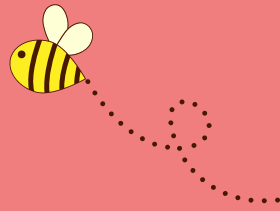




KidzValley Learning Centre

PARENT HANDBOOK

DIRECTOR: SAHAR NAFEEES
21013 83B, LANGLEY BC
(604) 655 -5552
KIDZVALLEYLEARNING@GMAIL.COM



where little minds grow big dreams

Welcome to KidzValley Learning Centre

Dear Parents,

We are pleased to welcome you and your child to Kidzvalley Learning Centre. Our licensed child care program is committed to providing a safe, nurturing, and inclusive environment where children are supported as they learn, grow, and explore. We believe early learning experiences play an important role in building confidence, curiosity, and a lifelong love of learning.

Kidzvalley Learning Centre is owned and operated by Sahar Nafees, an Early Childhood Educator with 17 years of experience. As a mother of three, Sahar brings both professional expertise and personal understanding to her work with children and families. She holds certifications in First Aid, Infant and Toddler Care, and Special Needs, and is committed to creating a caring, supportive environment for all children.

At Kidzvalley Learning Centre, we follow a play-based, child-centred approach that supports children's social, emotional, physical, and cognitive development. Our educators work in partnership with families to create a supportive learning community that values each child's individuality.

This Parent Handbook provides an overview of our program philosophy, daily routines, and general expectations. We encourage families to review it carefully and contact staff with any questions. We look forward to supporting your child's learning journey.

Warm regards,

Sahar Nafees

Director, KidzValley Learning Centre



Our Vision

The mission of Kidzvalley Learning Centre is to support each child's learning, development, and well-being by providing a nurturing, inclusive, and play-based environment. We are committed to recognizing every child as a unique individual and to fostering their social, emotional, physical, and cognitive growth through meaningful experiences and positive relationships. By working collaboratively with families, we aim to create a supportive learning community that encourages confidence, curiosity, and a lifelong love of learning.

Our Mission

The mission of Kidzvalley Learning Centre is to create a caring and engaging early learning environment that supports children's growth, confidence, and well-being. Through intentional play, supportive routines, and respectful relationships, we aim to nurture each child's development while working closely with families to build a positive and inclusive learning community.



Our Educational Philosophy

At Kidzvalley Learning Centre, children's learning is supported through play-based experiences, exploration, and intentional guidance. Our program focuses on whole-child development by incorporating the following approaches:

1

Play-Based Learning

- Encourages active, joyful learning
- Builds early literacy, numeracy, and social skills
- Supports problem-solving and critical thinking

2

Social-Emotional Development

- Supports emotional expression and effective communication
- Encourages empathy, cooperation, and self-regulation
- inclusive learning environment

3

Hands-On Exploration

- Offers sensory-rich experiences through art, music, science, and nature
- Encourages creativity through hands-on projects
- Builds fine and gross motor skills through active play

4

Early Literacy & Language Development

- Encourages children to express emotions and communicate clearly
- Builds empathy, cooperation, and self-regulation skills
- Supports a welcoming and inclusive classroom environment

5

Family Partnership

- Recognizes families as a child's first and most important teachers
 - Encourages family involvement in centre activities
 - Promotes open communication and collaboration between families and educators
- 



Image of the Organization

KidzValley Learning Centre is committed to providing a safe, inclusive, and nurturing environment where children and families feel welcomed, respected, and supported. Our centre values collaboration, accountability, diversity, and continuous growth. We strive to build positive relationships with children, families, staff, and the community while creating meaningful learning experiences that support each child's development and well-being.

Our staff are caring, qualified professionals who play an important role in each child's daily experiences at the centre. They create engaging learning environments, support children's individual strengths and needs, and model positive and respectful behaviour. Through ongoing professional development and teamwork, staff work to provide consistent, high-quality care and education for all children and families.

Image of the Family

Families are recognized as children's first and most important teachers. At KidzValley Learning Centre, families are valued partners whose knowledge, experiences, and perspectives contribute to each child's learning and development.

We encourage open communication and ongoing collaboration between families and staff. By working together and sharing information, we build trusting relationships that support children's well-being, learning, and sense of belonging. We respect the diversity of families and are committed to creating a welcoming environment where all families feel included, valued, and supported.



