



**Parent Handbook**

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## Philosophy

**Lil' Alpacas Childcare** believes that learning is fun! Children thrive in an environment that gives them opportunities to learn and follow routines, while also providing them the space and time needed to socialize, explore, and problem solve on their own. We encourage mutual respect, patience and creativity in an inclusive environment while viewing children as competent, capable, curious and rich in potential.

Our centre incorporates age appropriate curriculum into the daily schedule to help with cognitive, fine-motor, and social development, but we also allow open-learning time to let the children hone in on these skills in their own, unique ways. We respect that children have a variety of learning styles, methods of understanding and constructing knowledge. For this reason, we plan for and create positive learning environments and experiences in which each child's learning and development will be supported. We believe that allowing children to actively explore, investigate, take manageable risks, and engage in creative problem-solving, is critical for their physical and mental health and well-being. We strive to make sure that our centre is accessible to children and families from all walks of life, and keep our program adaptable, so that it can be made to fit the needs of any child who may have or could be diagnosed with a disability, and will make sure that they are never made to feel left out or excluded.

Lil Alpacas Childcare believes in supporting positive and responsive interactions among our children, parents, staff, and educators. We encourage a partnership with parents and guardians where relationships are respectful of structure, culture, values, language and knowledge. Integrating parent and family presence in a meaningful and authentic way throughout all elements of our program is important to us. We value the opinions of our parents and guardians, and are always willing to make time for any concerns, suggestions, or questions that they may have.

All of our staff have attained the proper certificates to work in the Early Childhood Education field, have their first aid certificates, and continue their learning through various workshops and lectures from esteemed ECE leaders in the field. They all have a clean criminal record check, and come with amazing references from previous employers. We believe that our staff deserve to be treated with kindness and respect, and expect that the interactions between families and staff will always remain courteous.

In our on-going commitment to the health, safety, nutrition, and well-being of each child, we provide:

- A clean and safe environment: Our centres are professionally cleaned every evening by Master Care Janitorial, as well as through-out the day by our staff.
- Morning and afternoon snacks, as well as a hot lunch based on Canada's Food Guide recommendations;
- Access to drinking water throughout the day;
- Limited transitions and unnecessary disruptions;
- Safe play environments that reduce hazards that may cause injury.

### **Prohibited Practices:**

Young children benefit from an affirming approach that encourages positive interactions with other children and adults, rather than from a negative or punitive approach to managing unwanted behaviour. Rather than setting out practices to be used to manage children's behaviour, Lil' Alpacas Childcare has set out in its program statement how we will support warm, positive, supportive interactions and relationships between children, families, staff and the community. The provision of prohibited practices forbids corporal punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. These practices are never permitted at Lil' Alpacas Childcare. No employee, student or volunteer shall permit a child receiving care at Lil' Alpacas Childcare to experience any of the following while under the care of Lil' Alpacas Childcare: (a) corporal punishment of the child; (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent; (c) locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures; (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth; (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or (f) inflicting any bodily harm on children.

All children will be supervised by an adult with their ECE or IT certificate at all times; no child will be supervised by a person less than 18 years of age, or who is unlicensed. Students and volunteers do not have unsupervised access to the children in attendance at Lil' Alpacas Childcare, nor can they be counted in the staff:child ratio.

### **Community Involvement:**

Involving community partners is an important part of creating a positive, loving, and supportive environment. We engage in constructive relationships with community agencies; they provide resources, information, and classroom support to better meet the needs of our children, families, and educators. We are committed to doing annual fundraisers for our community and local charities, and believe that it is important to show children that they are able to help those around them from a young age. We will also have parent nights, where guest speakers will come to speak on subjects pertaining to parenthood and raising young children. We will also hold Family Fun Nights annually, to give an opportunity for the families in our centre to connect and get to know one another. Local artists will be invited to come and play, and food will be provided. *\*These nights are dependent on Fraser Health rulings; if COVID-19 continues and group gatherings are discouraged, these nights will be put on hold until it is deemed safe to gather again.*

## **Days and Hours of Operation:**

Lil' Alpacas Childcare is open **Monday to Friday 7:00am – 6:00pm**. Drop-off hours can be anytime from 7:00AM-10:00AM. If you are unable to drop your child off before 10AM, you must call and inform the centre so that the teachers know to expect your child. We have this cut-off time to ensure that children are present for the core part of our day; morning snack, circle, outside play, and art time.

