



Just Peachy
CHILD CARE

Parent Handbook

The Cottage Program (3 - 5)

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Our Philosophy

At Just Peachy Child Care, we believe that children learn best through play. We follow an open-ended, play-based curriculum that allows children to discover the world around them through different experiences. We are inspired by the children's interests, curiosities and strengths and believe that it is an honour to help facilitate these experiences each day. A variety of indoor and outdoor activities will be offered to stimulate, inspire and challenge each child on a daily basis. Our role is also to provide a welcoming, safe and nurturing setting as we offer daily opportunities for early learning in all areas. We respect that each child is an individual and entitled to equal opportunities to develop as a whole in their own unique way; physically, emotionally and socially, building life-long curiosities, self-help skills, self-confidence, communication and empathy for others.

Hours of Operation

Just Peachy Child Care is open from Monday to Friday, 7:30 am to 5:00 pm.

Due to licensing regulations and insurance policies, all children must be picked up by 4:50 and out of the building by 5:00 pm

Closures

We are closed during all Statutory Holidays and 3 weeks of vacation.

- New Year's Day
- Family Day
- Spring Break
- Spring Pro-D Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- BC Day
- Summer Break
- Labour Day
- National Day for Truth and Reconciliation
- Fall Pro-D Day
- Winter Break

Exact dates will be determined by the beginning of each calendar year.

- We offer our staff up to 3 professional development days per year; notice will be given as soon as possible but no less than 15 days notice
- We will conduct monthly staff meetings on the first Monday of every month

Early pickup will be required on these days at 3:50 pm

There will be no reduction in fees for these closures

Late Pick-Up Fee

If a child is not picked up by the required pickup time (**4:50 pm**), there will be a **\$25.00** late fee for the first **15 minutes with an additional \$5.00 per minute afterward**. If contact has not been made between parents and educators, in the event of a late pickup, we will:

1. Try to contact you
2. Begin calling Emergency Contacts and authorized pick-up persons on the registration form.
3. If we are unable to reach a contact and arrangements for pickup are not made by 6:00 pm, we are required to notify the Ministry of Children and Family Development.
4. The MCFD will take the child into custody until a parent is located.

Pick-Up/Drop-Off Policy

Authorized Pick-Up

Children will be released only to parents and individuals over the age of 18, who are listed on your child's registration form. If there is a need to authorize a person not listed on the alternate pick-up form, a parent must complete and sign an additional request with the person's details. A photo ID will be verified by an educator during the pick-up process. Failure to provide photo ID will result in the child not being released into their care.

Alleged Impaired Pick-Up

The educators at Just Peachy Childcare are obligated to take appropriate measures to prevent individuals incapable of providing care from gaining access to a child. Children will not be handed over to parents or alternate pickup individuals who are under the influence of alcohol or drugs and an alternate person will have to be arranged. As required by law and licensing requirements, educators may call the authorities if impaired individuals attempt to remove a child from the premises. If a parent/guardian opts to drive while impaired, it will be reported to the authorities.

Custody Agreements

Upon registration, we require all legal documents pertaining to custody and custody orders. The parent/guardian is responsible for providing accurate and current information regarding the child's legal guardianship. Just Peachy educators are not authorized to withhold a child or mediate in custody matters. If the non-enrolling parent is absent from the authorized pick-up list, our policy on unauthorized individuals will be enforced. The guardian is responsible for granting all necessary consents. In instances where a custody order is not being adhered to, we will contact all relevant parties, which may involve contacting the police and the Ministry of Children and Family Development and licensing officials. For shared custody agreements, comprehensive paperwork outlining the agreement plan among separated families is required. Parents/Guardians are responsible for filling out the required documentation and paperwork to ensure the information is shared.

Changes of Enrolment

For split families where parents wish to withdraw from or make changes to a registration, we will first confirm with the parent who initially enrolled and signed the registration paperwork. This ensures that any updates or withdrawals are made with the knowledge and consent of the parent who completed the original enrolment process.

Communication

Effective and transparent communication is a top priority at Just Peachy Child Care. We encourage you to engage with your child's educators during drop-off and pick-up, as this is when they will share important updates about your child's day. All staff are also available for quick check-ins throughout operating hours via Brightwheel, text, phone call, or email. You'll find our contact details on the front of the Parent Handbook.