Multi Age Childcare

Kidzvalley Learning Centre offers a multi-age child care program for infants, toddlers, and preschool-aged children. Children learn together at different developmental stages, building a sense of community, belonging, confidence, and empathy.

Educators plan inclusive, developmentally appropriate experiences for all age groups, and children have opportunities to connect with their community through visits to local parks, heritage sites, and senior centres, supporting real-world learning and social awareness.



Before and After School Program

Our before and after school program provides school-aged children with a relaxed, supportive environment outside of school hours.

Before school care helps children start their day calmly and prepared. After school care allows children to unwind, socialize, and participate in creative, recreational, and outdoor activities.

The program balances structured and unstructured time to support independence and positive social interactions.



When children of different ages learn and grow together, they build confidence, kindness, and a true sense of belonging.



Daily Routines and Practices

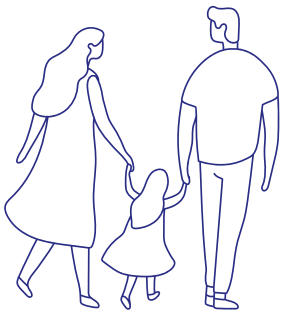
Daily routines help children feel safe, secure, and confident by providing consistency and predictability throughout the day. At Kidzvalley Learning Centre, our daily schedule balances play, learning, rest, and social connection.

Our daily routine includes:

- Warm and welcoming arrivals, with smooth transitions throughout the day
- Free play and educator-guided learning activities that support exploration and development
- Outdoor play to encourage physical activity and connection with nature
- Nutritious meals and snacks
- Rest or quiet time to support children's individual needs
- Group experiences that promote social skills, communication, and belonging

While routines provide structure, they remain flexible to respect each child's developmental needs, interests, and energy levels, ensuring a supportive and responsive environment for all children.





Family Rights and Responsibilities

At Kidzvalley Learning Centre, we believe that positive relationships between families and educators are essential to supporting children's learning, development, and well-being. Families and staff work together in a spirit of mutual respect, open communication, and shared responsibility.

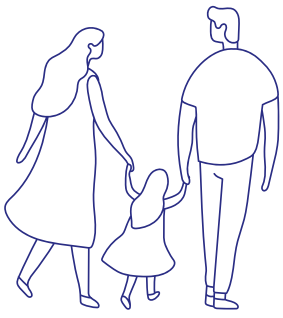
Family Rights

Families enrolled at Kidzvalley Learning Centre have the right to:

- Be treated with respect, dignity, and professionalism at all times
- Have their family's cultural values, beliefs, and practices respected
- Receive clear and accurate information about their child's daily experiences, development, and well-being
- Be informed of program practices, routines, and expectations
- Communicate openly with educators and management regarding questions, concerns, or feedback
- Access information in their child's file in accordance with centre guidelines and privacy regulations
- Expect that personal and confidential information will be protected, except where disclosure is required by law
- Participate in their child's learning experience and centre activities when appropriate

We are committed to maintaining a welcoming environment where families feel comfortable sharing information and collaborating with educators.





Family Rights and Responsibilities

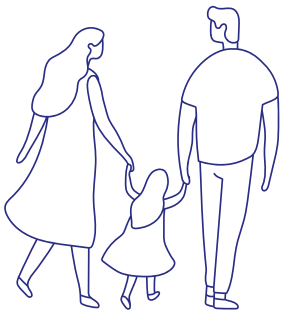
Family Responsibilities

Families play an important role in supporting a positive and safe child care environment. Families enrolled at Kidzvalley Learning Centre are responsible for:

- Providing accurate and up-to-date information regarding their child's health, routines, emergency contacts, and authorized pick-up persons
 - Informing the centre promptly of any changes to contact information, schedules, or family circumstances that may affect the child
 - Communicating absences, late arrivals, or early pick-ups as soon as possible
 - Ensuring children arrive dressed appropriately for indoor and outdoor activities
 - Following centre guidelines related to arrival and departure, parking, and safety
 - Treating staff, children, and other families with courtesy and respect
 - Addressing concerns respectfully and directly with educators or management
 - Supporting centre expectations to promote consistency between home and the child care setting

Families are encouraged to work collaboratively with educators to support their child's development, behaviour, and well-being.