Drop-offs are also not allowed to take place during nap time, as it is disruptive to the children's rest time. If a child is picked-up to leave for a doctor's appointment, and is not able to make it back before nap time begins, then they will need to stay home for the remainder of the day, unless the classroom teachers and managers come to a different solution.

Parents and Guardians are required to accompany their children into the centre, assist them with removal of outerwear, and bring them into their classroom. Do not send your child into the centre alone. If someone other than the parent(s)/caregiver(s) and/or emergency contacts listed on your child's enrollment form are to pick up your child from the centre, it is mandatory we receive prior written notice. Lil' Alpacas Childcare's staff will not allow children to leave the premises with someone they do not know or for whom written authorization has not been provided. If you must change your pick-up arrangements on short notice, you must notify the staff either in person when you drop off your child or later by telephone if circumstances change. Please notify the Managers in writing of any permanent change in arrangements for pick of your child(ren). Anyone with whom the staff are not familiar (including parents), or have not met will be required to present proper photo identification before the child will be released. When parents are new to the centre, it is common to be asked to see your ID. Please be patient with the staff as they get to know your family.

## **Fees**

Lil' Alpacas Childcare uses a personally approved payment method of collecting monthly child care fees. Payments can be made online through the Square Invoice program, through an e-transfer to [LilAlpacasChildcare@gmail.com](mailto:LilAlpacasChildcare@gmail.com), or through post-dated cheques. Invoices will be sent out 1 week before their due date. A minimum of three month's notice will be given prior to any adjustments made to increase or decrease monthly child care fee payments by the centre, unless these changes are mandated by the MCFD, in which case we will update with as much notice as possible. Parents are required to provide written notice to the centre's Managers regarding any changes to account information by the 15th day of the preceding month to allow time for processing. Accounts with non-sufficient funds will be charged a \$25.00 bank handling fee. If fees are not remitted by the first day of the month they are due, an additional \$25.00 late fee will apply. A further \$50.00 late fee will apply for every additional week payment is not received. If fees are received late more than 3 times, an automatic \$50 fee will be added to the invoice within 24 hours of not receiving payment. If reimbursement of the outstanding fees is not received by the first day of the next month, child care may be denied unless special

arrangements have been made with one of the Managers. Lil' Alpacas Childcare current Fee Schedule will be available on our website. The full monthly fee is withdrawn regardless of the number of days in the month, absenteeism, vacation, inclement weather, childcare closure and/or statutory holidays.

If a family is in financial trouble and reaches out regarding payment, management will work with the family to come to a proper solution, such as creating a payment plan, or changing invoice due dates. If no effort is made to contact the centre about help before the due date of the invoices, the late fees will be applied and will still be due.

**Program Costs:**

0-3 Years	Full Time (5 Days)	\$290
0-3 Years	Full Time (4 Days)	\$243
0-3 Years	Part Time (3 Days)	\$196
0-3 Years	Part Time (2 Days)	\$150
Pre-K (3-5 Years)	Full Time (5 Days)	\$305
Pre-K (3-5 Years)	Full Time (4 Days)	\$252
Pre-K (3-5 Years)	Part Time (3 Days)	\$199
Pre-K (3-5 Years)	Part Time (2 Days)	\$146

There is a 25% discount for a second child enrollment for families, in which the price will be discounted from the lower enrollment fee, and a 20% discount for a third child enrollment.

Lil' Alpacas Childcare is part of the Affordable Child Care Benefit program, which aims to help cover the cost of daycare. How much of the monthly cost the government is willing to cover is dependent on a number of factors. To learn more about the ACCB, you can visit the BC government page and find the ACCB page under the Child Care section. It is your responsibility to ensure that your subsidy payments come on time, and to inform our centre of any changes to the amount of subsidy being received. If there is a change in subsidy amount, you will be expected to cover the remaining cost of your monthly fee in order to keep your spot. We will allow 2 weeks for families to sort out their new payment, and are willing to discuss payment plans if monthly withdrawals are too hard to meet.

