



**PARAGON KIDS INC.**

## **Parent Policy Manual**

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## **Introduction**

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Paragon Kids Inc. was created by Ashley Hendriksen, a passionate Early Childhood Educator with a keen desire to make a difference in the early education of young children. Ashley has worked with in every classroom age group, as an Assistant Director, Director and has opened several large daycares for big daycare companies. Ashley designed the curriculum and environment to specifically cater to children's emotional development with the knowledge that developing these skillsets at a young age is what truly sets children up for success in all aspects of life.

### **Programs & Curriculum**

Paragon Kids Inc. brings nature indoors and focuses on a nature-based learning environment. We emphasize our learning around an Emergent Curriculum, allowing children to learn through play and their interactions with their peers. We foster building a child's emotional IQ as a foundation to lifelong learning. Interpersonal and intrapersonal are key factors in strengthening a child's emotional IQ. When we look at a child with strong intrapersonal skills, we see them able to self-regulate, having initiative and curiosity about the world around them. They have positive ideas about themselves as an individual and understand their strengths and weaknesses while feeling confident about both. When we look at a child with strong interpersonal skills, we see conflict management, teamwork, listening and strong communication. Both inter and intrapersonal skills play a huge role in the developing minds of young children. They learn skills to navigate social situations and develop curious learning behaviours that strengthen their creative and critical thinking skills. This foundation they will carry with them throughout childhood and into their adult lives promoting success in academics, careers and relationships.

Paragon Kids Inc. offers additional programs such as yoga and meditation to further support the development and strengthening of their emotional IQ. These programs will enhance children's gross motor development, body awareness, sensory exploration and build self-confidence. Paragon Kids will foster school ready academics by providing children the knowledge base to set them on the path to success when entering elementary school.

## **Care & Supervision**

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### **Teaching Philosophy**

Paragon Kids Inc. believes in providing children the tools they need to make effective and thoughtful choices. Our Teachers use a calm and open approach to learning and help children to understand their wants and needs and how to communicate them effectively. We believe in allowing children to work through struggles independently or with gentle guidance to foster the development of conflict resolution. We use a progressive approach to behaviour guidance where children are encouraged to express and explore their strong emotions while being taught how to do so safely. Our Teachers seek first to understand and help our children to understand as well. Our Teachers follow an Emergent curriculum by observing and discovering the interests of each child to plan and implement their programming to then elaborate and explore those interests further. Paragon Kids Inc. expands children's

creative boundaries, encouraging curiosity in their play, learning, relationships and the world around them.

### **Behavioural Guidance**

Our progressive behavioral guidance approach is designed to develop children's self-esteem and promote the development of self-control, problem-solving skills and conflict resolution. Our goal is to help children understand their strong emotions and manage them effectively. This is achieved by using a proactive approach based on an in-depth knowledge of child development, the learning environment, age and developmentally appropriate programs. Paragon Kids Inc. implements programming by Second Step which teaches children emotion management, friendship skills and problem solving, listening, focusing attention and communicating wants and needs. Teachers of Paragon Kids Inc. are trained to use a pro-active approach to behavior guidance by anticipating potential problems and gently providing guidance to assist children with positive communication tools. When children are experiencing strong emotions and may be struggling to manage them, our teachers will guide or assist children.

- Provide a sufficient number of activities that peak, stimulate and challenge children's interests and abilities.
- Provide ample opportunities for children to independently make their own choices and problem solve on their own.
- Teacher use positive directions and language within the classroom
- Clear, consistent, developmentally appropriate boundaries and Expectations are set.
- Teachers and all employees model appropriate behaviors such as saying please and thank you.
- Teachers provide acknowledgement and understanding of children expressing their wants and needs.
- Provide real choices to children throughout the day.
- Listening to the child's feelings and offering suggestions to manage the problem effectively.

In accordance with the Provincial Child Care Act, Paragon Kids Inc. will not permit any of the following:

- Corporal punishment including, but not limited to, striking a child directly or with any physical object, or shaking, shoving, spanking or other forms of aggressive physical conduct.
- Require or force a child to repeat physical movements.
- Use harsh, humiliating, belittling or degrading measures of any form, including verbal, emotional or physical, that would humiliate the child or undermine his or her self-respect.
- Inflicting any bodily harm on children including making children eat or drink against their will.
- Confine or isolate a child using a locked or lockable room or structure, chair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision, or deprive a child of basic needs including food, toilet use, shelter, clothing or bedding.