Family Rights and Responsibilities

Shared Responsibility

Kidzvalley Learning Centre recognizes that families and educators share responsibility for creating a positive learning environment. Open communication, mutual respect, and cooperation help ensure that children feel secure, valued, and supported. By working together, families and staff can create a strong foundation for children's growth, learning, and success.

Limits of Confidentiality

Kidzvalley Learning Centre respects the privacy and confidentiality of children and families. All personal information shared with the centre is handled with care and used only to support the health, safety, and well-being of children.

There are situations where confidentiality may be limited, including when disclosure is required by law, licensing regulations, or court order, or when there are concerns related to a child's safety or well-being. In such cases, only necessary information will be shared with appropriate authorities.

Whenever possible, families will be informed if information must be disclosed. Kidzvalley Learning Centre is committed to protecting personal information and encourages families to speak with management if they have any questions or concerns regarding confidentiality.





Arrival and Departure

Families are asked to follow arrival and departure procedures to support children's safety and smooth transitions. Children must be signed in and out by a parent or an authorized adult. Any changes to authorized pick-up arrangements must be communicated to staff in advance.

Attendance, Absences, and Late Arrivals

Regular attendance helps children feel secure and comfortable in their daily routine. Families are asked to notify the centre as soon as possible if their child will be absent, arrive late, or need to leave early.

Parking

Families are asked to use designated parking areas during drop-off and pick-up times. Please avoid blocking driveways or access points and ensure children are supervised at all times in the parking area.



Communication with Families



Open and consistent communication is important to us. Families receive information through daily conversations, notices, emails, newsletters, and scheduled meetings. Families are always welcome to share questions, feedback, or concerns with educators or management.

Weather Closures

Kidzvalley Learning Centre prioritizes the safety of children, families, and staff during severe or unsafe weather conditions. In the event of extreme weather, such as heavy snow, ice, power outages, or other conditions that may affect safe travel or centre operations, a decision to close or delay opening will be made as early as possible.

Families will be notified of closures, delayed openings, or early dismissals through email and other centre communication channels. Families are encouraged to check messages regularly during severe weather events. If the centre remains open, families are asked to use their discretion when deciding whether it is safe to travel.



Transportation Policy

KidzValley Learning Centre does not provide transportation services. Parents or legal guardians are responsible for arranging the safe transportation of their child to and from the centre each day.

Children must be dropped off and picked up by a parent, legal guardian, or an individual who has been authorized in writing by the parent or guardian. For the safety of all children, staff will only release a child to an authorized person.

If someone other than the authorized individual will be picking up your child, please notify the centre in advance. Staff may request photo identification before releasing a child to anyone they do not recognize.

Parents and guardians are expected to ensure their child arrives safely and is signed in and out according to the centre's procedures.



PLAY

Project Play



Project play allows children to explore ideas over time through hands-on, meaningful experiences. Children may work on art projects, building and construction activities, simple science experiments, cooking projects, or themed group creations. This type of play encourages creativity, collaboration, problem-solving, and confidence as children bring their ideas to life.

Exploration Play

Exploration play supports learning through curiosity and discovery. Children investigate natural materials, water and sensory tables, loose parts, nature walks, and outdoor play spaces. Through these experiences, children develop critical thinking, creativity, and a deeper connection to the world around them while following their own interests.



GENERAL INFORMATION

Clothing and Personal Belongings

Children should be dressed in comfortable, weather-appropriate clothing that allows for active play, outdoor exploration, and messy activities. Families are asked to provide seasonal items such as jackets, hats, rain boots, and at least one change of clothes, all clearly labeled with the child's name.

Family Participation

Family involvement is valued at Kidzvalley Learning Centre. Parents and caregivers are encouraged to stay involved by sharing information, participating in special events, and supporting their child's learning at home. Families who wish to observe the program or volunteer are welcome to do so. Please contact us at kidzvalleylearning@gmail.com to arrange a visit or discuss opportunities.



GENERAL INFORMATION

Communication and Contact

For questions, concerns, or important information, families are encouraged to contact Sahar, who is available to support families and address centre related matters. Additional updates and information will be shared through ongoing communication from the centre.

Additional Information

Families will receive ongoing updates regarding schedules, program activities, special events, and policy reminders throughout the year. Important information may be shared through emails, notices, newsletters, and direct communication with staff.

Families are encouraged to review all shared information carefully and reach out if clarification is needed. If a family's contact information changes, please notify the centre as soon as possible to ensure communication remains up to date. Our goal is to maintain clear, consistent communication so families feel informed, supported, and confident in the care their child receives.





