

# Totally Kids Early Learning & Child Care Parent Handbook



**"The goal of early  
childhood education  
should be to activate the  
child's own natural desire  
to learn."**

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## **Goals/Objectives**

The goal of our program is to provide a safe, healthy, and stimulating environment for your child that will meet their physical, social, emotional, intellectual, and spiritual needs in a Christian environment.

Totally Kids Early Learning & Child Care will remain accountable to the parents for the safety of all the children and families. We will continue to exercise good judgement in the arrangements we make on your behalf. All reasonable steps will be taken to ensure that no harm will come to your child(ren).

## **Daycare Program**

Your preschool children will have fun learning through two different approaches which are incorporated into our day.

1. The N.B. Curriculum Framework for Early Learning is used in your child's development by allowing the children to explore and learn through planned and open activities. The

foundation of the curriculum supports a learning environment where children discover and learn about the things that interest them most. This is accomplished in a nurturing environment where the children's uniqueness is integrated, which develops a feeling of self-worth. For more information you may access the curriculum and supporting documents online at <http://www.gnb.ca/0000/ECHDPE/ELCC-Curriculum.asp>.

2. We also have a learning time where we focus on things that will prepare the children for school such as letters, numbers, colors, shapes, etc.

Both approaches are accomplished through a fun, learning environment.

**Story Time** – A story is read, either a child brings from home or is a Day Care book. This helps to promote listening skills. Usually, questions are asked to the children throughout which pertain to the story (I.e., what do you think will happen next? Things pertaining to morals – Do you think what the little boy did was good behavior, etc.) which keeps them interested and gets them thinking.

**Hartland Library** brings their Story Time program to us once a week.

**Outdoor Play** – Weather permitting, the children go outside for supervised activities which include sports, skipping, play equipment, sandbox, sliding, etc.

**Indoor Centers** – If the weather is unsuitable for outside play, the children play indoors at centers which are small groups of 2-3 children. The children can choose the centers they wish (I.e., Lego, marble works, cars, kitchen, farm, etc.) Children are welcome to bring movies from home to watch. These movies must be rated “G”.

**Photographs** – As part of the N.B. Curriculum Framework for Early Learning and Child Care, we take photos of the children to be included in their individual portfolio. Your child's picture may appear in another child's portfolio, brochures, or other publicity materials. There is a permission slip for this included in your Admissions Package.

### **Hours of Operations**

Our operating hours are Monday to Friday 7:30AM – 5:30PM

**Late Fee:** Parents who arrive after 5:30 to pick up their child will have to pay an additional \$20 fee **every** 5 minutes past our closing time of 5:30. This is to be paid directly to the educator working late for you. This can be done with cash in hand or e-transfer to the educator's bank account.

**Paid Holidays** – We are closed on the following holidays and there will be no reduction in daycare fees.

New Year's Day

Family Day

Good Friday

Easter Monday (\*NEW)

Victoria Day

Canada Day  
Civic Holiday (N.B. Day)  
Labor Day  
National Day of Truth and Reconciliation (\*NEW)  
Thanksgiving Day  
Remembrance Day  
Christmas Day  
Boxing Day

If Christmas Eve falls on a weekday, we will close at 12:30. TK may be closed the week between Christmas and New Year's Day. If so, the dates will be determined in the Fall.

**\*\*New: Daycare will not close for 2 weeks during the summer months. \*\***

### **Arrivals / Departures**

**\*NEW\*** Please do not allow your child to swing on the rope or hang on the rope sectioning off the play area on the pavement. We want to prevent little ones from getting hurt, so if they could walk around the rope that would be greatly appreciated.

**Acknowledgement by Staff** – Please make sure your child's arrival and departure is acknowledged by one of the staff. For safety reasons, please turn off the vehicle in the driveway when leaving your vehicle to pick up or drop off your child(ren) and remove the keys from the ignition. The shorter the drop off time, the easier it is for your child to settle in.

**Separation Anxiety** – When leaving your child, while the daycare is still unfamiliar, it is perfectly normal for your child to become anxious or upset. In fact, most children experience separation anxiety. This is especially true for the new child, although any child can experience this anxiety, even when well-adjusted and settled in the program. Changes at home such as a new family member, or anything that may cause some apprehension, should be communicated. For some children there can be a 2-week (or longer) adjustment period for full-time children. Part time children may take longer to settle in. Each child is unique – please do not be discouraged if your child takes a little longer. We have discovered over the years that the “Short & Sweet” drop-offs work best for children. We will work with your child to help them through this period.

