

## CAPILANO DAYCARE

### PARENT HANDBOOK

#### 1. Welcome Message

Welcome to Capilano Daycare! We look forward to providing your child with a safe, nurturing, and engaging environment. Our goal is to support your child's growth, learning, and happiness.

#### 2. Philosophy

We believe children learn best through play, exploration, and positive relationships. Our program encourages creativity, independence, and social development.

#### 3. Hours of Operation

Open Monday to Friday: \_\_\_\_ AM – \_\_\_\_ PM

Closed on weekends and all statutory holidays.

#### 4. Programs Offered

- Infant/Toddler Program (0–3 years)
- Preschool Program (3–5 years)

Our curriculum includes circle time, sensory play, art, outdoor play, music, literacy, and early math concepts.

#### 5. Daily Routine

Each day includes:

- Free play
- Structured learning activities
- Outdoor/Gross motor play
- Snacks and meals
- Nap/quiet time

Detailed schedules are posted in each classroom.

#### 6. Drop-Off & Pick-Up

Parents must sign children in and out daily.

Photo ID may be required.

Only authorized adults may pick up your child.

#### 7. Attendance & Absence

Please notify us if your child will be absent.

No refunds for absences due to illness, vacation, or weather closures.

#### 8. Illness Policy

Children must stay home if they have:

- Fever 38°C or higher
- Vomiting or diarrhea
- Contagious infections (pink eye, strep, etc.)

Children may return when symptom-free for 24 hours or with a doctor's note.

#### 9. Medication

All medications require a signed Medication Authorization Form.

Medications must be in original labeled containers.

#### 10. Nutrition

Parents must inform us of allergies.

Outside food may be restricted to protect children with allergies.

#### 11. Behaviour Guidance

We use positive guidance, redirection, and gentle teaching.

Physical punishment is never used.

#### 12. Communication with Parents

We provide:

- Daily reports
- Monthly newsletters
- Incident/accident forms
- Parent meetings when needed

### 13. Holidays & Closures

The daycare is closed on statutory holidays and may close due to weather, emergencies, or power outages.

### 14. Clothing & Personal Items

Children should bring:

- Extra clothing
- Weather-appropriate gear
- Diapers/wipes (if needed)

Label all personal items.

### 15. Emergency Procedures

We follow licensed emergency plans including:

- Fire drills
- Earthquake procedures
- Lockdown procedures

### 16. Fees & Payments

Fees are due on the 1st of each month.

Late payment fees apply.

No refunds for absences or closures.

### 17. Withdrawal Policy

30 days written notice is required.

Deposits are non-refundable without notice.

## 18. Parent Responsibilities

- Provide updated contact information
- Keep child home when sick
- Communicate openly with staff
- Follow daycare policies

## 19. Our Commitment

We will:

- Keep your child safe and cared for
- Provide a loving, respectful environment
- Support your child's growth and development
- Treat all families with kindness and professionalism

Thank you for choosing Capilano Daycare!