To receive a summary of your child's daily activities, we kindly ask that you arrive 10 minutes before closing. These communication practices help us maintain a positive and supportive parent-educator relationship.

We will use the contact information provided in your child's registration forms. Please ensure you are subscribed to our Mailchimp emails, where we share program updates, billing notices, illness alerts, and other important announcements. Invoices and receipts are sent through Brightwheel. It's essential that you have the app downloaded, with notifications turned on, and that Brightwheel emails are not going to your junk folder. Brightwheel is also where you'll find daily updates on attendance, toileting, naps, activities, and reminders. You'll receive an invitation to join Brightwheel upon registration.

Fees

Basic Fees

Full Time	\$1325.00 per month
Part Time	\$68.25/day
	Part-time fees are based on a daily rate and will fluctuate each month depending on the number of days enrolled.

*A yearly fee increase of 3% will be applied in September of each subsequent year - Part time rates subject to higher increase.

** At this point we have been approved for the Child Care Fee Reduction Initiative. This is a yearly application and the fees stated above are subject to change.

Invoices are sent out mid-month prior to enrolment and **all fees are due by or on the 1st of every month.**

Payments can be made by e-transfer to **Justpeachychildcare@gmail.com**, in cash, or by post-dated cheques payable to **Just Peachy Child Care**. Brightwheel also offers payment options via automatic withdrawal or credit card. Please be aware that any convenience fees or interest rates associated with Brightwheel payments are the responsibility of the payer.

Program Deposit and Forms

A \$500.00 deposit is required to secure a space for your child. This is due prior to the start date and will be applied to the last month your child is enrolled with Just Peachy Child Care.

*Registration forms must be complete, scanned and emailed a minimum of 48 hours prior to start date; failure to do so may result in forfeit of space.

Late Payment Fee

All fees must be paid by 11:59 PM on the 1st of each month. A late fee of \$15.00 per day will be charged for overdue payments. If fees are not paid in full by 11:59 PM on the 3rd of the month (or three days after the invoice due date), your child's care services will be suspended until payment is received. Just Peachy Child Care reserves the right to terminate care due to non-payment or repeated late payments.

If you require alternate payment arrangements, please connect with Claire prior to the due date. Any returned (NSF) cheques will incur a \$50.00 service charge.

Affordable Child Care Benefit (ACCB)

We are happy to accept the Affordable Child Care Benefit (formerly Child Care Subsidy). Approval for ACCB must be in place prior to your child's start date. If not, full fees will be required until approval is received, after which fees will be adjusted accordingly. We are happy to assist families with the application process—please feel free to ask for help.

Parents/guardians are responsible for all program fees:

- Parents are responsible for full payment until ACCB authorization is confirmed by Just Peachy.
- Any parent portion remaining after ACCB deductions must be paid by the parent/guardian.
- Parents are responsible for renewing their ACCB each year to ensure uninterrupted coverage.

Split Family Payments

For families with joint custody, the parent listed first on the registration form will be considered the primary account holder responsible for fee payments and any late penalties. If payment responsibilities are to be shared, this information must be provided at the time of registration or as soon as available. If payment is not made and care is suspended, both parents will be notified.

Missed Days & Closures

Fees are not reduced for days missed due to a child's absence, including illness, vacation, or home days.

In cases of severe weather or natural disasters, staff will assess whether Just Peachy Child Care will remain open or require early pick-up. While we will do our best to maintain regular operations and communicate with families, the safety of the children and staff will always be the priority.

For snow days, Just Peachy follows **SD63 School District** and **BC Transit** closures. If SD63 is closed due to snow, Just Peachy will also be closed.

Withdrawal Notice

Parents must provide **one full calendar month's written notice** when withdrawing from full-time or part-time care. Notice must be given **on or before the 1st of the month**, with the child's final day of care being the **last contracted day of that month**.

- *Example: Notice is given on or before August 1st — the child's last day will be August 31st, or the final contracted day of that month for part-time enrolment.*
Mid-month withdrawals are not permitted.