**Late Pick-Ups:**

Lil' Alpacas Childcare's hours of operation are from 7:00am-6:00pm. At the end of the day, it is important **to arrive prior to 6:00pm** to pick up your child to ensure that everyone is able to leave for the evening on time. At 6:00pm, there should not be any families coming into the centre. We understand our work days are busy and sometimes it can be difficult to be here by

6:00pm. Please remember that our staff have families, too, and commitments after their work day has ended, which is why it is important to be respectful of our hours. Late fees are charged at the rate of \$1.00 for the first 1-5 minutes a parent is late, followed by \$5.00/minute thereafter. This fee will be automatically added to your next invoice, or families may choose to pay by cash; if this option is chosen, the payment **must be received within 1 week of the late pick-up**. Staff will have you sign a form acknowledging you were late when you arrive. At 6:10 p.m. we will call your contact numbers to reach you. If we still cannot make contact with you, we will try your emergency contact numbers. After 30 minutes, an hourly rate will be charged at the Manager's discretion. All efforts will be made to contact the parents and/or emergency contact person. If the above-mentioned are still unreachable within 1-hour of the centre closing, Family and Children's Services will be called.

If you have called to give us sufficient warning that you may be a few minutes late, and/or this is a first time occurrence, the fee may be waived. This decision is at the manager's discretion.

### **Centre Closures**

We are closed on all Statutory holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, National Day for Truth and Reconciliation, Thanksgiving, Christmas and Boxing Day. We close for approximately 1 week during the December/January holiday break. Specific dates will be announced well in advance of the closure. We may also close for 2 additional days for our annual staff professional development day. These dates will be determined annually and parents will be given sufficient notice prior to the centre closing.

### **Enrollment Requirements:**

Before your child can be officially enrolled in Lil' Alpacas Childcare, you must complete and provide the following documents:

- Signed Parent Contract and Rate Agreement
- Completed Child Profile & Copy of Immunization Record (or Signed Waiver)
- Signed Consent Forms (those that are applicable)
- Waitlist Fee must be paid (\$25) unless waived, or if the child is starting in the same month that the family applies

*\*spaces will not be held by verbal contract, registration fee and deposit must be paid in order for a spot to be held for you and your child.*

### **Gradual Entry template:**

We do encourage our families that each child takes part in gradual entry. This process allows your child(ren) to become more familiar with our centre and their teachers before being left for a full day with them, and makes the transition into our centre much easier for everyone. Gradual entry hours depend on the needs of the child, so while we have an outline for how it should be done, you may be asked to pick up earlier, or be told that your child can stay for extended hours, depending on how they are doing. Gradual entry should be done the week before your child is expected to start at our centre. Your classroom teachers will work with you to find the perfect routine for this.

**Day 1:** Parent and Child come to the centre. After 30 mins, the parent should try to leave the room. Child stays for 1 hour on their own. Total time: 90 minutes (in some cases, it may be extended to 120 minutes, or cut down to 60 minutes, depending on the child's reaction)

**Day 2:** Parent drops off child and stays for no longer than 10 minutes. Child stays for 3 hours.

**Day 3:** Parent drops off as quickly as possible. Child stays for lunch, but is picked up before nap time.

**Day 4:** Depending on the previous day, the child may stay for a nap. Drop-off should still be quick in the morning. Child will be picked up when nap time ends (depends on the classroom; one of the teachers will give you the exact pick-up time)

**Day 5:** Child stays for nap, and afternoon snack. Should be picked up no later than 3:30 pm.

Please note: Gradual entry begins at different times, depending on the age of your child. It is very important to be respectful to the time you are given by our teachers. If you arrive more than 5 minutes before your gradual entry is supposed to begin, you will be asked to wait in the parent room until a teacher comes to get you. If you arrive much later than the discussed time, the gradual entry will not take place that day.

### **Wait List:**

A Wait List Policy has been developed to provide a clear overview of how Lil' Alpacas Childcare determines the order in which children on the waitlist are offered admission into the program and how waitlist information is managed. Wait List Policy In accordance with the Child Care and Early Years Act, 2014 parents/guardians are provided with their child's wait list status when requested, and are able to review the centre's Wait List Policy at any time. Lil' Alpacas Childcare Wait List Policy will be made available in the Parent Handbook and on the website.

