



Parent Handbook
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Welcome

Welcome to Helping Hands Early Learning Child Care. This handbook is provided to you so that you have valuable information and policies that pertain to the child care that is provided to you. This handbook may be updated yearly in January if there are any changes needed.

Helping Hands is an unlicensed child provider. No government subsidies or reductions can be used towards your child's tuition. We provide care for children ages 18 months to 4 years, not in school. Care may be available for children under 18 months based on availability. We accept a maximum of 6 children at a time, including my own children under the age of 13.

Helping Hands uses an app called Procare for all communication. An invitation will be sent to you via text and/or email for you to sign up and gain access. The app is updated throughout the day with photos, your child's eating, and activities. Any notices and reminders will also be sent through the app.

Hours of Operation

Helping Hands is open Monday to Friday, 7:45am to 5:15pm. There are no additional hours available.

Holidays and Closures

We are closed for the following holidays. These are paid holidays.

New Year's Day

Nova Scotia Heritage Day

Good Friday

Easter Monday

Victoria Day

Canada Day

Natal Day

Labour Day

National Day of Truth and Reconciliation

Thanksgiving Day

Remembrance Day

Christmas Day

Boxing Day

I will also be taking up to 30 personal days per year. I will give as much notice as possible for any additional closures so you are able to plan for them. These days are paid at half the rate.

Helping Hands does not close for storm days, unless in extreme cases. I will be following the municipality in regards to these closures. Full payment is required for storm days.

In the event of an emergency evacuation or natural disaster, I will be following the directive from the municipality and/or the province. Full payment is required for any closures.

Program and Goals

Helping Hands works to provide an engaging and inviting environment for the children to explore and gain knowledge. I will have themes that correspond with events and holidays that are happening at the time. If children show interest in something else, I will do my best to foster this interest and help the children learn more about the topic of interest.

Nutritional Information

Helping Hands runs on a four week menu rotation. We strive to have a variety of foods for the children to try. The menu will be posted in the app, on the parent board, and on our social platforms.

We will celebrate holidays and birthdays with special treats. On holidays, there will be themed foods for the children, both treats and healthy options. For birthdays, we celebrate each child's birthday on their actual birthday or the day closest to it in the event of the birthday being on the weekend or a closure. The child gets to pick what we eat for lunch and what treat they want for afternoon snack. We will also have a birthday themed breakfast.

I will do my best to accommodate any allergies and food restrictions that your child has. We are a nut friendly facility. Peanut butter is a staple in our home and children are served peanut butter a few times a month.

Your Child's Introduction Day

Before your child can start at Helping Hands, all paperwork must be filled out and signed. The registration fee of \$50 per child plus first payment is required before your child can begin care. Forms will be sent to you via email as a Google form for you to fill out. Once all paperwork is filled out, I will print the forms and have you sign the documents on your child's first day.

Your child's first day is full of emotions for everyone. You and your child will most likely go through quite a few emotions even before arriving. All of these emotions are normal as it can be a difficult transition for the entire family. The quicker the drop off, the better the day tends to be. If you linger at drop off, your child may think you will be staying with them and it will make the transition harder for everyone. You will be able to contact me through the app for any updates in regards to your child. I may not be able to answer right away, but I will answer you as soon as I have a chance.

Children need time to adjust to a new environment, new rules, and a new schedule. There are lots of changes happening at once for your child. The transition can take anywhere from a few days to a month. It can be hard on everyone involved, but it typically gets better. I will update you on how your child is adjusting daily at pick up or through the app. We will work together to get them adjusted and have a successful time at Helping Hands.

Potty Training Policy

Potty training is an exciting, and can be stressful, time for children and parents. I am here to help when the time comes for that. Potty training needs to start at home. I will assist while your child is in my care but we have to make

sure that things are consistent for your child to succeed.

The first thing is to make sure your child is ready to potty train. This can be telling you when their diaper is dirty, going to the bathroom when they need to use it, or telling you that they need to go. All these signs can happen at different ages for different children.

When the potty training process starts, your child will need to be in pull ups until they are accident free for at least one week. This is typically a good indicator that they understand when they need to use the toilet and let someone know that it's time to go. We will still use pull ups at quiet time as most children do not wake up to go to the toilet when asleep.