Repayment Agreement

If one month's written notice is not provided, Just Peachy Child Care will implement the **Repayment Agreement**, requiring payment of the full month's fees in lieu of notice. All families are required to sign this agreement upon registration.
Please review and sign the attached Repayment Agreement.

Probationary Period

We offer a **two-month probationary period** to ensure a smooth transition for both the child and family. During this time, we will monitor the child's social, emotional, and physical well-being, while maintaining open communication with families. Regular check-ins will allow us to address any concerns and make adjustments as needed.

At the end of the probationary period, a collaborative decision will be made regarding continued enrolment, based on the child's comfort, family feedback, and any necessary accommodations. A successful probation period will lead to full enrolment, with ongoing support plans to foster your child's well-being and development.

Termination of Care

Just Peachy Child Care reserves the right to terminate care arrangements at any time. Reasons for termination may include, but are not limited to:

- Repeated policy violations
- Mistrust of educators or other children
- Aggressive or unsafe behaviours from a child

While we strive to provide adequate notice, the safety and well-being of all children and staff is our highest priority.

Gradual Entry

To support a smooth and positive transition, we encourage a **gradual entry process**. On your child's first day, we invite you to join them for a brief visit, meet the educators, and discuss routines. Gradually increasing the time your child spends in care allows them to build secure relationships with educators and adjust at their own pace. This process helps both parents and children feel confident and comfortable in the new environment.

Confidentiality & Duty to Report

Confidentiality

All educators at Just Peachy Child Care sign a confidentiality agreement upon employment, ensuring that any information you share remains within the centre. We encourage open communication and invite you to share any personal information that will help us better understand and support your child and family.

In return, we respectfully ask families to maintain the confidentiality of information concerning other children, families, and staff members within our program.

Obligation to Report

As early childhood educators, we hold a moral and legal obligation to prioritize the safety and well-being of the children in our care. If, at any time, we suspect or witness suspicion and/or disclosure of abuse or neglect towards a child, we are bound to report such concerns immediately. We will not investigate these matters ourselves but promptly notify the Ministry of Children and Family Development and Island Health.

Pet Policy

Just Peachy Child Care welcomes pets and animals as part of our learning environment. We believe that positive interactions between children and animals are mutually beneficial. We are committed to closely monitoring these interactions, ensuring the safety and well-being of both children and animals.

The safety of your child is always our top priority. If an animal poses a potential risk or causes discomfort, it will not be present in the program. While we recognize that animals can be unpredictable, any incidents will be handled promptly, and the situation will be reassessed on a case-by-case basis.

Outdoor and Screen-Time Policy

Outdoor Time

Children will have outdoor playtime **twice daily**, for a minimum of **60 minutes**, regardless of weather conditions. Please ensure your child arrives dressed appropriately for the weather and equipped with suitable outdoor attire.

During the summer, sunscreen should be applied before arrival. Staff will reapply sunscreen in the afternoon.

We embrace active, messy play! Please dress your child in clothes suitable for dirt, paint, mud, and other fun adventures. *Heavily soiled items will be sent home for washing.*

Screen Time

We are a **screen-free centre**. There is no access to televisions, iPads, tablets, phones, or computers during programming. Exceptions may be made on a case-by-case basis for specific educational purposes or individual needs. Please keep personal devices, including interactive watches, at home.

Food and Drink Policies

Food Policies

Please ensure your child arrives with enough food for the entire day, including **two snacks and a lunch**, with a variety of healthy choices that align with the Canadian Food Guide. We follow an **open snack policy** to encourage children to listen to their body's cues.

We encourage **waste-free and plastic-free lunch packing** as part of our environmental mindfulness.

IMPORTANT: All food must be cut into appropriate, manageable-sized servings before packing into your child's lunch.

What NOT to Pack

- Candy, gum, hard candies, suckers
- Chocolate bars
- Juice boxes or sugary drinks

Heated Lunches

Our kitchen is equipped with a microwave for reheating lunches. Please place items to be reheated in a **separate, labeled, microwave-safe container**.

Baking & Cooking

We occasionally engage in baking and cooking activities with the children. You will be informed if your child is offered food or drinks beyond what was packed for the day.

Allergies

Allergies and food sensitivities are handled on an individual basis. In cases of severe allergies, families will be informed to ensure preventive measures are in place.