### **Applying to the Centre:**

Parents/guardians must apply to the wait list by submitting a filled copy of our pre-enrollment form, which can be given through email, or they can come into the centre and register with one of the managers. Through the online application, some details regarding the program are available for parents (including the type of care available: infant, toddler, part time, full time).



Once the application has been completed and emailed back or dropped off, the managers will add the file to the waitlist folder. Upon receiving confirmation of an available spot, the parents/guardians will be required to pay the enrollment fee, and must submit the first month's payment before care can begin.

### **Enrollment, Registration and Withdrawal**

Upon registration and prior to your child's enrollment, a \$150.00 registration fee is due along with first month's fees, unless the registration fee has been waived by managers. The registration fee is refundable upon withdrawal from the program provided Lil' Alpacas Childcare is given 30 days written notice prior to the child's termination date (there may be instances where we accept less than 30 days notice; speak with management to learn more details). Once the first month payment has been received, Lil' Alpacas views this as also accepting the terms of withdrawal terms, and all other terms laid out in the parent contract. 12 post-dated cheques with the full amount of each month's pay are also requested, in case we are unable to use the automatic withdrawal method. There are a number of registration forms to be completed. **Children are not permitted to start in our program until all forms have been filled out in their entirety and returned.** It is important that these records be kept up-to-date at all times. Should your contact numbers change, it is imperative to inform us immediately in order for us to contact you in case of emergency. Our managers are very easy to schedule a meeting with. Simply reach out through email or phone call to set up a time to speak with them. You may also stop by their offices to see if they are available when you are dropping off or picking up your child(ren).

When circumstances make it necessary to withdraw from Lil' Alpacas Childcare for any reason, please send a written notice of withdrawal; at least 30 days written notice from the final date of attendance is required. Payment is required for the full monthly fee for the month in which the final date of attendance occurs. There are no prorated fees for partial months. If you are unable to provide this notice, your \$150.00 registration fee will be forfeited. If you choose to withdraw from the program mid-month, Lil' Alpacas Childcare does not return the remaining monthly payment. With notice, you may choose to donate your registration fee or have it deducted from your final monthly fee. If planning to withdraw your child for a long-term leave of absence, i.e. maternity leave, sabbatical, one months' notice is still required. Should you be requiring care following your leave, it is the responsibility of the parent to place the child(ren) back on the waitlist system. For short-term leave of absences, i.e. one - two months' vacation, full fees will still be due for each month your child is away if you are wanting a spot when you return. This will guarantee your spot upon your return. If you wish to request a change to your child's program status i.e. fulltime to part-time or vice versa, one months written notice is also required. Please keep in mind, change in program status requests cannot be guaranteed; however, every effort will be made to accommodate your child as soon as possible.

### **Termination of Enrollment:**

In extreme cases, Lil' Alpacas childcare may be forced to ask a family to leave the program, canceling their spot and contract with the company. Depending on the circumstance, you may still receive your \$150 deposit, but would not be reimbursed for the remainder of the month. Reasons that a termination may happen:

- Disrespectful treatment of staff- this includes refusal to speak with teachers, yelling at or threatening staff, name-calling, or swearing at staff members. Management will meet and speak with families if a staff member has voiced concern over treatment. After 3 incidents, the family will be asked to leave the program. If there is an interaction where it is implied that staff will be harmed and the threat feels probable, you will be asked to leave immediately. If staff begin to fear having to interact with a family in the centre due to past interactions, it is an indication that the relationship between the centre and the family is not healthy, and management will need to evaluate if the centre is the right fit. Families may be asked to leave because of this.
- Harmful gossiping- while we encourage families to get to know one another and create community, gossiping will not be tolerated. If it becomes clear that families are gathering together to paint a negative narrative, without respectfully speaking to management about concerns, management will have a meeting with all parties involved individually to discuss the problems. If the gossiping continues, you will be given your notice to leave. This type of behaviour creates an unhealthy environment, and is disrespectful to our staff and our program.
- Refusal to pick-up- If staff have a hard time getting a parent or guardian to pick up their children when they are ill, and it happens on more than 2 occasions that it is difficult to find a way to have the parent come pick-up their child when they are unwell, Management will arrange for a meeting to discuss the importance of respecting the health and wellness policy. If this continues after the meeting, you may be given your notice to leave
- Constant late payment/overdue monthly fees- If the managers have to constantly send reminders out to ask for payment, or if owed payment due to late fees begins to grow, the owners of Lil' Alpacas Childcare have the right to cancel your parent contract and offer the spot you have not paid for to families on the waitlist.