Tips and Necessities

When preparing your child for the day, please keep the following things in mind:

1. We will be dirty! Outside in the sandbox and water table. Creating art with various materials. We will be muddy, wet, sticky, dusty, and everything inbetween. Please make sure to send your child in clothes that you don't mind getting messy. Please make sure to label your child's belongings.
2. We will be outside in all the weather conditions, except in extreme cases. Please make sure that your child has the appropriate outside clothes to participate in outside activities. We will be going outside whether your child is prepared or not. Please make sure to label your child's belongings.
3. You are required to provide diapers, diaper rash cream, and any special milk that your child requires. I provide wipes, food, and cow's milk. Please make sure to label your child's belongings.
4. No outside food or toys are to be brought in. There will be exceptions in regards to holidays if you wish to provide something for all the children. This will be communicated when holidays and special events occur.

Arrivals and Departures

Arrivals at care should be as quick as possible, five minutes at most. Remove your child's outerwear and hang items on their hook. Inform Sandra of any important things that happened. Say goodbye as quickly as possible. All children must arrive by 9:15am.

Departures can happen at anytime. However, there is only one pick up per day. If your child will need to be picked up before quiet time, please let Sandra know as soon as possible so she will have your child ready for pick up. Only people authorized on your child's paperwork are able to pick up. Please make sure that the authorized pick up person list is always up to date. Departures should be as quick as drop offs. Most information will be posted in the app for you to view. If you have any questions, I am more than happy to answer. However, I may have numerous parents/guardians picking up at the same time therefore I cannot guarantee you to have my full attention. If there is something that cannot be discussed via chat in the app, we will set up a time to discuss things so you have my full attention.

Quiet Time

All children will have a quiet time. Children do not have to nap during this time, however, they will need to lay down and

be quiet for the children that do need to nap. If your child is over three years of age and getting ready to go to the preprimary program, they will have a one hour quiet time so the other children can settle and fall asleep.

Once the other children are asleep, the three year olds will sit at the table and work on preschool things to help them get ready for the beginning of their school adventure. If a child wakes before the others, they will be able to join the older children as long as they're respectful and as quiet as possible so others can still nap.

Health Policies

Helping Hands needs to have the well being of all children and families in mind when illnesses are present, especially during cold and flu season. If your child is absent due to a cold or flu, Sandra must be informed immediately with a list of symptoms so that other families can be made aware so that their child can be monitored to prevent the spread of any illness. If your child is unable to participate in regular activities throughout the day, they will need to be home.

If your child has any of the following symptoms, they must remain home until they are twenty four hours symptom free without the aid of medications:

1. vomiting
2. diarrhea
3. fever (37.3°C or higher)
4. green runny nose
5. cough (continuous or unexplained)
6. rash
7. discharge from eyes and/or ears

Helping Hands will not permit children with the following communicable diseases to attend care:

1. Chicken pox
2. Measles
3. Mumps
4. Pink eye
5. Covid
6. Influenza
7. RSV

If children attend with this known to parents, care will be terminated immediately. Children must be out of the contagious stage plus three days before care is able to resume. There will be no exceptions to this.

If your child becomes ill while in care, you will have 30 minutes to have someone pick up your child. If you're child is not picked up within 30 minutes, emergency services will be called and your child will be sent to the hospital.

If your child needs medication to be administered, Sandra will administer it to them. All medication must be prescribed by a doctor and in the original packing with instructions. The time of the last dosage must be sent via the

app for Sandra to have record of it.

Incident/Injury Reports

Unfortunately, accidents happen. Children can get a little rambunctious and potentially hurt themselves and/or others. If an incident occurs, basic first aid will be administered by Sandra to the injured child if needed. An incident report will be filled out in the app for you to see and what first aid was administered.

In the event that something more serious happens and emergency services are needed, parents will be informed immediately. Emergency services will be called and, if possible, Sandra will go with the child to the hospital until a parent is able to arrive. Unfortunately, this will not always be the case as there are times that Sandra is the only adult and cannot leave.

Behaviours

Helping Hands will work with children with behaviours. Sometimes the behaviours are completely age appropriate, even though they may be undesirable. We will work together to make sure that behaviours are as best they can be to get them ready for school.

Sometimes, behaviours can not settle with intervention. In the event of this, we will have a meeting to see if the behaviours are consistent between child care and home. We will then come up with a plan to try and curb the undesirable behaviours. With consistency, we will hopefully see an improvement at both home and care.