POLICIES AND PROCEDURES

where little minds grow big dreams





SAFE RELEASE OF A CHILD POLICY

Kidzvalley Learning Centre is committed to ensuring the safety, security, and well-being of every child in our care. To support a safe and organized environment, clear procedures are in place for the daily drop-off and pick-up of children. These procedures help ensure that children are always accounted for and are released only to authorized individuals. The safety of each child is our highest priority at all times.

Drop-Off Policy

- Children must be dropped off by a parent, legal guardian, or an authorized individual listed on the child's registration and emergency contact forms.
- Upon arrival, the child must be signed in by the accompanying adult. Parents and caregivers are responsible for ensuring their child is safely transitioned to a staff member before leaving the premises.
- Staff must be made aware of the child's arrival.
- Children should not be dropped off unattended or allowed to enter the centre without supervision.
- Parents are encouraged to briefly communicate any important information to staff at drop-off, such as health updates, emotional concerns, or changes to the child's routine.
- For the safety of all children, drop-off should occur during designated operating hours unless prior arrangements have been made with the centre.

Pick-Up Policy

- Children will only be released to a parent, legal guardian, or individuals listed as authorized pick-up persons on the child's registration and emergency contact forms. All children must be signed out by a parent or authorized adult prior to departure.
- Staff may request valid photo identification if they are unfamiliar with the person picking up the child. Children will not be released to anyone who is not listed on the authorized pick-up list.
- If a person authorized to pick up a child appears to be under the influence of alcohol or drugs, or otherwise unable to safely care for or supervise the child, staff will take reasonable steps to ensure the child's safety. This may include contacting another authorized pick-up person or emergency contact. If necessary, local authorities or emergency services may be contacted.
- Any court orders, custody agreements, or legal restrictions regarding a child's release must be provided to the centre in writing and kept on file. Without written documentation, both parents or legal guardians listed on the registration form will have equal access to the child.

Nutrition Policy



Nutrition plays an important role in children's growth, health, and development. Kidzvalley Learning Centre encourages families to provide balanced, nutritious meals and snacks that align with Canada's Food Guide.

Families are encouraged to include fresh fruits, vegetables, whole grains, lean proteins, and healthy snacks. Water is encouraged throughout the day, especially during active play, while sugary drinks and highly processed foods are discouraged.

Food is never used as a reward or punishment, and children are not forced to eat. Children are supported in listening to their hunger cues, and staff create a calm, positive mealtime environment while actively supervising meals and snacks to ensure safety.

Families must inform the centre of any dietary restrictions, allergies, or cultural or religious dietary needs. Written documentation must be provided and kept on file to ensure children's needs are met safely and respectfully.

Nut-Free Policy

To protect the health and safety of children with allergies, Kidzvalley Learning Centre maintains a strict nut-free environment. Families are asked not to send any foods containing peanuts or tree nuts, including products that may contain traces of nuts.

The centre works closely with families to accommodate dietary needs and allergy management while maintaining a safe environment for all children. Staff are trained to be vigilant during meals and snack times, and food sharing is not permitted. Families are encouraged to carefully read food labels before sending any items to the centre.

Health, Illness, and Hygiene Policy

Illness and Exclusion Policy

Children who are ill or showing signs of contagious illness must remain at home. This includes, but is not limited to, fever, vomiting, diarrhea, persistent coughing, unexplained rashes, or any symptoms that prevent the child from comfortably participating in daily activities.

Children may return to care once they have been **symptom-free for at least 48 hours without the use of medication and are able to fully participate in the program.** If a child becomes ill while at the centre, parents or emergency contacts will be notified and asked to arrange prompt pick-up.

The centre reserves the right to refuse care if a child appears unwell upon arrival or if their condition worsens during the day.

Illness and Exclusion Policy

To reduce the spread of illness and promote a healthy environment, Kidzvalley Learning Centre follows strict hygiene and sanitation practices, including:

Regular and thorough handwashing by children and staff, especially before and after meals, after toileting or diapering, outdoor play, and nose wiping

Routine sanitizing and disinfecting of toys, learning materials, surfaces, and high-touch areas

Safe and hygienic diapering and toileting procedures using gloves and proper disposal methods

Proper food handling, cleaning, and sanitation practices in all meal and snack areas



Health, Illness, and Hygiene Policy



Clean Environment and Daily Practices

Classrooms, washrooms, and common areas are cleaned and sanitized regularly throughout the day. Bedding, mats, and shared materials are cleaned on a routine schedule or more frequently as needed.

