

# Playland Daycare



## **Playland Daycare Handbook**

*Serving children aged 12 to 36 months* Updated: October 2025

### **1. Introduction**

#### **Welcome to Playland Daycare**

At Playland Daycare, we provide a nurturing, responsive, and developmentally appropriate environment for infants and toddlers aged 12 to 36 months. Our program supports early learning through sensory exploration, secure relationships, and consistent routines. We believe every child deserves to feel safe, loved, and empowered to grow at their own pace.

Our educators build strong connections with each child and family, fostering trust and communication. We follow a play-based approach rooted in the BC Early Learning Framework, emphasizing emotional security, physical development, and emerging independence.

## **2. Licensing & Operations**

### **Licensing & Inspections**

Playland Daycare is licensed under British Columbia's Child Care Licensing Regulation and operates in compliance with the Community Care and Assisted Living Act. We are regularly inspected by the Vancouver Island Health Authority (VIHA) to ensure safety, hygiene, and developmental standards are met. Inspection reports are available upon request.

### **Insurance & Staff Qualifications**

We maintain full liability insurance and all required municipal and provincial licenses.

All staff working with infants and toddlers:

- Are 19 years of age or older
- Hold valid Infant/Toddler First Aid and CPR certification
- Are registered with the ECEBC Registry, with Infant/Toddler specialization
- Have completed criminal record checks
- Participate in ongoing professional development, including infant care and responsive caregiving

### **Hours of Operation and Closures**

**Operating Hours:** Monday to Friday, 7:30 AM – 5:30 PM

#### **Statutory Holidays (Closed):**

- New Year's Day
- Family Day
- Good Friday & Easter Monday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Day & Boxing Day

## **3. Enrollment & Attendance**

### **Probationary Period**

All new enrollments are subject to a one-month probationary period. During this time, Playland Daycare reserves the right to reassess the suitability of care. If a child is unable to adjust to the program or requires support beyond our capacity, caregivers will meet with management to discuss alternatives. Either party may terminate care without notice.

### **Attendance**

Consistent attendance helps children build trust and routine. Please notify staff of absences via phone or email. If your child will be away for an extended period, please provide advance notice so we can plan accordingly.

### **Drop-Off & Pick-Up**

- Drop-off by 10:00 AM unless pre-arranged
- Pick-up by 5:30 PM
- Children will only be released to authorized individuals listed on the child's file
- ID required for unfamiliar pick-up persons
- No release to individuals under 18 unless pre-approved

### **Late Pick-Up Fees**

- \$25 per 15-minute increment after 5:30 PM
- Payment due at pick-up or before next drop-off
- Three late incidents may result in termination

### **Emergency Contacts**

Each child must have a minimum of three emergency contacts available for pick-up. These contacts must be reachable during operating hours and able to arrive within 30 minutes if called.

## **4. Infant & Toddler Care**

### **Primary Caregiving Model**

We follow a primary caregiving approach to support secure attachment and emotional development. Each child is paired with a consistent educator who becomes their primary point of contact throughout the day. This caregiver is responsible for most of the child's diapering, feeding, and transitions, allowing the child to build trust and feel safe. This model also strengthens communication between families and staff, ensuring continuity of care and individualized support.

### **Diapering & Toileting**

Diapering is conducted every 2–3 hours or as needed, using hygienic procedures that meet VIHA standards. Staff wear gloves, sanitize surfaces, and document diaper changes.

- Families must provide diapers, wipes, creams, and any specific instructions for skin care.
- Toilet learning is introduced only when a child shows clear signs of readiness — such as staying dry for longer periods, showing interest in the toilet, or communicating their needs.
- We collaborate with families to ensure consistency between home and daycare. During this phase, children wear pull-ups and are offered frequent opportunities to use the toilet in a relaxed, supportive environment.

### **Feeding**

Infants are fed on demand or according to their home schedule. Toddlers follow a group meal and snack routine, with flexibility for individual needs.

- Breastfeeding parents are welcome to nurse on-site or provide expressed milk.
- Bottles must be labeled with the child's name and date, and provided daily.
- Formula must be pre-mixed unless otherwise arranged.
- Toddlers are encouraged to self-feed with support, using age-appropriate utensils and seating.
- We follow safe food handling practices and monitor for choking hazards.
- Staff sit with children during meals to model healthy eating and social interaction.

### **Sleep & Rest**

We respect each child's unique sleep needs.