### **Safe Release of Children**

Children will only be released to authorized individuals indicated on your child's admission forms. Parents and guardians must notify their Director or caregivers if they will be picked up by one or more of these individuals. If notification is not given prior to an authorized individual arriving for pick up, the Director or caregiver may choose to keep your child on site until they are able to contact the primary guardian. In the event that a parent or guardian requires pick up from an alternate person not listed as an authorized individual, the Director will require in writing, the first and last name of the person to be picking up along with a description or photo of the individual and ID must be presented at the time of pick up. Staff may ask any individual, guardian or parent to show their ID at any time. Staff also may ask for ID if they do not recognize a child's caregiver to make sure they are in their file. We will not release a

child to anyone (other than a parent/guardian) under the age of 16 including siblings. Written permission will be required if a parent requests a youth under the age of 18 to pick up.

When an authorized person arrives to pick up a child and a staff member suspects that the person is unable to provide safe care (for example, is under the influence of alcohol).

1. The staff member will attempt to engage that person, as a means of further assessing his/her condition.
2. During this time the staff member and the person can develop strategies to minimize risk: e.g. calling a friend or relative or arranging alternate transportation.
3. Should that person persist in taking the child and the staff member feels the child is in danger; the staff member has the legal obligation to inform the Ministry for Children and Families.

Further, if unsafe operation of a motor vehicle is involved, the staff member will report to the RCMP with a description of the vehicle and its probable destination if possible.

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## **Emergency Drills, Training & Equipment**

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### **Fire Drills**

As mandated by BC Childcare Licensing Regulations and the local Health & Fire Authorities, Paragon Kids Inc. practices monthly fire drills. Practicing these drills monthly allows staff to safely evacuate children in a timely manner in the event of a fire. The Director logs and evaluates each drill to address the effectiveness and safety of the evacuation. If the Director feels it is necessary, these drills may be practiced again within any given month. You will be notified of fire drills by your Director. In the event that you are dropping your child off or picking them up during a drill, we ask that you wait until the drill is over and your child is back in their classroom or you may stay with your child within their class group. When removing children off site to practice these drills it is essential that teachers are able to accurately count the number of children in their care before, during and after the drill is complete. Once your teacher has advised you that it is safe to do so, you may continue with your drop off or pick up. The fire drill evacuation site is located in a safe area within close walking distance to Paragon Kids. Please ask your Director if you wish to see the Fire Safety Plan, outlining the location of your center's evacuation site.

At Paragon Kids, we are committed to ensuring the safety and well-being of all children in our care. Teachers and staff are thoroughly trained in emergency protocols as part of our ongoing preparedness efforts. While we do not conduct lockdown drills with young children due to their developmental age, rest assured that our staff members know exactly what to do in the event of a lockdown emergency. Our teachers and Director regularly practice these procedures to ensure a swift, coordinated response. If a lockdown situation arises, our team will immediately initiate the lockdown protocol and, if necessary, contact law enforcement. In such cases, all children and staff will move to a designated secure location. Police will interact directly with the Director or teachers, and no one will be allowed to enter or leave the building until the situation is resolved.

It is vital for parents and guardians to keep their contact information, including mobile phone numbers and email addresses, up to date so that we can quickly reach you if needed. While your first instinct may be to call the centre or go directly to the facility, we ask that you refrain from doing so. Roadways must remain clear for emergency responders. If a lockdown is in effect, you will receive updates, including

information on a designated safe location where you can pick up your child, should the situation require it. This location will be carefully chosen to ensure the safety of everyone involved and will be far enough from the centre to minimize any risks.

Once at the designated pick-up location, police, the Director, or caregivers will provide information and assist you. Be assured that every effort will be made to keep you informed during the lockdown. After the situation is resolved, you may be asked to either come to Paragon Kids or remain where you are until your child is safely brought to you.

If your child has a mobile phone, please do not attempt to contact them directly during a lockdown. We ask that all phones remain silent as a ringing phone may attract unwanted attention and disrupt the security of the lockdown.

Our facility is equipped with emergency kits containing food, water, and other essentials, allowing us to care for all children and staff for up to 72 hours in case of a disaster. In the event of an earthquake, staff are trained to guide children to safety by directing them to drop, cover, and hold. Regular earthquake drills are conducted to ensure children know how to respond appropriately. If an earthquake occurs, staff will stay away from windows and potential hazards, and if outside, will avoid overhead dangers. Once it is safe to do so, the Director will contact you with updates about the situation.

In the case of a minor earthquake where the facility remains safe, a notification will be sent to parents, and care will continue as normal. If the facility is deemed unsafe, or if your child requires immediate attention, you may be instructed to pick up your child from the centre. If the centre experiences a power outage, the Director will notify BC Hydro and follow safety protocols to ensure continued care. If the power outage is extended, the Director may temporarily close the centre and will contact parents to arrange for pick-up. The Director will also inform the Licensing Officer of the closure and notify parents when the facility is able to reopen.

At all times, the safety of your child is our top priority. We will keep you informed throughout any emergency situation and take all necessary steps to protect your child and ensure their well-being.

