the hospital or clinic.
- In the event of a serious accident, Simply Fun Childcare Centers will contact an ambulance immediately, before contacting the parent, and will not be responsible for any cost incurred.
- We report any injuries requiring families to seek medical care for their child to the Early Learning and Child Care office within 24 hours.

35. Child Abuse and Neglect

- Any staff member, including the educators or staff, who has been accused of allegedly inflicting abuse or neglecting a child will be given a warning and suspended from work until the completion of an investigation by the Licensing Officer. If a replacement staff member holding equal or higher qualifications cannot be found, then the daycare may be temporarily closed.



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- The Child, Family and Community Service Act of British Columbia states: Anyone who has a reason to believe that a child or youth has been, or is likely to be, abused or neglected, is required to report it to the Ministry of Children and Family Development (MCFD). At Simply Fun Childcare Centers, we take this responsibility seriously and understand the legal need to report suspicions/disclosures, not determine if abuse has occurred.
- Investigations are the responsibility of the MCFD and/or the Police. It is the responsibility of MCFD and/or the Police to notify parents that a report has been made.

36. Termination of Services

When a conflict arises, staff will make every attempt to work with the family to resolve the issue to their mutual satisfaction, provided the arrangement does not:

- Compromise the Mission and Values of the Simply Fun Childcare Centers;
- Put the child, staff, or other participants at risk;
- Diminish the value of the Simply Fun Childcare Centers' experience for other participants.

All situations are dealt with on an individual basis considering the specific needs and circumstances of the family and the capacity of the program to meet those needs. After working with the family and making every attempt to resolve the situation, the teachers, in consultation with the Owner may decide that it is not appropriate for a child to continue their involvement in the childcare program.

The following are some situations where this might occur:

36.1 Behavioural Concerns

The Simply Fun Childcare Centers is not equipped to deal effectively and appropriately, with a child whose behavior requires ongoing significant intervention (i.e. persistent unprovoked physical violence; persistent bullying; verbal harassment of peers or staff; or continual unauthorized departure from the childcare center). The teachers, in consultation with the Owner, of Child Care will make every attempt to link the family and child to the appropriate support services. If the issue(s) is still not resolved to the satisfaction of everyone involved, **two (02) weeks' written notice of termination of services will be issued.**

The deposit and/or remaining balance will be refunded within thirty days of the child's last day in attendance.

36.2 Unresolved Custody Issues

If a family's custody issues result in conflicts at the center (i.e. the non-custodial parent continually attempts to pick the child up at a time/day not specified on the court order) and places the child, staff, and other participants at risk, then the family will be asked to make alternate childcare arrangements.



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36.3 Philosophical Differences

If the needs and opinions of a family do not fit with the principles, policies, and procedures of the Simply Fun Childcare Centers, the teachers, in consultation with the Owner, of Child Care will attempt to find a resolution with the family. If this is not possible, The Simply Fun Childcare Centers reserve the right to ask the family to find a more suitable childcare arrangement within a mutually agreed upon timeframe.

36.4 Inappropriate Conduct

Services will be immediately terminated if a family member behaves inappropriately (i.e. threatens, harasses, commits a violent act or similar significant act) towards a staff member, child, or another participant in the childcare center.

36.5 Late Pick-Up Issues

As stated in the *Late Pick-Up* section, if a parent is late picking up their child, the first occasion will be noted on our Late Pick-Up Form. If the program is unable to satisfactorily resolve problems of ongoing late pick-up with a family, services may be terminated.

36.6 Non-Payment of Fees

As stated in the *Non-Payment of Fees* section, non-payment of fees may result in the immediate cancellation of services.

37. Emergency and Evacuation Plans

In the event of an emergency: Call 9-1-1

- All licensed childcare centers act by provincially approved Child Care Enhanced Safety Plans which govern emergency procedures specific to each of our centers.
- **Fire and earthquake drills** are held **monthly** by the policy set forth by the Childcare Regulations.
- You will be expected to provide an **earthquake kit** in a Ziplock bag for your child that contains the following items:

37.1 Emergency Preparedness Kit

Each child registered in our program should have one kit, which is prepared and sent to daycare by parents **on the first day**. This kit will come in handy when there is an emergency event/lockdown during daycare hours. A list of suggested items to put in this kit can often be found online. **A few of our suggestions are some dried foods, small, bottled water, a granola bar, a family photo, something that will keep your child feeling safe and calm e.g.: a soft toy he/she likes, your full name and contact number printed on paper.** You can put as many items as you wish as long as a large Ziploc bag can fit.



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37.2 Obstruction-Free Foyer

As the center gets busier, we would like to work together to make sure our foyer/front door entrance is free from unnecessary items. One of the routes we take to evacuate when there is a fire is through the front door. Therefore, it is essential to keep the front door area clear so we can evacuate smoothly if there is an emergency event. We would like to ask all parents to help us in **Not to leave your stroller/car seat at the center as the space is getting tight** + during pick-up & drop-off please help work with your child on putting his/her shoes nicely under the bench or away in the green bins.

37.3 Emergency Evacuation Plan

- It is the goal of Simply Fun Childcare Centers to provide a safe environment for the children and staff.
- Parents/guardians are expected to sign their children in when dropping them off at the daycare and sign them out again once they have picked them up.
- At all times, staff working in the daycare are to know how many children are present and their whereabouts.

Simply Childcare Centers have developed the following procedures in regard to specific emergencies:

1. In the event of an earthquake, the teacher will do a rapid walk-through of the center and gather all children.
2. Areas such as behind doors, washrooms, and any other areas a frightened child may hide, will be checked.
3. Children are instructed by the teacher to go under the table in the main eating/craft area.
4. The teacher will do a head count to make sure all children are present.
5. Duck and cover (hands over head) and hold
6. Count to 100 out loud
7. If shaking/movement has stopped, gather all children, and go outside to the meeting spot by the gate.
8. The teacher and children will then take the same steps as the fire drill and walk to the gathering point.
9. The group will meet at the backyard gate. Once all children have been accounted for and reassured, they will be taken to the following locations:



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Center	Emergency Address	Center's Phone
SHELBOURNE	3404 KINGSLEY STREET	250-818-3509
HILLSIDE	3404 KINGSLEY STREET	250-888-9528
MCKENZIE	1716 GARNET ROAD	250-812-1088
MCKENZIE TWIN	1716 GARNET ROAD	250-888-9973
MCKENZIE 2	1716 GARNET ROAD	250-880-3358
GORDON HEAD	1619 WYCLIFFE PLACE	250-893-0777
FINLAYSON	1312 LANG STREET	250-590-2015

Last Page of Policies and Procedures that Parent is Requested to Sign Upon Registration!

I have read, understand, and agree with all the above-listed Simply Fun Childcare Centers' policies, rules, and regulations. I have received a copy of this handbook.

Signature: _____

Full Name: _____

Date Signed: _____

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NURTURING AND INSPIRING CHILDREN AS THEY LEARN AND GROW!