Management will use their discretion in all circumstances, and there may be other concerning incidents that cause meetings to be called, and may end with your notice being given. These are rare situations, but still ones to keep in mind.

### **Inclement Weather and Emergency Centre Closures/Evacuation**

Lil' Alpacas Childcare may find it necessary to close the centre due to severe inclement weather when normal operation would pose a danger to our staff, children and their families. If the Abbotsford School District does not close due to severe weather, Lil' Alpacas Childcare may

still choose to close. The final decision to close the centre is the responsibility of the Managers, and a number of elements will be considered before the final decision is made. Updates about closures due to weather will be texted out by one of the managers at 6 am, and will also be posted to our website and social media pages, as well.

Due to unforeseen circumstances, i.e. storm damage, power outages, equipment failure, disaster in the nearby area or other temporary problems, Lil' Alpacas may be instructed to close or evacuate by other regulatory bodies such as the Ministry of Education, the Region of Abbotsford, local Fire or Police Department. There may also be times that the centre closes due to staff not being able to make it during an unforeseen event(ie; flooding and road closures). Families will be informed either the night before, or by 6 am of these types of closures. Lil' Alpacas Childcare has an Emergency Management Policy and should such an event occur, parents, guardians or emergency contacts will be informed and asked to pick up their child(ren) as soon as possible. Please assist the staff by ensuring your contact information is up-to-date. If necessary, the children will be evacuated to an alternate facility where you may pick them up. Our emergency location is on the far East side of our parking lot, near the corner of Windsor and Marshall street.

In the event of a power outage, parents will be contacted and asked to pick up if the power has not come back on within 1 hour. If there is no power when staff arrive to open the centre, we will notify families and ask them to find alternate care. For families who are unable to find care immediately and must drop-off, there will be 2 staff at the centre for their children. If the power is not on within an hour of our opening time, parents will be asked to pick-up, or ask their emergency contacts to come pick-up.

### **Health and Wellness Policy**

**PURPOSE:** To provide for the health and well-being of all those who participate at Lil' Alpacas Childcare. through maintaining guidelines which promote a healthy environment, reduce the spread of infections, and prevent outbreaks.

**POLICY:** Parents are required to complete and submit medical information prior to their child's admission into the program, including up-to-date immunization records and any pertinent medical information such as allergies and other medical conditions. Communication is very important. Staff and parents need to share health information daily in order to minimize illnesses, germs, and diseases. Staff will make general observations about the child's health and well being, and record it in their classroom log book. A child will be excluded from care at Lil' Alpacas Childcare if they have any of the following symptoms:

- 2 episodes of diarrhea and/or vomiting within a 24 hour period
- A fever AND a combination of other symptoms (e.g. nausea, vomiting, body rash, lethargic).
- A fever over 38.1°C (100.5°F)
- Eye discharge - yellow or white.

- Head lice
- Severe cough/cold (the cough is uncontrollable preventing the child from participating fully in the program, non-stop runny nose with green snot).
- Yellowish skin or eyes, or jaundice.
- Child presents signs of ongoing irritability, displays continuous crying, or requires more attention than can be provided (accompanied by other health related symptoms).
- Extreme lethargicness and disinterest/hard time focusing, or being unable to take part in the daily activities

If a child has been sent home with one of these symptoms, they must stay home for 24 hours, and must not be on any type of medication (ie, Tylenol, Motrin) when they return. Their temperature must have been below 100°F for 24 hours, as well as all vomiting and diarrhea has been gone for more than 24 hours. In cases where more than 1 symptom was showing, a doctor's note is required to return, unless the child has been away for at least 48 hours. In some circumstances, you may be required to bring a note even if you have been away for more than 48 hours. This would likely happen in cases of outbreaks in the centre.