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## Health

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### Incident Reports

Caregivers of Paragon Kids Inc. use incident reports to document all minor and major incidents. Caregivers diligently document any and all accidents or injuries as we understand some injuries can occur without being visible. Incidents can involve but are not limited to; minor scrapes and bumps, aggravation of existing minor or major injuries, falls, trips or bumps with no visible or expressed injury, choking or major injury such as deep lacerations or broken bones. Furthermore, incident reports will be completed in the event where a child has experience emotional distress. Parents and guardians will be notified of any emotional distress or incidents where an injury involves broken skin, broken bones or bumps or injuries involving the shoulders and up. We aim to keep you informed on your child's day and eliminate any surprises at pick up which is why you will receive phone calls from your Director even in the event of minor incidents. Some incidents are reportable to Child Care Licensing, in the event your child is involved with a reportable incident, your information will be provided to the Licensing officer assigned to your center and they may contact you to follow up. For more information on reportable incidents by Child Care Licensing, please speak with your Director.

## **Inclusion**

At Paragon Kids Inc., we are committed to fostering a safe, inclusive, and supportive environment where all children can thrive. We recognize and celebrate diversity, and we believe that every child deserves a nurturing space that meets their individual needs—physically, emotionally, socially, and developmentally. At the time of registration, we encourage families to share any known support needs—developmental, behavioural, medical, or emotional—that may help us better understand and prepare for your child’s success in our program. Open communication from the start allows us to create an inclusive and responsive learning environment tailored to your child. As part of our commitment to inclusion, our educators routinely observe and document each child’s development. If a child begins to demonstrate behaviours that may require additional support, we follow our Behavior Support & Inclusion Framework. This framework includes:

- a. Initial observation and documentation using objective tools (e.g., ABC checklists, behaviour logs)
- b. Collaborative internal review with our management team
- c. Ongoing communication and partnership with families
- d. Creation and implementation of a shared Care and Support Plan
- e. Regular monitoring, review, and, if needed, referral to external supports

We believe meaningful support is only possible through strong partnerships with families. You will always be informed and involved when behaviour is being formally documented and invited to collaborate on any strategies we develop to support your child. We value your insights and contributions, and we will work together to identify approaches that align both at home and in the classroom. If further support is recommended, we may ask your permission to connect you with our local family outreach team or other professional services. These resources can provide valuable insight and intervention strategies to better support your child’s success in our setting. Inclusion is not a one-time effort—it’s an ongoing practice. We are committed to continuously adapting our environment, strategies, and program delivery to meet the evolving needs of the children in our care. Your feedback, communication, and involvement are vital to this process.

If at any time you feel your child may benefit from additional support, or if you have questions about our inclusion practices, please don’t hesitate to reach out to your Centre Director. We are here to support you and your child every step of the way.

## **Behaviour Support & Inclusion Framework**

This framework is designed to provide structured, compassionate, and proactive responses to challenging behaviours in the classroom. Our goal is to support all children in participating meaningfully in our program while ensuring the safety and well-being of every child and Educator.

Parents/guardians agree to participate in collaborative meetings, contribute openly to the planning process, and implement agreed-upon strategies at home where possible. Families are expected to provide full disclosure of any existing diagnoses, assessments, or services currently in place. Failure to engage in the collaborative process may affect the continuation of care.

All behaviour observations, logs, and reports will be documented and shared with families as part of the support process. All personal information will remain confidential and used solely to support the child’s development, unless sharing is legally required or consented to by the parent/guardian.

The framework follows a structured timeline (up to 6 weeks), with regular review points. These timeframes are guidelines and may be adjusted at management's discretion based on the nature or severity of the behaviour. Should there be immediate safety concerns, accelerated steps or emergency measures (including suspension or termination of care) may be implemented without completing all phases.

While we are committed to inclusive care, we acknowledge the limits of our staff capacity and available resources. If it is determined that we are unable to meet a child's needs safely or effectively within our current program setup, we reserve the right to modify care arrangements or terminate care. We will always aim to provide appropriate referrals and guidance where possible. Care may be discontinued under this framework at any point if:

- The child's behaviour poses an ongoing, unmitigated risk to themselves, others, or staff.
- The program cannot provide the level of care or support required, even with modifications.
- There is lack of family collaboration or failure to follow through with agreed plans.
- A minimum notice period will be provided when possible, unless the risk is immediate and urgent.

By remaining enrolled in our program and participating in the framework, families acknowledge their understanding and acceptance of these terms.

