

Playland Daycare



Playland Daycare Handbook

Serving children aged 36 months to school age Updated: October 2025

1. Introduction

Welcome to Playland Daycare

At Playland Daycare, we are dedicated to providing a safe, nurturing, and engaging environment where children can thrive. Our program supports the individual, social, physical, emotional, and cognitive development of each child through a balanced mix of guided activities and free play. We believe every child should have the opportunity to explore their unique talents and interests while building confidence and independence.

2. Licensing & Operations

Licensing & Inspections

Playland Daycare is fully licensed under British Columbia's Child Care Licensing Regulation and operates in compliance with the Community Care and Assisted Living Act. We are inspected regularly by the Vancouver Island Health Authority (VIHA) to ensure adherence to health, safety, and operational standards. Copies of inspection reports are available in each program room and upon request.

Insurance & Staff Qualifications

Playland Daycare holds comprehensive liability insurance and all necessary licenses to operate within local and provincial guidelines.

Our staff are carefully selected and meet or exceed requirements established by the Early Childhood Educators of British Columbia (ECEBC) Registry. Specifically, all staff:

- Are 19 years of age or older
- Have valid First Aid and CPR certifications, including EpiPen administration training
- Have undergone thorough criminal record checks
- Participate in ongoing professional development to maintain and enhance their skills

Additional qualifications and certifications in early childhood education and specialized care are held by some staff members, ensuring high standards of care and expertise.

Hours of Operation and Closures

Operating Hours: Monday to Friday, 7:30 AM – 5:30 PM (Currently closing at 4:30 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

Winter Break: Playland Daycare observes a two-week closure during the winter holidays, aligned with the local school district calendar.

3. Enrollment & Attendance

Probationary Period

All new enrollments are subject to a **one-month probationary period** (approximately 20 business days). During this time, Playland Daycare reserves the right to reassess the suitability of care.

If a child is unable to participate in the regular program or requires support beyond our capacity, caregivers will meet with management to discuss alternatives. Either party may terminate care during this period without notice.

Attendance, Drop-Off & Pick-Up Policies

To ensure children receive the full benefit of our program, regular attendance is encouraged. Please notify staff as early as possible if your child will be absent. You may call or email the center to report absences.

Drop-Off Guidelines:

- Children must arrive by **10:00 AM**. Late arrivals disrupt the flow of the day and will only be accepted with prior arrangement.
- Upon arrival, please escort your child into the center and ensure they are signed in.

Pick-Up Guidelines:

- Children must be picked up by **5:30 PM**. We recommend arriving by **5:25 PM** to allow time for transition.
- Children will only be released to authorized individuals listed on the child's file. If someone new is picking up, please notify staff in advance and ensure they bring photo ID.
- Children will not be released to anyone under the age of **18**, unless pre-approved by management.

Late Pick-Up Fees:

- A fee of **\$25 per 15-minute increment** applies for late pick-ups after 5:30 PM.
- Payment is due at the time of pick-up or before the next drop-off. Children may not attend until fees are paid.
- After three late pick-up incidents, a meeting with management will be scheduled and may result in termination of enrollment.

Emergency Contacts: As per licensing requirements, each child must have a **minimum of three emergency contacts** who are available to pick up in case of illness, emergency, or road closures.

4. Inclusive Care & Support

Support Staff & Inclusive Care

Playland Daycare is committed to inclusive practices and welcomes children who require additional support. If your child has a one-on-one support worker, it is essential to maintain clear communication with both the worker and daycare management regarding attendance, schedules, and any changes.

In the event that a support worker is unavailable due to illness or absence, management will assess available options within the center. If no alternate support is available, families will be notified promptly. A meeting may be scheduled to discuss care adjustments, which could include:

- Modified hours of attendance
- Applying for additional funding
- Exploring alternate care arrangements

Please note: Playland Daycare does not maintain extra support staff on standby.

5. Health & Safety Policies

Immunization Requirements

A copy of your child's immunization record must be submitted at enrollment and updated as needed. Families of non-immunized children must sign a waiver and understand that exclusion may occur during outbreaks.

Illness Reporting & Return Guidelines

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 antibiotic treatment**, 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 (e.g., pinkeye)
- Lethargy, loss of appetite, or unusual irritability
- Any communicable disease (e.g., chickenpox, COVID-19, measles)

Note: 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.

6. Medication & Hygiene

Medication Administration Policy

To ensure the safe administration of medication, Playland Daycare follows strict procedures in accordance with licensing regulations.

General Guidelines:

- No medication will be administered without a completed **Permission to Administer Medication** form.
- All medications must be provided in their **original packaging** with clear labeling.

Prescription Medications: Parents must provide:

- Medication in the original pharmacy container
- Clear instructions including dosage, timing, and duration
- Completed and signed permission form

Non-Prescription Medications: Parents must provide:

- Medication in original packaging with dosage guidelines
- Completed and signed permission form

Staff will:

- Follow instructions as recorded on the permission form
- Document administration and note any unusual reactions
- Retain doctor's notes as part of the child's medication record

Hygiene & Hand Washing

Hand washing is one of the most effective ways to prevent the spread of illness. Children are encouraged and guided to wash their hands:

- Upon arrival
- Before and after eating
- After toileting
- After outdoor play
- After coughing or sneezing

Staff model proper hand washing techniques and ensure that hygiene routines are followed consistently throughout the day.