- Infants nap according to their individual rhythms and cues.
- Toddlers participate in a group rest period after lunch, typically lasting 1.5–2 hours.
- Each child has a designated crib or cot, with bedding provided by families.
- Comfort items such as blankets, pacifiers, or stuffed toys are encouraged.
- Staff monitor sleeping children continuously and document sleep times.
- We do not wake sleeping children unless necessary for health or safety reasons.

## **5. Health & Safety Policies**

### **Immunization**

Families must submit a current immunization record at enrollment and update it as needed. If your child is not immunized, a waiver must be signed. During outbreaks, non-immunized children may be temporarily excluded from care.

### **Illness Reporting**

Notify staff within 24 hours of any diagnosed communicable disease. Children may return when:

- They are no longer contagious
- They have been symptom-free for 24 hours
- They have completed 24 hours of antibiotics, if applicable
- A doctor's note is provided, if requested

### **Symptoms Requiring Exclusion**

Children must stay home if they exhibit any of the following:

- Vomiting (2+ times in 24 hours)
- Diarrhea (3+ watery stools in 24 hours)
- Fever over 101°F (38.3°C) with other symptoms
- Rash with fever or itching
- Eye infections with discharge
- Lethargy, loss of appetite, or unusual irritability
- Any communicable disease (e.g., chickenpox, COVID-19, measles)

Tylenol or other fever-reducing medications should not be used to mask symptoms. If a child is dosed and symptoms reappear, parents will be contacted for immediate pick-up.

### **Daily Absence Reporting**

Please call or email the center each day your child is absent due to illness. This helps us monitor health trends and maintain accurate records.

## **6. Medication & Hygiene**

### **Medication Administration**

Medication will only be administered with a completed Permission to Administer Medication form.

- Prescription medications must be in the original pharmacy container with clear dosage instructions.
- Non-prescription medications must be labeled and accompanied by written instructions.
- Staff document each dose, monitor for side effects, and notify families of any concerns.
- Medications are stored securely and out of reach of children.

### **Hygiene Practices**

Maintaining a clean environment is essential for infant and toddler health.

- Staff wash hands before and after diapering, feeding, and assisting with toileting.
- Children are guided to wash hands regularly, even at a young age, to build healthy habits.
- Toys, high chairs, cribs, and surfaces are sanitized daily and as needed.
- Soiled clothing is placed in sealed bags and sent home.

## **7. Nutrition & Allergies**

### **Healthy Eating**

Nutrition plays a vital role in early development. We encourage balanced meals and snacks that support growth, energy, and focus.

- Families are asked to provide meals that include fruits, vegetables, whole grains, and protein.
- Highly processed foods, sugary snacks, and juice boxes are discouraged.
- Water is offered throughout the day, and children are encouraged to drink regularly.
- Staff sit with children during meals to model healthy eating habits and support social interaction.
- Toddlers are encouraged to self-feed, with assistance as needed to build independence and fine motor skills.

**Note:** We are a nut-aware facility. Please check with staff before sending any food that may contain allergens.

### **Allergy & Anaphylaxis Management**

We are committed to providing a safe environment for children with allergies, including life-threatening conditions.

- If your child has a diagnosed allergy, please submit a completed Anaphylaxis Care Plan.
- An EpiPen or prescribed medication must be provided and stored on-site.
- Staff are trained in recognizing symptoms and administering emergency medication.
- In the event of an allergic reaction, staff will follow emergency protocols and contact families immediately.

We may designate the center as “nut-safe” or restrict other allergens depending on the needs of enrolled children. Families will be notified of any changes to food policies.

## 8. Required Supplies

To ensure your child's comfort and participation, please provide the following items, clearly labeled with your child's name:

### **Daily Essentials:**

- Diapers, pull-ups, wipes, and creams
- Two complete changes of clothing (including socks and underwear)
- A sleep sack or blanket for rest time
- Bottles, formula, or breast milk (infants only)
- A comfort item (e.g., pacifier, stuffed toy)
- Water bottle (for toddlers)
- Weather-appropriate outdoor clothing (rain gear, sun hat, mittens, etc.)

Soiled clothing will be sent home in a sealed bag. Please check and replenish supplies regularly.

## **9. Rest & Activity**

### **Nap & Quiet Time**

Rest is essential for healthy development.

- Infants nap as needed, based on their individual rhythms and cues.
- Toddlers participate in a group rest period after lunch, typically lasting 1.5 to 2 hours.
- Children may sleep, lie quietly, or engage in calm activities such as looking at books or listening to soft music.
- Each child has a designated crib or cot, and families are encouraged to provide familiar comfort items.
- Staff monitor sleeping children continuously and document sleep times.

We do not wake sleeping children unless necessary for health or safety reasons. If your child has specific sleep needs, please discuss them with staff.