### **Medications & Allergies**

Unexpired and age appropriate non-prescription and prescription medications, ointments, and creams can be administered to your child by caregivers if needed. You are required to fill out the proper consent forms as supplied by Paragon Kids Inc. and must supply all medications in their original containers. All written instructions shall be valid for six months unless a shorter period is designated by the physician, dentist, or parent/guardian. Non-prescription medications must be accompanied by authorization from a doctor even if it's to be administered according to the product label. The instructions from the parent cannot conflict with the product label and must be filed with the child's records. Allergy and Asthma medications must be readily accessible to caregivers and inaccessible to children. A child shall be permitted to carry his or her own asthma medication or emergency allergy medication in accordance with established written procedures. For administering prescription medications, we must follow the prescription instructions and the child's name must be indicated on the prescription. Send proper and accurate measuring utensils along with your child's medication. For safety reasons, all medications are to be given directly to the Director and not left with your child's belongings. We are required to have all medications in locked storage away from children as per our licensing guidelines. If you have given your child any medication prior to bringing them into our care during a time frame that may affect the timing of the next dosage, you must notify us. If your child has a physical condition that requires specialized personal care, these needs will be discussed with the Director and arrangements made within your child's individual program plan. If your child has allergies, these are to be noted in your admission forms which are to be complete prior to your child being left onsite. If these documents are not completed prior to five days before your child's first day, you may be asked to wait on site until your Director has entered your child's information and provided it to your child's caregiver. In the event where your Director is not able to enter your child's information on the day it is received and create appropriate postage of your child's allergy or medical alert, you may not be able to drop your child off for up to five business days following the date of when the Director received your child's admission forms. No



reimbursement of fees will be provided so please ensure your admission forms are completed within the requested time frame.

### **Training**

All caregivers are certified in Emergency First Aid and CPR. If a child requires medical attention, caregivers will handle emergency medical treatments for which they are trained. If the situation is more serious, we will immediately contact 911 and/or inform you. If you are unavailable, we will contact your designated emergency contact. In the rare event that you or your designated contact is unavailable, or your caregiver deems it immediately necessary, your signature on your child's admission forms gives Paragon Kids Inc. and its caregivers permission to transport your child by ambulance or a staff's personal vehicle to an emergency center for treatment. Any costs incurred in the event that a child has to be transported by ambulance to a medical facility are the responsibility of the parent or guardian. Your admission forms also authorize Paragon Kids Inc. or its caregivers to authorize emergency medical treatment, if deemed necessary by a medical professional.

### **Illness**

If your child is going to be absent due to illness, you are required to call your Director and notify them of the condition of your child. We are required to document children's symptoms for the appropriate provincial regulator so it is appreciated if you can be as specific as possible. Do not send your child in if there is any question of illness. Children must be able to actively participate in the daily routine. We are not equipped to accommodate sick children. Children who exhibit any of the following symptoms will not be accepted for care: Fever, diarrhea, vomiting, infection, persistent coughing, swollen glands, unidentified rash, pain/aches, chicken pox, etc. These symptoms are reflective of a possible contagious or transmittable illness and are the exclusion criteria set out for daycare facilities by the appropriate provincial regulator that we are required to enforce and must be reported to the appropriate provincial regulator. If your child has been diagnosed with a contagious condition by a medical doctor, they must be excluded from our care until they are past the incubation period. Prior to your child's return we will require a note from your child's physician stating that they are no longer contagious and are able to participate in regular activities. If your child becomes ill while attending Paragon Kids you will be notified immediately and will be expected to have an authorized person pick up your child within a reasonable amount of time. If children are sent home ill with any of the above noted symptoms, we require that they be kept out of our care until they have been symptom free for a period of 24 hours without the aid of medication, such as fever reducers. This may be extended to 48 hours at the discretion of the Director if deemed necessary. It is our policy that any child who has been prescribed an antibiotic takes it for a period of no less than 24 hours before returning to our care. If we are informed that any other child at Paragon Kids Inc. has come into contact with a contagious condition that your child may have been exposed to, a notification will be posted or emailed and a fact sheet will be provided describing the condition in detail including symptoms to look for, contagious period and exclusion criteria as set out by Public Health Services.

### **Lice**

Paragon Kids is committed to working with families and British Columbia Health Services to prevent and control head lice infestation. The following procedures are intended to provide direction to parents, students and staff in the identification, treatment and protocols for dealing with incidents of head lice. This approach will provide consistency and support and ensure the confidentiality of the affected child and family. It is understood that parents have the primary responsibility for this issue. Parents have the primary responsibility for performing regular lice checks for their children. If lice are found on a child during a home check, the parent must inform Paragon Kids by contacting the Director or letting their

teacher know. If lice or nits are found on a child while in care, Paragon Kids and their staff will respect the dignity and confidentiality of the child and their family. The Director will contact the affected child's parents and information will be forwarded to them on recommended treatments and Paragon Kids' procedures. If a case of lice is discovered, the child is to be returned to their class and the teacher must be informed about the situation so any necessary adjustments can be made for program to continue with alterations to ensure no other child is within close proximity and the child's belongings will be kept separate. The Director will send a notice out to all parents of children in the affected child's class. The notice will inform them of the presence of lice and ask them to check their child. The affected child is to return to care after the appropriate lice treatment has been administered. The Director will determine what further action(s) may be required to support the child, family and program.