Children are encouraged to practice good personal hygiene habits in age-appropriate ways, including handwashing, covering coughs and sneezes, and proper use of tissues.

Illness Policy

When to Keep Your Child at Home

Children must stay home if they have:

- Fever of 100.4°F (38°C) or higher (must be fever-free for 48 hours without medication to return).
- Vomiting or diarrhea in the past 48 hours.
- Unexplained rash, pink eye, or contagious illness.
- Persistent cough, difficulty breathing, or flu-like symptoms



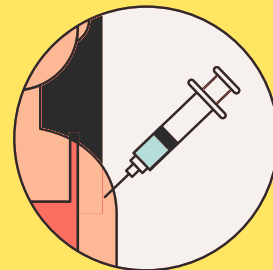
Medication Administration Policy

- Medication will only be administered with written consent from a parent or legal guardian. A completed medication authorization form must be on file before any medication is given. Verbal permission will not be accepted. This policy applies to all medications, including prescription medication, emergency medication (such as inhalers or EpiPens), and non-prescription or over-the-counter medications, including children's Tylenol, Advil, allergy medication, cough syrup, or similar products.
- All medication must be provided in its original container, clearly labeled with the child's full name, dosage, time of administration, and expiry date. Medication that is expired, unlabeled, or not in its original packaging will not be administered.
- Children who require ongoing or emergency medication, such as inhalers or EpiPens, must have written instructions and a care plan on file. Parents are responsible for informing staff of the child's medical condition, proper use of the medication, and any potential side effects. Emergency medication must be accessible to staff at all times while remaining safely stored out of children's reach.
- All medication is stored securely and administered only by designated staff according to the written authorization provided. Staff will not alter dosage, timing, or administration instructions under any circumstances.
- Each administration of medication is documented, including the date, time, dosage, and name of the staff member administering the medication. Parents will be informed as required, and any adverse reactions will be reported immediately. Parents are responsible for ensuring medications are current and replaced as needed.

Parents are required to complete a Medication Administration Consent Form and, when applicable, develop a written care plan outlining the child's medical needs. Both documents must be completed prior to medication administration and will be kept on file at Kidzvalley Learning Centre.



“ We work with families to create a safe, healthy, and supportive environment where children can learn and thrive.



Immunization & Health Records

KidzValley Learning Centre is committed to supporting the health, safety, and well-being of all children in our care. Parents are required to provide information regarding their child's immunization status at the time of enrollment. Immunization information will be kept confidential and maintained in the child's file.

Parents are encouraged to follow current public health recommendations regarding immunizations. If a child is not immunized or is following an alternative immunization schedule, parents must ensure the child's immunization status is accurately documented and provided to the centre.

In the event of a communicable disease outbreak, KidzValley Learning Centre will follow the guidance and direction of Fraser Health and other applicable public health authorities. This may include notifying families, implementing additional health and safety measures, and following any recommendations provided by public health officials to help protect children, staff, and families.

Health records and any relevant medical information provided by families will be maintained in accordance with privacy requirements and used to support the health and safety of children while in care.

The Fraser Health immunization information included in the registration package must be completed, signed, and kept on file at Kidzvalley Learning Centre Inc. As an alternative to completing the full form, parents may provide a photocopy of their child's immunization record. The centre understands that some families may choose not to immunize their child; this decision must be communicated in writing and will be documented in the child's file

Child Abuse, Neglect, and Duty to Report

KidzValley Learning Centre is committed to ensuring the safety and well-being of all children. All staff have a legal duty to report if they have reason to believe that a child is in need of protection, as outlined in the Child, Family and Community Service Act of British Columbia.

If a staff member has reason to believe that a child is experiencing abuse, neglect, emotional harm, physical harm, or sexual abuse outside of the centre, a report must be made immediately to a Child Protection Social Worker at the Ministry of Children and Family Development (MCFD) or a Delegated Aboriginal Agency. Staff are not responsible for investigating concerns; their responsibility is to report concerns promptly.