**Late Arrival/ Absent** – If for any reason your child should be arriving late, or is not attending on a certain day, please notify your child's educator no later than **8:30 am**. Parents need to inform us of the reason their child will NOT be attending daycare. This is a requirement from our Early Childhood Department, and an Attendance Record must be filled out daily. The following is a list of the Absent Codes:

1. Diarrhea
2. Fever
3. Cold Symptoms (cough, ear ache, sore throat, eye discharge)
4. Skin Problems
5. Vomiting
6. Behavior Change with no other systems
7. Other Illness

8. Not illness related

**\*NEW\* Cut off time for Drop-Offs**

Please drop your child off no later than 9:30 am (except for Preschool, Home School & Appointments).

**\*\*At this point in our day we are beginning to transition into activities, learning time, projects and outside play. The children LOVE to go for walks on the NB Trail but cannot leave until all children have arrived, due to educator/child ratio.\*\***

**Snack Time** is at **9:00 am**, if your child arrives after 9:15 am please make sure they have already had their morning snack.

**Authorized Pick-Up** – We cannot release your child with any unauthorized persons. Only those listed on your Child's Profile Form can pick up your child. If someone other than those listed is scheduled to pick up your child, you must phone the daycare or send a signed note of consent. If the staff is not familiar with this person, he/she must provide staff with identification such as a driver's license.

**Enrolment and Discharge Procedures**

**Ages accepted to attend Totally Kids Daycare:** 2 years – 12 years old.

**Get Acquainted Interview** – To enroll your child(ren) we recommend a meet and greet with both parents (if possible) and child so we can discuss your child's needs and your expectations. At this time, we will also go over our daily routine, fees, a tour of the facility inside and out and answer any questions you might have. If both parties ( Parents and Administrator of TK Early Learning & Child Care) feel our facility is the right fit for the new child, the Enrolment Process will continue. When your child is visiting, before their official enrollment, parents are required to stay with their child, so we are sure to stay within our Educator/ Child Ratio. This is a 20–30-minute meet and greet.

**2 Week Notice** – We require a 2-week notice if your child will no longer be attending daycare. Your child is welcome to still attend those two weeks, and the fees remain the same, even if you choose not to send them.

**Required Forms** – All the necessary forms are provided in the Application Forms package that is supplied to you, plus a copy of their Immunization Record. All forms must be completed in full and signed by both parents where applicable and must be submitted **prior to the admission of each child**. A file is maintained for each child. This file contains child profiles, a copy of their immunization record, consent forms, accident reports and return after exclusion forms. These records are kept helping better protect, care for and ensure your child's developmental needs are met. All information pertaining to your child will be kept confidential. **It is extremely important to keep the information in your child's file current.** Any subsequent changes such as new addresses, telephone numbers, modified custody agreements, authorized pick-up changes, Medicare expiration, etc. Must be submitted in writing.

**Adaptive or Behavioral Difficulty** – Two weeks' notice will be given if your child is not adapting to the routine. **This can occur any time.**

**We will not allow any form of abuse, physical or verbal, towards other children or staff, from those attending our facility.**

**For a Child the following steps will be taken:**

**Step 1:** We will contact our parents/ guardian to advise of the situation. At this time, we will also ask for advice/guidance on how to handle the situation.

**If the behavior continues...**

**Step 2:** We will arrange a time to have a meeting with the child's family/ guardian, the child's educator, TK administrator and silent witness. If the behavior continues without any sign of improvement....

**Step 3:** The child will no longer be able to attend TK Daycare. At this time 2 weeks' notice will not be given, it will be immediate dismissal.

**For an Adult with inappropriate behavior while on the daycare care property (inside the facility or outside) the following steps will be taken:**

**Step 1:** We will contact the parent/guardian to discuss the events which took place, as each situation is documented, signed and dated. They will be advised this form of behavior is not acceptable inside or outside of our facility. **If the behavior continues without any sign of improvement....**

**Step 2:** The adult will be asked to leave our facility immediately. **If the behavior continues without any sign of improvement....**

**Step 3:** The adult will be advised they are no longer allowed to enter our facility, therefore drop off / pick up will no longer be permitted by the individual.

### **Fee Payment Schedule**

- TK families are required to make either (1) **Weekly Payments**  
(2) **Bi-weekly Payments**  
(3) **Monthly (the first of every month)**  
\*\*\*Payments need to be made regularly to maintain your child's spot in our facility.\*\*\*
- **Step 1:** Once your daycare account is 2 weeks over due you will receive a message from me (Stephanie) on Messenger regarding your late payments.

- **Step 2:** A date will be provided for you and if your account is not paid in full by that date, your child's enrollment in our facility will be suspended.
- **Step 3:** Legal proceedings to follow.