### **Sun Safety**

Outdoor activities provide fresh air and exercise that is important for children's health. However, too much sun can cause dehydration or heat exhaustion and may lead to sun burns, eye damage if the proper measures are not taken to protect children. At Paragon Kids Inc., we help prevent these problems by teaching and practicing sun safety with children. Our outdoor times are scheduled around peak sun hours and there are a number of options on our natural playground for children to play in the shade. Recent studies show concern in the safety of some sunscreens. For those families who wish that sunscreen is used, it will be applied prior to children going outside and is reapplied for afternoon outdoor activities. Parents and guardians are required to provide this sunscreen to the centre while being aware of a nut derived ingredient contained in some sunscreens called "arachidyl oil". Please ensure your child's sunscreen does not include this ingredient to protect the safety of children with nut allergies. If your child's sunscreen contains arachidyl oil, it will be sent home and not applied to your child. Our caregivers encourage children to practice sun safety by acting as positive role models for them and wearing light clothing to cover up, sun hats for outdoor play. All children are provided with drinking water while outside and water play activities are also often available to help keep children cool. There are occasions when it is too hot or humid for children to be safely outside and we listen carefully to advisories put out by Health Canada with this regard to keeping children inside if necessary.

### **Sanitation**

Paragon Kids Inc. maintains strict cleanliness/hygiene standards. Caregivers and children practice proper hygiene and universal precautions on a daily basis in an effort to prevent the spread of germs. Hands are washed thoroughly with warm water and soap before and after meals, before and after administering first aid, after toileting, before and after sensory play activities and throughout the day as required. Individual paper towels are used for drying hands. Each child has a separate crib, cot or mat, with bedding that is washed and sanitized weekly. In some cases teachers may feel it necessary to increase sanitation of bedding to twice per week. Parents are responsible for washing blankets and pillows as necessary, if your child's bedding is placed in their cubby, please ensure they are washed and brought back for their next day of care. If a child has an accident, we will provide extra bedding and linen. Each classroom is equipped with a spill kit in any event where bodily fluids are spilled. Spill kits contain gloves, garbage bags, bleach containing a higher ratio of bleach to water, paper towel, face masks and small pilons to deter children from accessing that area until the spill is cleaned and sanitized. Spill kits allow teachers to react quickly to the potential spread of germs and illness. All cups, plates, bowls and eating utensils as well as children's toys are sanitized daily. Tables are disinfected with a bleach/water solution before and after each use. Classroom floors are washed with a disinfectant solution on a daily basis. Kitchen and bathrooms are cleaned and sanitized daily. Garbage is taken out daily or more often if necessary and placed in an outside sealed garbage bin and picked up on regularly

scheduled garbage days. In addition to these regular cleaning and sanitizing routines, Paragon Kids Inc. employs professional cleaners who come every evening to ensure the highest standard of cleanliness is maintained. Universal precautions adopted by Paragon Kids Inc. are: Hands are washed immediately after exposure to blood and all other bodily secretions. All cuts are covered with a sterile bandage until healed. Disposable impermeable gloves are worn by staff treating open cuts. Blood-soiled surfaces are disinfected with bleach/water solution or equivalent. Laundry stained with blood and other bodily secretions is washed separately in hot soapy water. Materials stained with blood and other bodily secretions are placed in sealed garbage bags and discarded in a lined covered plastic container. A spill kit, as mentioned, is kept within each classroom and outdoor play area in the event of an accident involving any bodily fluid.

## **Fees, Cancellations & Closures**

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### **Waitlist/Enrollment Application**

At Paragon Kids, we prioritize the partnership we build with parents. Shared values are the key to our success in supporting the development of your child, the entire group of children, our teachers and to achieve our mission and vision. Our approach to managing our waitlist is guided by careful consideration rather than a strict first-come, first-served process. This allows us to thoughtfully align enrollment opportunities with families whose values and philosophies closely reflect our own, fostering a harmonious and enriching community for all. Additionally, availability is often determined by the specific needs of our classrooms, such as age group dynamics and program requirements.

Our enrollment application requires specific information about your child so we will not accept applicants prior to birth. After applying for a space at Paragon Kids you may be contacted by our Director for a brief interview or for any questions we might have in regards to your application.

We request interested families to reapply annually upon request, our admin team will reach out to you by email and provide you with the link to complete, expressing your continued interest. You may be removed from the waitlist if one of the following apply.

- a) You don't provide a response to our annual update request
- b) You request to be removed from waitlist
- c) Your child obtains a childcare space at Paragon Kids Inc.
- d) Your child exceeds 60 months of age
- e) The Director has attempted to contact you regarding space availability without response.