Incidents that occur within the child care setting, including reportable incidents as defined by Child Care Licensing Regulations, will be reported to the Community Care and Assisted Living Licensing Program as required. Parents or guardians will be notified in accordance with licensing requirements.

Missing Child Procedure

If a child is unaccounted for or missing while attending the centre, staff will immediately initiate the centre's missing child procedure, including searching the premises, contacting the child's parent or guardian, notifying police when appropriate, and reporting the incident to Child Care Licensing as required. All missing child incidents will be documented and reviewed to support child safety and prevent future occurrences.

If a child is believed to be in immediate danger, 911 will be contacted immediately.

How to Report

Immediate concerns are reported directly to Child Protection Services at the Ministry of Children and Family Development (MCFD).

Local MCFD Office:
604-930-5415

Provincial After-Hours Child Protection Line:
310-1234 (no area code required)

If a child is believed to be in immediate danger, call 911 immediately.



Reportable Incidents



Reportable incidents include, but are not limited to:

- Aggressive or unusual behaviour
- Death of a child while in care or related to the program
- Any attempt or threat of self-harm or suicide
- Choking
- Serious falls, including falls from play equipment, stairs, or elevated surfaces
- Head injuries or loss of consciousness
- A child being seriously injured or becoming very ill
- Injuries requiring medical attention or hospitalization
- Severe allergic reactions, including use of an EpiPen
- A child receiving the wrong medication, the wrong dose, or missing a dose
- A child swallowing or being exposed to something harmful
- Food poisoning or suspected food-related illness
- A child being left unsupervised, missing, or going missing, even briefly
- A child being accidentally locked in or out of the centre
- Suspected or disclosed sexual abuse
- Fires, evacuations, lockdowns, or other emergency situations
- Disease outbreaks or serious contagious illness
- Serious behavioural incidents resulting in injury
- Unsafe conditions in the centre that could cause harm
- Any involvement of police, ambulance, or fire services
- Any situation that places a child's health, safety, or well-being at risk
- Any incident that licensing regulations require to be reported

All incidents are documented accurately and promptly to ensure proper communication, follow-up, and compliance with licensing requirements. Reportable incidents are recorded in the centre's incident log book, and an Incident Report Form is completed for licensing purposes.

Incident documentation and reporting follow this process:

- Staff document the incident and notify the Manager
- The Manager reviews the documentation and forwards it to the Licensee
- The Licensee submits the required report to the Licensing Officer and, when applicable, the Ministry of Children and Family Development

In addition to reportable incidents, Kidzvalley Learning Centre maintains a log book to document daily communication, including non-reportable incidents, minor injuries, illness, unexpected events, and general observations. These records support transparency, continuity of care, and communication with families.

Emergency Procedures



Kidzvalley Learning Centre maintains written emergency procedures for situations such as fire, earthquake, severe weather, power outages, lockdowns, and other emergencies. Emergency evacuation routes and procedures are clearly posted throughout the centre.

During an emergency, staff will follow established procedures to ensure children are safely supervised, accounted for, and protected at all times. Emergency services will be contacted when required, and families will be notified as soon as possible regarding emergencies, closures, evacuations, or program disruptions.

Families are asked to provide an individual emergency kit for their child to be kept at the centre. Emergency kits may be used if children are required to remain at the centre for an extended period or during evacuation. Kits should be clearly labeled and may include non-perishable snacks, water, a change of clothing, comfort items, and any required medical supplies. Parents are responsible for keeping kits current.

Up-to-date emergency contact information is kept on file for every child, and staff will remain with children until they are safely reunited with their families or further direction is provided by emergency authorities.

Kidzvalley Learning Centre conducts emergency drills on a monthly basis to help children and staff become familiar with safety procedures and to ensure a calm, organized response in the event of an emergency.

Emergency Drill and Evacuation Plan



KidzValley Learning Centre conducts regular emergency drills and evacuation procedures to help ensure the safety and well-being of children, staff, and visitors. Emergency situations may include, but are not limited to:

- Fire
- Earthquake
- Gas leak
- Hazardous material spill
- Medical emergency
- Lockdown or shelter-in-place
- Missing child

In the event that evacuation from the centre is required, children and staff will relocate to a designated safe location. Nearby schools and community facilities may be utilized as evacuation or reunification sites as identified in the centre's emergency plan. Parents and guardians will be notified as soon as possible regarding the location of their child and reunification arrangements.