We now have auto deposit, which is the same as e transfer, without the password. Our email address is [totallykidsdaycare@hotmail.com](mailto:totallykidsdaycare@hotmail.com)

**Pay for the Spot** – These fees guarantee your child's position in the daycare, therefore if your child is out due to illness or you choose to withdraw your child from daycare for vacation or any other reason, the regular fee is due.

**Storm Days / P.D. Days / Holidays** – Parents wishing to send their school age child(ren) to Totally Kids for the full day will be required to pay for the extra time that the child is being cared for. The extra fees will be outlined in a separate fee payment schedule.

**Storm Day Closure** – If daycare is going to be closed or delayed due to a storm, it will be posted on our TK Facebook page at 6 - 6:15 am. Please note, daycare will NOT be closed every time school is closed. It will only be closed in severe winter conditions. If daycare is closed due to a storm or other safety issues such as power outage, flood, etc. There is no reduction in fees.

**Morning Bus Pick Up** – If you choose to send your child to daycare in the morning to be picked up at the Totally Kids bus stop, an extra \$4.00 fee will be charged in addition to the weekly rate. For this rate, refer to the separate fee payment information.

**Field Trips** – There may be extra charges, but we will notify you a few weeks in advance. (I.e., swimming, movie theatre, etc.)

**Parent Tax Receipts** – Year end receipts for parents will be handed out by the end of February.

### **Personal Belongings**

Due to lack of cubby space, we kindly ask parents to only allow their children to bring items which will **ALL** fit in their cubbies in the entry way. If it does not all fit in their cubbies, please take the items with you the same day.

**Indoor Shoes** - Your child(ren) must wear indoor shoes. Please make sure their shoes have a sole as we go outside for our fire drills. No slippers please. If your child is unable to tie their shoes, we request that they have a slip on or Velcro.

**Clothing Required** – We request that your preschool and/or kindergarten child have always at least one set of clothing at daycare. We request that belts and overalls not be worn at daycare unless the child is completely capable of dealing with these items on their own. We recommend that school-age children have one set of extra clothing, however this is left up to the discretion of the parent. Please put the following in a Ziploc bag labelled with your child's name to be left in their cubby: 1 shirt, 1 pair shorts/pants, 1 pair socks, underwear.



During the summer months, please provide your child with a labelled bottle of sunscreen. Other items considered would be hat, and sunglasses.

During the winter months we ask you to send two pairs of mittens as we go outside two to three times daily. This way it will ensure they have a dry pair to wear outside.

**Diapers** – If your child is still in diapers, we request that you supply diapers, wipes, and any cream that you wish to be used.

**Potty Training** – We consider this to be a joint effort between the parent and the daycare. When your child is ready for this routine, we will discuss this with you. We request that you bring pull-ups/ or diapers, training pants and appropriate clothing that promote independence as well as clothing that does not require a lot of assistance from staff such as: belts, overalls, tight fitting clothing, etc. We will bag wet or soiled clothing to be laundered at home. Please remember to replace any extra clothing that you take home.

We ask that your child stay in pull-ups/ diapers until they are comfortable enough to let us know when they need to use the washroom. Even though your child may be doing wonderfully at home, please remember, this is a different environment where toys, activities and friends may cause distractions. Don't be discouraged if it takes a bit longer at daycare for your child to be trained.

**Prohibited Items** – For any safety reasons, the following items are not allowed at day care:

- Candy
- Gum
- Safety pins (in clothing)
- Long strings (on coats, boots, etc.)
- Improperly labelled or unlabeled medication

**Please note:** your child's bedding will be sent home at the end of the week to be laundered and needs to be returned on the first day back.

**Lost & found** – we will post pictures of items on our TK Facebook page.

**Food-** We ask families to send **school prepared lunches**. We can heat food but not prepare food. Please send all the utensils required, an ice pack and water bottle. Please ensure all food items, containers, bottles, cups, ice packs and utensils are able to be stored in their lunch bag.

**Preschool children** will need a morning snack, lunch, and afternoon snack.

**After School Children** will need an afternoon snack when arriving after school. When they attend daycare for a full day, they will require a morning snack and lunch as well. Snacks should be something nutritious as healthy eating habits start young. Be sure to always pack an afternoon snack for your child. Your child's lunch needs to be prepared in a manner that is ready to eat. Please do NOT include gum, candy, or pop in your child's lunch. Your child's lunch will remain

in their cubby so please include an ice pack. Parents need to notify the afterschool educator by 8:30 am if their child will NOT be attending daycare and the reason why. Please refer to the “Late Arrival” section for the absent codes.