Celebrations

We embrace and celebrate diversity, cultural events, and special occasions at our centre. Parents are encouraged to send special treats for their child's birthday or other culturally significant celebrations. Please check with us regarding allergies or sensitivities before sending specific foods. If your child is unable to consume items provided by other families or participate in certain events, kindly inform our educators. We are happy to have alternative treats available to ensure every child feels included.

Quiet & Nap Time

Quiet Time

At Just Peachy Childcare, we implement rest time for no more than 60 minutes each day.

Our goal during this time is to ensure children are comfortable and experience a quiet environment.

Children are welcome to bring a stuffed animal, blanket, and a small pillow to the centre for their rest time.

Nap Time

Children who nap have a dedicated space within the centre. The nap area will be dimly lit and a sound machine will be used. If your child requires a time limit for their nap, please ensure our educators have been informed.

Please ensure that all your child's nap items are clearly labeled.

- Bedding (crib sheet)
- Blanket
- Small pillow (if needed)
- Stuffed animal or comfort item
- Soother (if needed)

Nap and Rest Time Flexibility

While we aim to maintain consistent nap routines, we recognize that some children may require longer rest periods based on their individual needs. If educators observe that waking a child early negatively affects their emotional regulation, behaviour, or overall well-being, we may allow the child to continue sleeping.

This approach supports the child's development and helps maintain a positive, balanced group environment. Any recurring changes to nap length will be communicated to families and, if needed, included in the child's individual care plan.

Toilet Learning Policy

We are happy to collaborate with families during the toilet learning process. Our approach focuses on the child's developmental readiness rather than age. We recommend starting potty training at home over an extended weekend (minimum 3 days), after which we will continue to support the process at the centre.

Signs of readiness include:

- Interest in pulling underwear/pull-ups and bottoms up and down independently
- Observing others using the toilet
- Differentiating between wet and dry diapers
- Staying dry for longer periods
- Waking up from rest with a dry diaper
- Pulling at a wet or dirty diaper
- Hiding to urinate or have a bowel movement
- Communicating about toileting needs

Initiating toilet learning before a child shows readiness can lead to stress and prolong the process. We aim to make this transition positive and child-led.

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Outdoor Time

Children will have outdoor playtime **twice daily**, for a minimum of **60 minutes**, regardless of weather conditions. Please ensure your child arrives dressed appropriately for the weather and equipped with suitable outdoor attire.

During the summer, sunscreen should be applied before arrival. Staff will reapply sunscreen in the afternoon.

We embrace active, messy play! Please dress your child in clothes suitable for dirt, paint, mud, and other fun adventures.

Heavily soiled items will be sent home for washing.

Screen Time

We are a **screen-free centre**. There is no access to televisions, iPads, tablets, phones, or computers during programming. Exceptions may be made on a case-by-case basis for specific educational purposes or individual needs. Please keep personal devices, including interactive watches, at home.

Out Trip Policy

At Just Peachy, educational outings and field trips are vital to our classroom learning, offering children opportunities to explore, understand, and enrich their development. To ensure these trips are safe and effective, we follow these guidelines:

Planning and Approval

- Trip Planning: Out-trips are scheduled in advance and as well as spontaneous, focusing on educational value and safety, often utilizing local forests, beaches and playgrounds. Each trip away from the centre will have a detailed plan covering the destination, objectives, and itinerary. Parents will receive all pertinent information about upcoming trips. Parents are responsible for packing a small backpack suitable for their child to carry lunch kit, water bottle and spare clothing.

Supervision and Safety

- Staff-to-Child Ratio: We will maintain a staff-to-child ratio that meets or exceeds local regulations. Extra support will be provided as needed on trip days.
- Safety Procedures: Staff will be trained in safety and emergency protocols. First aid kits and necessary medical supplies will be on hand. Staff will be aware of any special medical needs and carry relevant medications. Children will be briefed on safety rules and closely monitored. Since trips may occur in unfenced areas, children must be able to follow safety instructions, stay within designated areas, and adhere to verbal directions. A safety plan will be reviewed with educators before each trip.