In the event that the behaviours do not improve, Sandra and parents will need to discuss potentially terminating care. If a child is violent towards Sandra or the other children, care may be terminated immediately. This is not something that is taken lightly as all children and families need to feel safe.

Photographs, Videos, and Media

Throughout the day, Sandra takes various photos and videos of the children. These photos and videos get posted on our various social media platforms, as well as inside the child care space. All platforms are listed on the cover page of this handbook. There is a release form for you to sign to allow photos and videos of your child to be posted. If you do not want your child to be posted, I will make sure that they are not in anything that gets posted to our social media.

Withdrawal and Termination

There will be a two week grace period at the beginning of care for both Sandra and the family. During this time, care can be terminated by either party. Fees will not be refunded for these two weeks. These two weeks are to be sure that we are a good fit and that your child is adjusting to the routines here.

After the initial two weeks, a two week written notice is needed for termination. Fees are due regardless of attendance during these two weeks.

Two week notice will be given in the event that Sandra needs to terminate care, unless there is violence, disrespect, or unpaid fees. In the event of those things, care will be immediate.

Income Tax Receipts

Tax receipts are provided to all families. Tax receipts will be available on January 2.

Fees

Payments can be made in cash, through e-transfer to the email helpinghandselcu@outlook.com or through the Procure app. The Procure app charges processing fees, which are 2.9% plus 30 cents per transaction. These fees are charged to the parents.

Weekly fees are due on Friday by 5:00pm. If payment is received after 5:00pm, late fees will apply. Monthly fees are due on the last day of the month by 5:00pm. If payment is received after 5:00pm, late fees will apply. Care will not be provided until all fees, including late fees, are paid in full.

The following is a chart of all fees associated with your child's attendance:

Registration Fee	\$50.00	
Late Payment Fee	\$20.00 per day	
Late Pick Up Fee	\$5.00 per minute	
Personal Days/Vacation Days	Half the rate of a typical day	
Child Care Tuition		
	Weekly	Monthly
Two Days Per Week	\$120.00	\$520.00
Three Days Per Week	\$165.00	\$715.00
Four Days Per Week	\$190.00	\$824.00
Five Days Per Week	\$210.00	\$910.00

Daily Schedule

7:45 – 9:15	Arrival
7:45 – 10:00	Table Activities/Sensory/STEAM Activities
8:45 – 9:45	Open Snack
9:45 – 10:00	Clean Up/Bathroom Break
10:00 – 10:20	Circle Time
10:20 – 10:30	Get ready for outside
10:30 – 11:30	Outside/Gross Motor Activities
11:30 – 11:45	Back inside/Bathroom Break (if needed)
11:45 – 12:15	Table Activities
12:15 – 12:45	Lunch
12:45 – 1:00	Bathroom Break
1:00 – 3:00	Nap/Quiet Time
3:00 – 3:30	Wake Up/Bathroom Break/Snack
3:30 – 5:15	Outside/Free Play
3:00 – 5:15	Departure

What to bring to HHELCU

This is a list of items that must be brought in by the child's parent/guardian. Anything not on this list will be provided by HHELCU, unless a notice is given.

- diapers/pull-ups
- diaper cream
- minimum of two full sets of extra clothing in sealed bags
- any food restrictive foods (soy milk if child doesn't drink cow's milk for example)
- comfort items if needed (stuffed toy)
- weather appropriate outdoor clothing
- slippers or indoor shoes if wanted (not a necessity)

HHELCU will provide

- blanket for each child
- wipes
- healthy snacks, lunches, and drinks.
- sippy cups and water bottles

Seasonal Items to Bring to HHELUCU

This is a helpful list to remind you of what your child will need during each season so we can get outside, have fun, and get some much needed fresh air.

Winter

Winter boots

Winter coat

Snow pants

Stocking hat

Warm mittens (two pairs preferred)

Scarf or some type of neck cover

At least two complete changes of clothing

Spring/Fall

Warm rain jacket

Rain boots

Splash pants

At least two complete changes of clothing

Summer

Sunscreen (if child needs specific brand)

Hat

At least two complete changes of clothing

If your child has soiled clothing, please replace them. We will need a clean set for the next day.