Emergency Contact Information

Director: Sahar Nafees

Phone: 604-655-5552

During an emergency, staff will maintain supervision of children, follow emergency procedures, communicate with emergency responders when necessary, and provide updates to families as soon as it is safe to do so.



DRILLS

FIRE DRILL

In the event of a fire or during a scheduled fire drill, staff will remain calm and act immediately to ensure the safety of all children.

- Staff will alert children and begin evacuation using the nearest safe exit.
- Children will line up and exit the building under staff supervision.
- Staff will bring the emergency attendance record and emergency supplies.
- Once outside, staff will conduct a headcount to ensure all children are accounted for.
- Children and staff will remain together at the designated safe location until further instructions are given.
- Emergency services will be contacted if required.
- Parents will be notified as soon as it is safe to do so.



EARTHQUAKE DRILL

During an Earthquake (Indoors):

- Staff will instruct children to DROP, COVER, and HOLD ON.
- Children will take cover under tables or against an inside wall, away from windows and doors.
- Staff will stay with children and provide reassurance until shaking stops.

During an Earthquake (Outdoors):

- Staff will guide children to move to a clear area away from buildings, trees, and power lines.
- Children will be instructed to drop to the ground and cover their heads until the shaking stops

After an Earthquake:

- Staff will check for injuries and provide first aid as needed.
- A headcount will be completed to ensure all children are accounted for.
- The building will be evacuated if it is unsafe to remain inside.
- Emergency services will be contacted if necessary.
- Parents will be notified regarding the situation and next steps.

Guidance Policy

Kidzvalley Learning Centre uses positive guidance practices to support children's social, emotional, and behavioural development. Guidance is a teaching process that helps children develop self-control, confidence, and appropriate behaviour as they grow.

Staff provide guidance before, during, and after behaviour challenges by modeling appropriate behaviour, setting clear expectations, and responding in a calm and respectful manner. Strategies may include redirection, positive reinforcement, discussion, and reminders to help children understand their emotions and the impact of their actions.

Physical punishment, humiliation, threats, or harsh discipline are never used. Children are not isolated, restrained, or shamed. Guidance practices are age-appropriate, culturally sensitive, and apply to both indoor and outdoor programming. Families are encouraged to work collaboratively with staff to ensure consistent support between home and the centre.

PREVENTION STRATEGIES INCLUDE:

- Creating a safe, welcoming, and predictable environment
- Establishing clear, age-appropriate expectations and routines
- Providing consistent supervision indoors and outdoors
- Modeling respectful communication and positive behaviour
- Encouraging children to express their feelings using words
- Offering choices to support independence and decision-making
- Planning engaging, developmentally appropriate activities
- Recognizing and reinforcing positive behaviour
- Redirecting children before challenging behaviours escalate
- Supporting smooth transitions between activities
- Collaborating with families to ensure consistent guidance approaches



Behaviour is communication, and guidance helps children learn healthier ways to express themselves



INTERVENTION STRATEGIES



When guidance and prevention strategies are not sufficient, staff will use appropriate intervention strategies to support children in a positive, respectful, and developmentally appropriate manner. Interventions focus on teaching, problem-solving, and helping children develop self-regulation and social-emotional skills.

Intervention strategies may include redirection, providing choices, modelling appropriate behaviour, helping children identify and express feelings, conflict resolution support, and adjusting the environment or routine to meet individual needs. All interventions are delivered calmly, consistently, and respectfully, with the goal of supporting learning and emotional well-being.

INTERVENTION STRATEGIES FOR CHALLENGING BEHAVIOUR

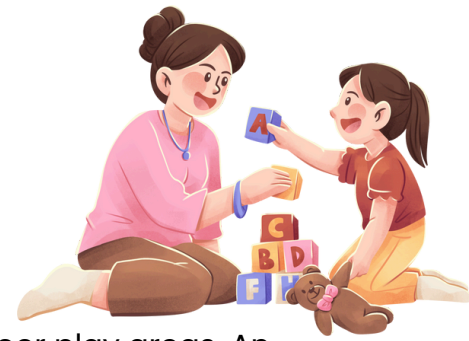
For ongoing or more challenging behaviours, staff will work closely with the child and family to better understand the causes of the behaviour and develop consistent support strategies. This may include observing behaviour patterns, adapting the environment, implementing individualized support strategies, and collaborating with outside professionals when appropriate.