While we strive to maintain prompt communication in all aspects of our operations, we may not be able to respond to every inquiry regarding waitlist positioning. This helps us remain focused on what matters most—delivering exceptional care and nurturing experiences for the children and families currently in our programs.

### **Registration & Fees**

Parents/guardians are required to complete a detailed admission form when registering their child at Paragon Kids Inc. These documents will serve as a contract of care between you and Paragon Kids Inc. for the care of your child and will be placed on file at the facility. All registration forms must be completed and submitted no later than five business days prior to your child starting with us including immunization record, emergency contact information and consent forms. In the event where the Director has not received your admission forms within the proper time frame, you may not be able to drop off your child,

or you may be asked to wait with your child until your admission forms have been properly entered into our system and given to your child's classroom and any necessary medical alerts are created and posted, if needed.

**Registration Fee and Deposit:** There is a non-refundable and non-transferable registration fee of \$200.00 per child payable to Paragon Kids Inc. prior to enrollment and/or to be placed on our waitlist. We require a deposit equivalent to 50% of your first month's fees as your enrollment deposit and to confirm your offered spot at Paragon Kids Inc. This deposit is refundable at your last month of care, provided that one full calendar month's notice has been provided in writing advising of termination of care. Paragon Kids Inc. shall provide a receipt for payment to a person who pays the licensee for child care, free of charge.

**Fee Payment:** Fees can be paid via pre-authorized debit or credit card through our online daycare app. Please note that credit card payments will incur a 2.95% processing fee. Processing fees are subject to change at the discretion of the online daycare app. Cash and cheque payments are not accepted. All payments are due by 12:00 PM on the 1st day of each month. A fee of \$25 will be charged for each day that a payment is late. This will be added to the following month's fees or removed from your deposit.

**Late Payments and NSF Charges:** Any payments which are returned due to NSF will be considered a late payment and shall be subject to a minimum \$35.00 NSF charge that is payable in addition to monthly child care fees to bring your account up to date. Late payments and NSF fees are due immediately upon request from Paragon Kids Inc. If payment has not been made in full to Paragon Kids Inc. within ten calendar days from the date the funds were first attempted to be withdrawn from your account, Paragon Kids Inc. may terminate your child care services and may pursue legal action for collection of fees owed, as well as any additional costs as allowed by law.

**Part Time Fees & Drop-In:** Paragon Kids Inc. offers full time, part time and drop-in care for children. Options for part time days are either Tues & Thurs or Mon, Wed & Fri. Drop-in days can be booked with as little notice as the day of and are based on availability. Full or part time enrolments have priority over drop-in's and so drop-in days can be canceled at any time at the discretion of the Director.

**Extended Hours (where applicable):** Our standard program hours run from 8:30am to 3:30pm with extended hours starting at 7:30am and ending at 5:00pm. You may reduce to the standard program hours by providing notice in writing up to the 15<sup>th</sup> day for the month following. If drop off occurs prior to 8:30am or if pick up occurs after 3:30pm, you will automatically be charged the full extended hours fee for your child's current age for that month and will be eligible to drop off or pick up anytime within the extended hours for the remainder of that month. The following month will resume in accordance with the standard hours unless otherwise stated.

**Late Departure Fee:** Children must be picked up before Paragon Kids Inc. closes. Parents/guardian will be charged \$3.00 for every minute their child is left in our care after our 5:00pm closing time. For a family who is registered with reduced hours, either an early drop off or late pick up (after 3:00pm), you will automatically be charged the full months extended hours fee. This fee will be payable immediately.

Fees are still payable for days that your child is sick, storm days, family vacation days, holidays, emergency evacuation days, statutory holidays and sudden program closures out of our control unless otherwise stated by the Director. Paragon Kids may from time to time assess their fees and determine that an increase may be warranted. Notice of any fee changes shall be provided to the parents or guardians in writing at least 60 days prior to the fee change taking effect. All rate changes shall start on the first calendar day of a month. When a child turns 3 years old, their new rate will be effective the following month of their birthday.

### **Termination of Care**

At Paragon Kids, we are committed to creating a safe, supportive, and nurturing environment for all children in our care. In rare instances, we may need to make the difficult decision to terminate care for a family. This decision is never taken lightly and is only made after careful consideration of the needs of the child, the well-being of the other children, and the overall program. Our goal is always to act in the best interest of everyone involved, ensuring the safety and harmony of our learning environment.

Reason care may be terminated are:

1. Serious illness of the child preventing attendance as documented by a medical doctor
2. The account has become delinquent for 10 calendar days
3. The Director together with the centre Owner(s), determine that we are not able to meet the needs of the child
4. The Director together with the centre Owner(s), determine that it is not in the best interest of the other children in care to have the child in attendance
5. Disrespectful or inappropriate behaviour of any kind modelled by parents, guardians or those permitted by a parent or guardian on or off the premise of Paragon Kids or towards any person within the community of Paragon Kids; staff, family or child. This includes but is not limited to;
6. Failure to comply with Paragon Kids Inc. policies and procedures or the terms of the agreement

Depending on the unique situation and severity, the notice period of termination may vary between 0 to 31 days.