Guidance and Discipline Policy

Our approach to guidance and discipline aims to foster respect, self-control, self-confidence, and empathy in children as they interact with peers and educators. We recognize that each child's behaviour reflects their developmental level, personality, temperament, family experiences, and cultural influences.

Some techniques we use to guide children's behaviour include:

- Arranging the environment to prevent challenging behaviour
- Providing enough materials for all children and balancing individual and small group activities
- Offering a varied routine with opportunities for both calm and energetic play
- Establishing clear, consistent, and simple limits
- Explaining limits in a positive and straightforward manner
- Using calm voices or singing to model appropriate behaviour
- Stating expectations clearly rather than posing them as questions
- Allowing time for children to respond
- Reinforcing appropriate behaviour with words and gestures
- Ignoring minor incidents or attention-seeking behaviours
- Encouraging children to seek help from educators
- Gaining a child's attention respectfully
- Using proximity and gentle touch
- Redirecting or diverting attention when appropriate
- Modelling problem-solving skills
- Offering appropriate choices
- Using natural and logical consequences
- Providing opportunities for children to make amends
- Offering time away within the play space for self-regulation and reflection
- Focusing on the behaviour, not the child

Intruder Plan

In the event of an intruder, educators will assess the situation and respond accordingly. If safe, children will be evacuated, and 9-1-1 will be called. If evacuation is not possible, children will be secured in a safe room away from the intruder.

Missing or Runaway Child Procedure

If a child goes missing or runs away, a thorough search of the centre and surrounding area will be conducted immediately. If the child is not located promptly, emergency services and the parents/guardians will be contacted.

Runaway Child Procedure:

- Alert other educators immediately
- An educator will pursue and attempt to safely retrieve the child
- If retrieval is not possible:
 - One educator will take the emergency bag and phone to continue pursuing the child
 - Remaining educators will contact parents/guardians
 - If necessary, police will be contacted

Thank you for your cooperation and understanding. We are committed to providing a safe and nurturing environment for your child, your family, our staff, and our community.

Children Who Frequently Attempt to Leave Supervision (“Runners”)

At Just Peachy Child Care, the safety and well-being of all children is our top priority. As part of our regular programming, we leave the daycare property daily for outdoor exploration and community walks.

If a child demonstrates a pattern of attempting to run away from the group or leave the supervision of staff (commonly referred to as "running"), this poses a serious safety risk.

Procedure:

- If a child is identified as a runner, an **Individual Safety Plan** will be reviewed and updated in collaboration with the family.
- If the behaviour continues, a **Care Plan** may be required to support the child's needs and ensure the safety of all children and staff.
- Ongoing incidents without improvement or appropriate support in place may result in the **termination of care**, as we must prioritize the safety of the entire group.

We are committed to working with families to put proactive and supportive measures in place, but we must also ensure that we can safely supervise and care for all children in our programs.

Health and Wellness Policies

(Updated March 2024)

Please reach out to an educator if you have questions regarding your child's health and safety.

To maintain a safe environment for everyone, we have implemented a health and wellness policy that outlines when a child should stay home. Further restrictions may be applied based on government or licensing guidelines or staff discretion. All children are required to be current on their vaccinations. While influenza and COVID vaccinations are highly recommended, they are not mandatory.

Health, Illness, and Return to Care Policy

At Just Peachy Child Care, the health of children, families, and staff is our top priority. Maintaining appropriate educator-to-child ratios (1:8 in the 3–5 program) is essential, and substitutes are difficult to obtain. For this reason, proactive illness monitoring and management are crucial.

1. Illness Exclusion

Children displaying the following symptoms must **stay home for a minimum of 2 days for monitoring**:

- Runny nose and/or eyes with coloured mucus (green, yellow, white, or orange)
- Consistent cough (coughing 3–5 times per hour)
- Sore throat and fatigue
- Gastrointestinal issues (vomiting, diarrhea) — must be excluded for **48 hours** since the last episode
- Fever of 100.4°F/38°C or higher, especially with listlessness or sluggishness
- Generalized rash and fever suspected of being measles, mumps, or chickenpox (until diagnosis confirmed)
- Inability to participate in normal activities

Household Illness: If anyone in your household is ill or showing signs of illness, please keep your child home until **all household members are symptom-free**.