Significant behavioural incidents, concerns, and intervention strategies will be documented and maintained in the child's file. Families will be informed of ongoing concerns and involved in developing strategies to support the child's success. Documentation will be treated as confidential and shared only with authorized individuals as required.

Physical punishment, isolation, humiliation, threats, harsh discipline, or any practice prohibited under the Child Care Licensing Regulation will never be used. All interventions will respect the child's dignity, rights, safety, and emotional well-being.



Active Play and Outdoor Play Policy



Children will line up at the designated door for entry and exit to outdoor play areas. An educator will lead children calmly to the outdoor space and review designated play areas. Cones or visual markers may be used as boundaries when needed.

Educators will explain safety expectations and demonstrate signals such as whistle use when applicable. Headcounts are completed before leaving the classroom, upon arrival outdoors, during play as needed, and before returning indoors.

Children are encouraged to use the washroom before outdoor play. If a washroom visit is needed while outside, staff will follow appropriate supervision procedures. The same guidance and behaviour expectations apply outdoors as indoors.

Staff will bring required safety items, including a first aid kit, emergency contact information, cell phone, and whistle. Outdoor equipment will be used safely under supervision.

Kidzvalley Learning Centre provides daily physical activity for all children, including:

- 60 minutes of educator-led active play
- 60 minutes of outdoor or free play, weather permitting

Outdoor play is offered daily unless weather conditions are unsafe. Families are responsible for providing appropriate clothing and footwear for outdoor play.

Screen Use Policy

Kidzvalley Learning Centre prioritizes hands-on, play-based learning. Screen use is limited, intentional, and always supervised. **Personal devices, iPads, and televisions are not permitted** for children during program hours.

When screens are used, they are limited to **short, educational videos only** and are used to support learning experiences such as music, movement, storytelling, or educational exploration. Screens are never used for entertainment, babysitting, or passive viewing and do not replace active play, outdoor play, or social interaction.

All screen use aligns with licensing requirements and supports healthy development and balanced learning.

Repayment Agreement Policy

Monthly childcare fees at Kidzvalley Learning Centre are payable in advance and are due on the **first day of each month**.

Gradual Entry Program

Kidzvalley Learning Centre believes that a gradual and supportive transition into care is essential for a child's emotional well-being and overall success in the program. Parents and guardians are required to participate in a gradual entry process during the child's first week of attendance to help the child become familiar with the environment, routines, staff, and peers.

The gradual entry schedule is as follows:

Day 1: Child attends for 2 hours

Day 2: Child attends for 3 hours

Day 3: Child attends until lunchtime

Day 4: Child attends and is picked up after nap time

Day 5: Full day attendance



Throughout the gradual entry period, educators will observe the child's adjustment, comfort level, and ability to participate in daily routines. This process also allows staff to determine whether the program is an appropriate fit for the child's individual needs. Kidzvalley Learning Centre reserves the right to deny or discontinue enrollment if it is determined that the program is not suitable for the child.

FEES AND SECURITY DEPOSIT

NON-REFUNDABLE FEES

The following fees are **non-refundable**:

- Registration Fee: A non-refundable fee of \$100 is required at the time of registration.
- Late Payment Fees: A late fee of \$20 per day will be charged until outstanding fees are paid in full. Interest at a rate of 24% per annum may apply to overdue balances.

LATE PICKUP FEES

We understand that occasional delays may occur and strive to be flexible.

- First late pickup: Excused
- Second late pickup: \$1 per minute after 5:00 p.m.
- Third and subsequent late pickups: \$3 per minute

Late pickup fees help ensure staff are fairly compensated for time worked beyond regular operating hours.



FEES AND SECURITY DEPOSIT

WITHDRAWAL NOTICE REQUIREMENT

Parents must provide a minimum of one month's written notice, effective from the first day of the month, for permanent withdrawal of a child from care. If proper notice is not given, one month's fee will be charged in lieu of notice. No exceptions will be made.

IMMEDIATE WITHDRAWALS

All fees and charges are non-refundable regardless of the reason or circumstances surrounding immediate withdrawal.

MISSED DAYS AND CLOSURES

Fees are not refundable for absences due to illness, statutory holidays, or emergency closures. Kidzvalley Learning Centre may close temporarily in cases of extreme weather or unforeseen circumstances to ensure the safety and well-being of children and staff.