**\*\*\*Parents/Guardians need to notify your child’s educator by 8:30 am when they will not be attending daycare after school.\*\*\***

### **Transportation**

Totally Kids Early Learning & Child Care is not responsible for providing transportation to or from the daycare for your child to attend. For safety reasons, we are requesting children arrive at daycare either on the bus or with a parent/guardian. Please do not ride bikes or walk to daycare from school.

**Field Trips** – When outings are planned that require transportation, we may ask for volunteers if needed. The vehicles used will be equipped with a first aid kit and emergency records of all the children being transported. Enough vehicles will be used to provide individual seatbelts. We ask that parents provide car/booster seats for children who require them.

### **Medication**

**Administering Medication** – We can only administer medication, whether over the counter or prescribed, that is brought to the facility by the parent in the original container.

**Consent Form** – Written consent, with instructions will be needed before any of the above can be administered.

**Specifications** – All medications must:

- Be in original container with original label.
- Have child protective caps.
- Be identified with the dosage and the name of the child for whom the medication is intended.

In addition, prescribed medication must have:

- The name of the physician
- Instructions
- The time of use

### **Accident / Illness / Emergencies**

**Minor Cuts and Bruises** – These can occur while playing and are handled by our trained staff.

**Non-Life-Threatening Accidents or Illness** – In these cases, you will be notified immediately. We will ask that you transport your child to his/her doctor or local emergency unit, as the situation warrants.

**Emergency or Life-Threatening Situation** – In the event of an emergency, we will call an ambulance. One of our staff will call you immediately.

**Communicable Disease** – Any child who shows visible signs of any communicable disease, infection, fever, diarrhea, vomiting, etc. will not be admitted or allowed to remain. This is for the benefit of the sick child as well as in consideration of the other children. When a child is sent home with a fever, diarrhea, or vomiting, a 24-hour period must pass without any symptoms before the child is permitted to return. A more detailed Sickness Policy is included on Page 10. It is extremely important to know all medical diagnoses and experiences to better inform us so that we can provide proper care.

**Absence Due to Illness** – If a child is not attending daycare due to illness, parents must contact the child's educator or the administrator to advise of the symptoms as well as the doctor's diagnosis if it has been given. Once the child returns to daycare, a "Return After Exclusion" form must be filled out.

### **Illness Policy**

- When your child has any of the symptoms below, we will contact you and request that he/she is picked up within **one** hour.
- Until the parent's arrival, your child will be placed in a separate area that is supervised.
- If your child comes down with any of these symptoms at home, they are not permitted to attend daycare until the illness's allotted time has passed. (Refer to the outline below)

**\*\*\*Fever-reducing medicines are not to be given before sending your child to daycare\*\*\***

- You may be asked to provide a doctor's note.

### **When your child...**

1). Has a temperature taken by the

- **EAR** (100.2 degrees Fahrenheit / 37.9 degrees Celsius or higher)
- **MOUTH** (99.5 degrees Fahrenheit / 37.5 degrees Celsius or higher)
- **Armpit** (99.5 degrees Fahrenheit / 37.5 degrees Celsius or higher)

Parents will then be contacted and will need to pick up their child from daycare.

\*\*\*Taking a child's temperature from their **forehead** was not stated in the Public Health Guidelines, hence the reason it's not added above. Totally Kids Educators have and will continue to take children's temperature from their ear.\*\*\*

2). Is diagnosed with an infection or illness which requires medication. Your child will need **24 hours of taking medicine (after the first dose of the medication)** before returning to daycare. This includes and not limited to.....

- **Ear infection**
- **Pink eye** (as well no discharge from eyes)
- **Sinus infection**
- **Throat infection**
- **Pinworms**
- **Severe coughing**
- **Bronchitis** ----- (Bronchitis itself is not contagious, but what causes it is. If bronchitis is caused by a virus, your child will be contagious for a few days to a week. If bronchitis is bacterial, your child will no longer be contagious after taking medication for 24 hours).

3). **Vomiting / Diarrhea** – child is not permitted at Daycare until symptoms stop completely for 24 hours.

4). **Rashes** need to be looked at by a doctor. If they are contagious, the child cannot come back until the doctor says it's no longer contagious. Rash / Spots will need to be gone or crusted over (**NO** open sores) before returning to daycare. Doctor's note may be required before returning to daycare.

5). **Pinworms** require worm medicine, being absent from daycare for 24 hours, and a bowel movement.