**Please note:** Medication can only be given to a child if it is prescribed by a physician, brought in in the original bottle it was given in with a label that has your child's name, prescription numbers, and physician's name, and if a medical consent form has been filled out by the parent/guardian. If possible, please ensure that your child will not need a dose of medication during nap time.

### **Illness Procedures**

**DIARRHEA and VOMITING:** If a child has one episode of diarrhea or vomiting within a 24 hour period/while in attendance at Lil' Alpacas Childcare, the staff will watch for other signs of illness and will inform the parents of the episode at the end of the day. If other signs of illness are present or a child has two or more episodes of diarrhea and/or vomiting within a 24 hour period the child will be separated from his/her group and the parents will be contacted and asked to come pick up their child. It is extremely important that parents/guardians notify staff if their child has experienced diarrhea or vomiting within the 24 hour period prior to their attendance. parents/guardians are required to keep their child at home until they have not had an episode for 24hrs. In the event of an outbreak, the wait period may be increased to 48 hours.

**FEVER:** A fever is a sign of underlying illness, not an illness itself. How a child acts is the best indicator as to how they are feeling. If the child is showing signs of irritability, listlessness, drowsiness, or not able to fully participate in the program, the parents/guardians will be contacted and asked to pick up their child. A child will be separated from his/her group when the fever is accompanied by other symptoms (e.g., nausea, vomiting, rash). Lil' Alpacas uses a Forehead Scanner thermometer to check temperatures, which are typically accurate to within .5°. If the forehead temperature does not show a fever but a child feels warm and seems unwell, parents will be informed. The information below combined with the following degrees show the

procedure staff will follow when determining if a child should remain in care at Lil' Alpacas Childcare:

- 36.5°C to 37.5°C (97.8°F to 99.5°F) - Normal using the forehead scanner
- 38°C (100.4°F) Low grade temperature - Call parents/guardians so they are aware their child has a fever
- 38.1°C (100.5°F) Call parents/guardians to prepare for pick up or come now (parents choice)
- 38.5°C (101.3°F) Call to pick-up as soon as possible
- 39°C (102.2°F) Pick up IMMEDIATELY - Call emergency contacts if not able to get a hold of parents/guardians

Parents and caregivers should not send their child to Lil' Alpacas Childcare if they have a fever greater than 38°C (100.4°F) prior to their attendance, nor should they administer medications to mask a fever/illness in order for their child to attend. This is incredibly unsafe, and unfair to both the child and their teachers. A child that is unwell needs the proper rest to recover. We understand this can cause inconvenience for parents with their jobs, and if needed managers can provide a letter to your place of work, but our priority is each child's health and safety.

**COMMUNICABLE DISEASES:** Lil' Alpacas Childcare is required to post for 7 days and report to the local Fraser Health Department if a "person has or may have a reportable disease or may be infected with an agent of a communicable disease." Each communicable disease has its own guidelines for exclusion/treatment; parents are to be encouraged to ask if they are unsure whether or not their child should be excluded from the program. Lil Alpacas implements the following practices and exclusion periods for the listed communicable diseases.

- **CONJUNCTIVITIS (PINKEYE)** – When Bacterial Conjunctivitis (pinkeye) has been diagnosed and antibiotic drops are started a child is to remain out of the centre for 24 hours after starting treatment. A child who displays signs/symptoms of Pinkeye (runny, teary red eyes and/or pus like discharge) while in attendance will be asked to be picked up from the centre to seek medical diagnosis. If discharge is still present after the 24 hour treatment period a child may return to care unless there is an outbreak (3 or more cases). If a child has a viral pinkeye, they can return to child care once seen by a doctor, and after 5 days have passed(a doctor's note will be required).
- **HEAD LICE** – Once evidence of head lice has been found on a child's head, the child will be excluded from child care until appropriate head lice treatment has been applied. Parents of uninfected children within the group will be given a form to complete confirming that they have checked their child's head thoroughly for any evidence of head lice, and if necessary an appropriate treatment has been applied.
- **HAND, FOOT, AND MOUTH DISEASE:** Symptoms of hand, foot, and mouth disease usually include fever, mouth sores, and skin rash. The rash is commonly found on the

hands and feet. Hand, foot, and mouth disease is common in infants and children younger than 5 years old. Most children have mild symptoms for 7 to 10 days. If a child is sent home with symptoms of HFMD, they must be fever free for 24 hours, and any blisters must have dried up, (not look as though they may puss or burst), before they can return. Please make sure that your child seems energetic enough to take part in classroom activities before having them return.