Allergy Exception: If symptoms are due to a known allergy (e.g., hay fever, asthma), the child is not considered contagious, but a doctor's note may be requested.

2. Return to Care

Children may return once they are:

- **Completely symptom-free for 48 hours** without the use of fever-reducing or pain-relieving medication such as **acetaminophen (Tylenol) or ibuprofen (Advil, Motrin)**
- Able to actively participate in regular activities
- Able to manage nose hygiene with occasional support (frequent wiping or wiping with sleeves/hands may require pick-up)

Lingering Symptoms: Some mild symptoms, such as a cough, may persist after recovery. Return will be assessed on a **case-by-case basis**, and a doctor's note may be required if symptoms are persistent.

3. Nose-Wiping & Hygiene

We are happy to support children with occasional nose wiping. However:

- If a child's nose is constantly running or they cannot contain germs appropriately (e.g., using sleeves or hands), parents may be contacted for pick-up.
- Children must not rely on acetaminophen (Tylenol) or ibuprofen (Advil, Motrin) to mask symptoms.

4. Communicable Disease Notification

Families are required to inform educators of any communicable disease. This allows us to:

- Notify other enrolled families of potential exposure, while safeguarding privacy
- Monitor symptoms and ensure safe return to care

5. Prompt Pickup

If a child is sent to care with concerning symptoms, parents/guardians will be contacted for **immediate pickup (within 60 minutes)**.

6. Special Considerations

- Physical distancing is challenging in this age group, so extra precautions are important.
- Families should inform educators of any **chronic medical conditions or allergies** prior to enrolment so that a care plan can be developed.

Pink Eye Policy

If your child has bacterial pinkeye and is on antibiotics, they should stay home until they've been on antibiotics for 48 hours or have been symptom-free for 48 hours. If symptoms are noticed during care, you will be notified immediately, and your child must be picked up promptly.

Lice and Nit Policy

If your child or anyone in your household has lice, they must remain at home until the household is completely lice and nit-free. If lice or nits are detected while in care, parents will be contacted for immediate pickup.

Hand, Foot & Mouth Policy

Children diagnosed with Hand, Foot, and Mouth Disease (HFM) must stay home for at least 10 days from symptom onset or until blisters have healed. Siblings will also be excluded from care if any family member shows HFM symptoms. If HFM is suspected within the centre, any child with new symptoms will be required to stay home for 72 hours in order to monitor.

Emergencies - Illness and Injury

If your child becomes ill or injured, we will contact you or your emergency contacts for prompt pickup. In the meantime, we will keep your child as comfortable as possible. In case of a serious emergency, first aid will be administered, and emergency services will be contacted.

Medication

Only prescribed medications authorized by a doctor will be administered. Parents must submit a fully completed Medication Administering Form specifying dosage and schedule, signed by a doctor or accompanied by the prescription packaging. Medications will be securely stored in a locked cabinet.

For over-the-counter medications like acetaminophen or ibuprofen, educators can administer them with a completed Medication Administering Form. Medications must be handed directly to an educator and cannot be left in backpacks, lunch kits, or cubbies.

If antibiotics are prescribed, children cannot return to care until they have been on antibiotics for at least 48 hours or have medical clearance.

Sunscreen Policy

During warmer months, sunscreen must be applied before drop-off. Educators will reapply in the afternoon. It is the responsibility of parents to provide labeled sunscreen. Please inform us of any skin sensitivities so we can accommodate accordingly.

Sunscreen must be handed to an educator and not left in cubbies or backpacks.

Emergency/Natural Disaster Plan

In the event of an emergency (fire, earthquake, flood, power outage, or extreme weather), the safety of the children is our top priority. All educators are trained to respond effectively.

If evacuation is necessary, we will relocate to:

****Shelter #2 at 1809 Hovey Road****

Once relocated, parents/guardians will be contacted for pick-up. We practice fire and earthquake drills monthly to familiarize children with these procedures.

Snow Days

We will remain open during snow unless it is unsafe. Just Peachy follows SD63 School District closures. If SD63 is not in session (Pro-D days, spring/winter break), we follow BC Transit advisories for road closures.

Thank you for your understanding, cooperation, and communication. We want what is best for your child, your family, our staff and our surrounding communities.