7. Nutrition & Allergies

Healthy Eating Guidelines

We promote nutritious meals and discourage junk food. Juice and treats are only allowed on special occasions.

Allergy & Anaphylaxis Management

Playland Daycare is committed to providing a safe and inclusive environment for children with allergies, including life-threatening conditions.

General Guidelines:

- We may designate the center as “**nut-safe**” or restrict other allergens if necessary.
- Families are asked to avoid sending foods containing peanuts, tree nuts, or nut oils when restrictions are in place.

Anaphylaxis Protocol: If your child has a diagnosed anaphylactic allergy:

- A completed **Anaphylaxis Care Plan** must be submitted.
- An EpiPen or prescribed medication must be provided and kept on-site.
- Staff are trained in EpiPen administration and emergency response.

In the event of a medical concern regarding medication or treatment, staff may consult with a physician or qualified health professional. If medication cannot be administered safely, parents will be contacted immediately, and emergency services may be called if necessary.

8. Toileting & Personal Care

Toilet Learning Support

Playland Daycare supports families during the toilet learning process in a respectful, developmentally appropriate manner.

Getting Started:

- We ask that families begin toilet learning at home during a weekend or holiday period.
- Children must show signs of readiness and have completed **at least one week of successful toilet learning at home** before we begin supporting it at daycare.

In-Center Support:

- Staff will encourage and guide children using positive reinforcement.
- Children must wear **pull-ups** during the toilet learning phase (not diapers or underwear).
- Please provide extra clothing, pull-ups, and wipes daily.

We understand that accidents are part of the learning process. Children are never shamed or punished for toileting accidents. Our goal is to maintain consistency between home and daycare to support your child's success.

9. Rest & Activity

Nap & Quiet Time

Rest is an important part of a child's daily rhythm. At Playland Daycare, we offer both nap and quiet time options to meet individual needs.

Schedule:

- Nap/quiet time occurs after lunch for approximately **1.5 to 2 hours**.
- Children who nap are guided to the nap room; non-nappers are offered quiet activities in a separate space.

Comfort & Routine:

- Children may bring a small comfort item (e.g., stuffed toy or pillow).
- Resting may include sleeping, lying quietly, reading, or listening to calming music or stories.
- A short, soothing screen time segment may be offered during quiet time, in accordance with our screen policy.

Note: To avoid disrupting rest time, please avoid picking up your child between **12:30 PM and 2:00 PM**. If early pick-up is necessary, notify staff by **12:00 PM** so we can prepare your child.

Active Play & Screen Time Policy

Physical activity is essential for healthy development. Playland Daycare provides a minimum of **120 minutes of active play daily**, exceeding the provincial requirement of 60 minutes.

Active Play Includes:

- Outdoor play (weather permitting)
- Indoor movement activities (e.g., dancing, yoga, obstacle courses)
- Facilitated and free-choice games
- Fundamental movement skill development

Screen Time Guidelines:

- Screen time is limited and used intentionally (e.g., calming music, short educational videos during quiet time).
- We do not use screens as a reward or substitute for active engagement.
- All screen content is age-appropriate and aligned with early learning principles.

Staff incorporate safety, injury prevention, and inclusive participation into all active play experiences.

10. Emergency Preparedness

Emergency Closures

In the event of unforeseen circumstances such as severe weather, natural disasters, or public health emergencies, Playland Daycare may close temporarily. Closure decisions will align with local school district policies and public health directives.

Examples of emergency closures include:

- Snowstorms
- Earthquakes or fires
- Flooding
- Health-related emergencies (e.g., communicable disease outbreaks)

Fee Policy: No refunds will be issued for emergency closures. However, 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 evacuation 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** in the parking lot.
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 60 seconds 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 & Discipline

Philosophy

We use positive guidance strategies that promote:

- Emotional regulation
- Problem-solving skills
- Respect for self and others
- Safe and inclusive play

Discipline is never punitive. Instead, we focus on helping children understand the impact of their actions and develop appropriate ways to express themselves.

Guidance Strategies

Educators may use the following techniques:

- Redirection to a more appropriate activity
- Offering choices to empower decision-making
- Modeling respectful behavior and communication
- Setting clear, consistent boundaries
- Using natural and logical consequences
- Encouraging reflection through age-appropriate discussion

Prohibited Practices

In accordance with BC Child Care Licensing Regulation, the following are strictly prohibited:

- Corporal punishment (e.g., hitting, spanking)
- Isolation or confinement
- Verbal abuse, threats, or humiliation
- Denial of basic needs (e.g., food, rest, toileting)
- Use of physical restraint (except in emergency situations to prevent harm)

Collaborative Support

If a child consistently struggles with behavior, educators will:

- Observe and document patterns
- Communicate with families to share insights
- Collaborate on strategies that support the child's needs
- Refer to outside resources if necessary (e.g., early intervention specialists)

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