- **COVID-19:** Lil' Alpacas Childcare is following all of the rules and recommendations in place from the BC Centre for Disease Control. Our centre is disinfected and cleaned twice a day; once during nap/rest time when children are away from the toys, and once at the end of the day. A cleaner also comes in after hours to do a deep clean. While studies have found that children do not present the same symptoms of the coronavirus as adults, they have discovered that children can catch the disease. Because of this, children with a fever will be sent home, and are asked to stay home for 24- 48 hours. If a child tests positive, they isolate for 5 days prior to returning, as per the CDC and BC Health guidelines.

**DOCTOR'S NOTES:** Lil' Alpacas Childcare does not accept notes that were given telephonically. A virtual assessment note is accepted, or an in-person visit. Telephonic notes do not give a doctor the opportunity to properly assess a child, as they do not see them. While some offices are allowing this service, our discretion is that it is not suitable for proper diagnoses, especially during the COVID-19 pandemic. For more information on this decision, please reach out to one of our managers.

### **Outside Play**

Lil' Alpacas Childcare makes every effort to get outside for some active play, every day. Outside play is recommended in the Child Care Licensing Regulations Act regardless of weather, however there are circumstances that would force our classes to stay inside, for the safety of the children and staff. Examples of this are;

- extreme rain/thunder storm
- a smog advisory is in effect
- temperature higher than 32 degrees with or without the humidex
- temperature below -15 with or without the wind chill (-10 for infants)
- air advisory warning

Because we go outside in rain or snow, and regardless of if the ground is wet or dry, it is important to ensure that your child has the proper outside gear at the centre. Your enrollment package will have a list of supplies to bring to the centre, and recommendations for outside gear are on the list. We always use discretion with our outdoor play; if it's too cold and icy for children

to be able to play and enjoy, we use the gym instead for our gross motor development. If it is pouring rain and the children aren't not having fun, we move inside instead. We believe that outdoor play is very important, but if the weather makes it so that the children in our care are upset and don't want to play, we want to show them understanding and will use the Church's gym instead of the playground,

### **Sleep/Rest Time**

Lil' Alpacas Childcare understands that while not all children need a midday nap, young children benefit from periods of quiet relaxation to balance their active play. Some children who are tired may take a relatively long time to relax and sleep, while others only require a short rest period. Children's needs may also change from day to day or week to week. The need for rest and sleep varies greatly at different ages and even among children of the same age; however, rest is an important part of the day for all children. There is a mandatory nap/rest period for each classroom. Lil' Alpacas Childcare will meet the needs of every child individually while taking into consideration consultation with parents regarding their child's sleeping arrangements at the time of enrollment, and at any other appropriate time, such as at transitions between programs or upon a parent's request. For a child under the age of 30 months, we will not cut out rest time. They are not made to sleep, but they will be required to stay on their bed. If they are not sleeping after 30 mins of resting, a teacher may give them a quiet toy or book to look at while the rest of the class sleeps.

It is important to remember that while we do our best to meet the needs of each family's requests, nap time is about what is best for the entire class. We cannot allow one or two children to be awake and playing at the tables while the rest of their classmates are made to sleep, as it is disruptive to the other children, and unfair. Children are not forced to sleep in Lil' Alpacas Childcare, but they are required to stay on their beds for at least 30 mins of rest time before the option of a quiet toy will be given. We will also work to have your child's nap schedule work with our centre's nap schedule, to make sure that all children are napping at the same time, which makes it easier for our staff to take their needed breaks. If you are experiencing issues with your child staying up too late at home and believe the nap length is the cause, you can speak with your child's teachers, or with the managers about options to help. We want to be accommodating, while also being respectful of all of the children registered in our care.