### **Attendance & Absences**

We expect that all children who are enrolled with Paragon Kids Inc. are prepared and well enough to participate in all aspects of our program. We expect parents to respect our health guidelines and to not bring your child if they are ill. Your child will be sent home at the discretion of the Director or present caregiver if it is felt that your child is not well enough to participate in our programs or poses a threat to the overall health and safety of everyone at Paragon Kids Inc. A doctor's note may be required for your child to return. See "Health" for more information.

### **Schedule Changes**

Notification of any schedule changes must be delivered in writing to the Director at least 30 days in advance of the requested date. Upon notification of a change, you are obligated to continue to pay for existing services until the last business day of the following month. Schedule changes will be assumed to be effective as of the first business day of the month after the notification period unless otherwise requested. All schedule changes must be approved by the Director. If you wish to increase your number of attending days, please follow these instructions and your Director will notify you of availability. Schedule changes to increase attendance cannot be guaranteed.

### **Withdrawal & Repayment**

Notification of withdrawal must be delivered in writing or by email to the Director with at least one full calendar months' notice in advance of the termination date. Upon notification of withdrawal, you are obligated to continue to pay for services until the last business day of the following month. Withdrawal date is effective as of the last business day of a month. Following proper notice, your registration deposit will be applied to your last month's fees.

### **Hours of Operation**

Paragon Kids Inc. is Licensed to provide childcare between the hours of 7:30 AM and 5:00 PM, Monday through Friday.

### **Holiday Closures**

Paragon Kids Inc. recognizes all national statutory and provincial holidays and is closed on the days indicated online at [www.paragonkidschildcare.com](http://www.paragonkidschildcare.com). If any day designated as a holiday falls on a Saturday or Sunday, then the holiday will be observed on the Monday following. Paragon Kids also closes for a week during December and August, these dates will also be posted on our website and updated annually.

### **Storm Days**

Paragon Kids Inc. will not close for winter storms unless traveling is deemed dangerous by local police, the Department of Transportation or other such officials. If it becomes necessary to close the centre throughout the operating day due to power outage or other unforeseen circumstances, parents will be contacted for pickup of children as deemed necessary. We ask that the emergency contacts provided in your registration be available and up to date in the event that you cannot be contacted.

## **Operations**

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### **Active Play**

The purpose of this policy is to ensure that children in our care are supported and encouraged to engage in active play and develop fundamental movement skills. We encourage all children to participate in a variety of daily physical activity opportunities that are age appropriate, fun and offer variety. In order to promote physical activity and provide all children with numerous opportunities for physical activity throughout the day Paragon Kids will:

- Encourage a non-restrictive safe environment for the children at all times.
- Provide safe, developmentally appropriate outdoor areas for infant toddlers (ages 12-36 months) and for those age 3-5 years.
- Provide all age groups the opportunity of at least 60-120 minutes of daily outdoor active play across 2 separate occasions.
- Increase indoor active play time so the total amount of active play time remains the same, if weather limits outdoor time.
- Provide a variety of safe play materials and safety equipment for both indoor and outdoor that promote physical activity.

#### **Role of Caregiver**

- Encourage children to be physically active indoors and outdoors at appropriate times, with both facilitated and free play and movement.
- Provide 10-20 minutes of indoor physical activities at least 2 times daily for all age groups.

#### **Examples of Active Play**

Active play is physical activity which includes moderate to vigorous bursts of high energy, raises children's heart rate and may make them 'huff and puff' such as running or jumping. For an infant or toddler, active play may include reaching out for a toy, rolling over, balancing in a sitting position and

crawling/walking. Fundamental movement skills are gross motor skills that involve different body parts such as feet, legs, trunk, head, arms and hands. Fundamental movement skills include:

- Balance skills - movements where the body remains in place but moves around its horizontal and vertical axes.
- Coordination skills - involves gross motor manipulation of objects - catching, throwing, or kicking a ball or beanbag; balloon batting; scarf tossing.
- Loco motor skills - running, jumping, hopping, galloping, skipping and leaping.