### **Active Play**

Physical activity supports motor development, coordination, and emotional regulation.

- Children engage in a minimum of 60 minutes of active play daily, both indoors and outdoors.
- Activities include crawling, climbing, dancing, ball play, and sensory exploration.
- Outdoor play occurs daily, weather permitting. Please dress your child appropriately for the season.
- Staff ensure safety and encourage inclusive participation in all activities.

### **Screen Time**

Screen time is not used with infants.

- Toddlers may be offered brief, calming audio or visual content during quiet time (e.g., nature sounds, short story videos).
- All content is age-appropriate and used intentionally—not as a reward or distraction.

# 10. Emergency Preparedness

## Emergency Closures

Playland Daycare may close temporarily due to severe weather, natural disasters, or public health emergencies.

- Closure decisions will align with local school district policies and public health directives.
- Examples include snowstorms, earthquakes, flooding, or communicable disease outbreaks.

**Fee Policy:** No refunds will be issued for emergency closures. If a closure exceeds five consecutive business days, a prorated credit will be applied to your next invoice.

## Evacuation Procedures

In the event of a fire or other emergency:

1. Staff will gather the emergency backpack and attendance sheet.
2. Children will be calmly directed to line up at the designated exit.
3. Staff and children will exit the building and proceed to the muster point.
4. Attendance will be taken to ensure all children are accounted for.
5. Families will be notified as soon as possible.
6. Staff will remain with children until they are picked up by a legal guardian.

## Earthquake Protocol

During an earthquake:

- Children and staff will take cover under sturdy furniture.
- Everyone will face away from windows and assume the “crash” position.
- Staff will count aloud to maintain calm.
- Evacuation will follow if necessary.

## Comfort Kits

To support children during emergencies, families are asked to prepare a Comfort Kit stored at the center.

**Kit Contents (in a labeled bag):**

- Emergency foil blanket
- Warm hat
- Pocket tissues
- Family photo
- Small comfort item (e.g., stuffed toy, book)
- Reassuring note from parent (e.g., “We love you,” “Stay with your teachers,” “We’ll come soon”)
- Water bottle and non-perishable snack

# 11. Conduct & Communication

## Parent Conduct Policy

Playland Daycare is committed to maintaining a respectful, inclusive, and safe environment for children, families, and staff. We value open communication and encourage questions, feedback, and collaboration.

**Respectful Communication:** All interactions between parents and staff must be conducted with courtesy and professionalism. Harassment, intimidation, or disrespectful behavior will not be tolerated.

### Harassment includes, but is not limited to:

- Verbal or written abuse, threats, or slurs
- Unwelcome physical contact or gestures
- Sexual remarks or advances
- Bullying or humiliation
- Disrespectful social media posts
- Displays of offensive material
- Abuse of authority or attempts to undermine staff

### Response to Harassment

1. The parent will be reminded of the signed agreement acknowledging the handbook and informed how their behavior constitutes harassment.
2. The incident will be documented and filed with management.

### If a second incident occurs:

- The child's personal belongings will be collected.
- A copy of the conduct policy and grievance process will be provided.
- The parent will be escorted off the premises.
- The child will be withdrawn from the program.
- All fees and deposits will be forfeited.

**Appeals:** Parents may submit a written appeal to management within 30 calendar days. After 31 days, Playland Daycare is released from further obligation.

## 12. Guidance & Emotional Support

### Philosophy

Infants and toddlers are learning how to regulate emotions, communicate needs, and navigate social relationships. Our guidance approach is rooted in responsive caregiving, emotional attunement, and developmental awareness.

### Strategies

- Staff respond to distress with calm, comforting presence—offering physical reassurance, gentle voice, and eye contact.
- Redirection is used to guide children toward safe and appropriate choices.
- Simple language and visual cues help toddlers understand expectations.
- Predictable routines and transitions reduce anxiety and support self-regulation.
- We validate emotions and help children name their feelings (e.g., “You’re feeling frustrated because the toy is gone”).

### Prohibited Practices

We strictly prohibit any form of punishment, isolation, or verbal shaming.

- No child is ever denied food, rest, or comfort.
- Physical restraint is only used in emergency situations to prevent harm and is documented immediately.

### Collaborative Support

If a child exhibits persistent challenges (e.g., biting, hitting, prolonged distress), we:

- Observe and document behaviors
- Meet with families to share insights and strategies
- Adjust routines or environments to support the child
- Refer to early intervention services if needed, with family consent

Our goal is to foster a safe, respectful, and emotionally supportive environment where every child feels seen, heard, and valued.