## Meals and Snacks

Lil' Alpacas Childcare provides 3 meals a day: A morning snack, a hot lunch, and an afternoon snack. Our lunches are prepared fresh every day by Helm's Mobile Kitchen, using all locally sourced products, made from scratch. We are able to accommodate any dietary needs or allergies that your child(ren) may have. Please ensure that you have listed all allergies and dietary needs in your registration package.

Here are some examples of the daily meals that your child(ren) will be given:

Day	Monday	Tuesday	Wednesday	Thursday	Friday
Morning Snack	Toast, Banana, milk	Yogurt with Scones, fresh Fruit, and milk	English Muffins with butter and jam, Bananas, and milk	Cereal with milk, apple slices	Waffles, Fresh fruit, milk
Lunch	Cheese Tortellini in a Veggie pasta sauce	Chicken Nuggets, fries, Veggie sticks	Beef or veggie tacos, fresh cut vegetables	Cheese and potato perogies, with farmer sausage and fresh veggies	Grilled Cheese Sandwiches With tomato soup
Afternoon Snack	Goldfish Crackers, Veggie Sticks w/dip	Whole wheat Muffins, Apple and Orange slices	Applesauce, Crackers, Fresh fruit	Crackers, Cheese, Deli meat, Veggie sticks w/dip	Fresh fruit, Veggie sticks w/dip, Fresh buns

We will do our very best to accommodate all dietary needs, and a vegetarian option is always made for families who request a meatless diet for their child. Our teachers make sure to check the food before they give it out to ensure that all of the children who may need a different meal



due to allergies are safe, and given the right meal. If you have concerns about any of the food that you see listed in our daily menus, please speak directly to the managers about it.

If you would like your child to eat a morning snack at the centre, they must be dropped off no later than 9:30am. If they arrive after 9:30am, we cannot guarantee that there will be enough food for them to eat. Any child that arrives after 10am may not be given the option to sit for breakfast, as the rooms will be transitioning into learning time. If you are running late and need your child to eat at the centre, please call ahead to see if a special arrangement can be made.



Lil' Alpacas Childcare using the tadpoles App to help our families feel involved with what is happening during their child's day at our centre. This app allows our staff to put in meal times and how much each child ate, diapering and bathroom, nap/rest time length, and a brief description of their activities in the day.



We take at least 1 photo every day, and sometimes include videos. Tadpoles also allow parents and guardians to send us updates, such as marking your child as absent for the day, or sending a note to inform us of anything you may have forgotten to mention at morning drop-off.

tadpoles App also serves as our daily attendance device. Each child has their own pin number, which can be entered on the tablet at the front desk once you've entered the building. Teachers can sign your child in if you happen to forget to do so before leaving the building. When your child is signed out at the end of the day, the daily report will be automatically sent to your phone.

## Parent Policy

**General:** Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing

communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction. All issues and concerns raised by parents/guardians are taken seriously by Lil' Alpacas Childcare, and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible. Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within 2-3 business days. The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

**Confidentiality:** Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, law enforcement authorities or a Children's Aid Society).

**Conduct:** Lil' Alpacas Childcare maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to a Manager.

**Concerns about the Suspected Abuse or Neglect of a child:** Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concern that a child is being abused or neglected, either by staff at our centre or by family, they will be asked to report their concern to the Ministry of Children and Family Development. Management will make a note of the concerns in their logbook, and will notify their Fraser Health licensing officer of the concern if it involves a staff member.

## Interested in Enrolling?

Email us at [Hello@LilAlpacas.com](mailto:Hello@LilAlpacas.com) to set up a time to come in and officially sign the Parent Contract, pay your enrollment fee, and receive all necessary forms for your child to start with us. We're excited to have you join our pac!

Contact information:

(604) 504-5897

[Hello@LilAlpacas.com](mailto:Hello@LilAlpacas.com)

Management:

Melissa Marbach

Krista McCreddie

Lil' Alpacas Childcare, 2051 Windsor St., Abbotsford, BC. V2T 6L9

[Hello@lilalpacas.com](mailto:Hello@lilalpacas.com)

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