6). **Lice**—We can no longer accept any form of lice (nit/egg, Nymph stage, full grown louse, or **dead** louse. Please notify us immediately and treat your child with the appropriate Lice treatments and remove **ALL** nits, alive or dead. Children may return to daycare 24 hours after their hair has been treated and all nits have been removed. We will check the child's hair upon return to daycare and if **one** nit is found, they will have to be picked up immediately. If we continue to find nits, your child will not be able to return to daycare until after the second treatment of Lice Treatment. If this continues for weeks still, your child's spot will be terminated.

7). **Chickenpox**-- Spots need to be done breaking out and completely scabbed over. There can be no open sores.

8). **Pandemic(H1N1)** -- In case of an outbreak, we will follow the health advice issued by the Deputy Chief Medical Officer of Health.

9). **COVID19**—Please follow our Illness Policy

10). **Impetigo**—Children with Impetigo must stay home for a minimum of 24hrs. They may return after antibiotic treatment, (24 hours after initial treatment), and there are no new spots, no more discharge from sores and NO open sores.

11). **Hand, Foot & Mouth**---Hand-foot-and-mouth disease may cause all the following symptoms or only some of them. They include:

- Fever
- Sore throat
- Feeling sick
- **Painful, blister-like lesions** on the tongue, gums and inside of the cheeks.
- A rash/spots on the palms, soles and sometimes the buttocks. The rash is not itchy, but sometimes it has blisters. Depending on skin tone, the rash may appear red, white, gray, or only show as tiny bumps.
- Fussiness in infants and toddlers.
- Loss of appetite.
- Your child is **most contagious** during the first week of having hand-foot-and-mouth disease.
- **Avoid close contact.** Because hand-foot-and-mouth disease is highly contagious, people with the illness should limit their exposure to others while they have symptoms. Keep children with hand-foot-and-mouth disease out of their child care setting or school until fever is gone, mouth sores have healed, spots have faded or crusted over, **no open sores**.

A child needs to be symptom free, **without** the aid of symptom reducing medications such as Tylenol and Advil, for a full 24–48-hour period prior to returning to daycare.

**\*\*\*Fever-reducing medicines are not to be given before sending your child to daycare\*\*\***

If your child is not well enough to participate in daily activities, they should remain at (be taken) home. When we do have to send a child home due to fever and potential illness, we ask that the Illness Policy is followed to help prevent the spread of illness to other children and educators. Unfortunately, educators do get sick when illnesses are present in our daycare. When an educator is not able to attend daycare due to illness, and we cannot find relief staff to fill in, we are required by the ECE Department to shut down the entire room. Unfortunately, we do not have access to many relief staff educators currently.

Please Note: if you are uncertain if your child should be attending daycare, please call / message us with any concerns or questions.

Illness and daycare unfortunately go hand in hand as children's immune systems are still "building up"/ developing, as your child continues to grow.

**\*\*\*\*\*Thanks so much for your cooperation with this matter as this is to control sickness/lice as much as possible and protect your child, as well as others.\*\*\*\*\***

### **Activities Off Premises**

Please see section 6 regarding Field Trips.

### **Evacuation Procedure**

The Administrator will be responsible for getting the emergency information which consists of:

- (i) Attendance sheets for that week
- (ii) Emergency phone numbers for each child

Before the administrator leaves the building, he / she will check through the building to ensure everyone has evacuated.

**Preschool Children and After School Children**— Staff will ask children to line up quietly and then proceed to the big red and white blocks outside.

At this point, the administrator will take attendance to ensure all children are accounted for. Then both groups will proceed to Walton's Car Wash. All parents will be contacted immediately.

### **Parent/ Guardian Involvement**

Parents and Guardians are welcome to enter our daycare at any point in our day.

### **Parents' Grievances and Suggestions**

**STEP # 1.** We ask families who may have grievances with an educator in our facility to please speak directly to the educator involved.

**STEP #2.** A second meeting may be warranted with the parent, the educator and the administrator, Stephanie Ketch, to help resolve a matter/ concern.

We will do our best to work through any grievance or concern a parent has. We feel communication is a crucial part of having a successful daycare.

We strongly discourage any grievances, suggestions, or concerns to be taken to any form of social media or to anyone besides your child's educator or TK Administrator, Stephanie Ketch as this may lead to automatic dismissal of the family involved.

### **Child Abuse and Neglect Protocol**

All staff are required to report any signs of child abuse to the administrator.

### **Reporting Responsibility**

We are required to make a referral to Child Protection Services immediately upon identifying a situation in which child abuse or neglect is suspected.

### **Conclusion**

We look forward to having your family join our Totally Kids Daycare family. We will strive to make your child's day as fun, comfortable, educational, and active as possible. 😊

Stephanie Ketch  
(506) 375-8000 (work)  
(506)324-3855 (home)