### **Food & Drink**

Infants and children are born with the ability to regulate how much food and drink they require for healthy growth and development. Caregivers are responsible for when children eat, and children are responsible for how much they want to eat. Respecting the children's ability to determine when they are hungry and when they are full will promote healthy eating behaviours that will have long lasting effects. It is important that caregivers sit with the children as they are important role models during meal and snack times. We celebrate the many cultures within our community and encourage discussions around different foods and menu items either provided to the children or brought in by families. Meal and snack times provide excellent opportunities to foster children's self-help and social skill development. For all snacks and meals, classroom settings provide safe and sanitary seating and table arrangements with tables, chairs and table settings that are appropriate for the children's ages and competencies. As children grow and become more active, the quantity of food they eat will increase so be sure to prepare your child enough food for their lunch and afternoon snack. Caregivers will encourage children to respond to hunger and feelings of fullness and children are not forced to finish food that has been served. Each child will have a placemat with their photo on it where any allergies or food restrictions will also be posted in addition to the classroom and centre allergy alerts. Parents are required to provide a morning snack, lunch and afternoon snack that follow the Canada's Food Guide and are readily prepared. Please ensure your child's meal does not require preparation as the teacher's main focus during meal and snack times is to role model positive table interactions and eating habits.

### **Outings**

Children will have regular opportunities to explore the community and surrounding resources such as playgrounds, libraries, parks and trails as a part of our curriculum. Outings are planned in accordance with individual program plans and parents will be informed of these special outings. Parental consent for outings is acknowledged in the registration forms when enrolling your child at Paragon Kids Inc. with the understanding that all outings are very carefully planned.

### **Screen Use**

Screen time is not part of Paragon Kids Inc. programming. Tablets are used within the classrooms to log child attendances, daily reports and developmental checklists but are not permitted to be used by the children. Teachers may use their classroom tablets to play music. If at any time a teacher wishes to incorporate a developmentally appropriate activity that incorporates the use of the tablet, it must be first approved by the Director.

### **Rest Time**

Children sleep according to individual needs. Paragon Kids offers a two-hour rest period after lunch. After 30 minutes the children who are not asleep may engage in quiet activities for the remaining rest period. For children who may require an additional nap, arrangements can be discussed with your Director.

### **Serious Occurrence**

Paragon Kids Inc. is responsible for delivering services that promote the health, safety and well-being of the children. We are accountable to the public and to the Ministry to demonstrate that our services are consistent with relevant legislation, regulations and policies. We will also post or send out notifications of any serious occurrences that may occur at the centre. We ensure that there are written policies and procedures with respect to serious occurrences to help support the children in our care and provide greater transparency for parents regarding serious occurrences. We will report Serious Occurrences online to the appropriate provincial daycare act.

### **Confidentiality**

Paragon Kids Inc. strictly adheres to confidentiality practices. Any information received is for Paragon Kids Inc. purposes and will not be shared with anyone who is not authorized, unless required by law. Records are updated regularly and securely stored for a period of two years after children leave our program in accordance with provincial regulations. Children's records will be destroyed after this period. Parents/guardians have access to their child's records at any time. The Director will be happy to assist you in this manner upon request.

### **Smoking Policy**

Paragon Kids Inc. is a smoke free premises and smoking of any kind is strictly prohibited within the facility or on the property. Be aware that parents or visitors are not permitted to walk onto the property while smoking. Failure to follow this policy will result in the individual being asked to leave the premises. If continued violation of this policy persists, appropriate action will be taken as decided by the Director.

### **Changes to this Manual**

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Changes to this Manual From may occur from time to time, Paragon Kids Inc. may choose to make changes or enhancements to this Manual. In the event that a change is made, we will provide 45 days' notice, in writing, of any changes or enhancements. Continued enrollment at Paragon Kids shall be taken as consent to any changes or enhancements.

### **How to Make a Complaint**

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We highly value open communication and encourage parents and guardians to bring forward their concerns through appropriate channels. When requested, we are happy to set up parent meetings where concerns can be openly and respectfully discussed in a collaborative manner. Social media posts or gossiping are not considered effective or professional methods of reporting a complaint and do not contribute to resolving concerns constructively.

We kindly ask that all concerns be shared respectfully. If a complaint is made in a disrespectful manner, whether in the presence of children or not, you may be asked to leave the premises immediately. Should you refuse to leave when requested, the caregiver or Director reserves the right to contact the police. The well-being of our team directly impacts the well-being of the children in our care. Positive role modeling and respectful interactions are vital to maintaining a safe and nurturing environment for everyone.



In the event you are asked to leave the center, the Director will make every effort to contact you within 24 hours to address your concerns or connect you with an owner who will follow up at their earliest availability.

Your concerns, feedback, and suggestions are integral to our shared mission of supporting your child's development. We value your input and take every suggestion into thoughtful consideration with appreciation.

Any concerns may be brought to our attention in the following manners:

1. To the Director at a scheduled time when he or she is available to meet with you
2. By telephone
3. Via email to the Director or owners at:  
info@paragonkidschildcare.com

4. By letter to:

**Paragon Kids Inc.**

**RE:** [Centre Location]

PO Box 3874

Garibaldi Highlands, BC

V0N 1T0

If you are contacting us via letter or email, please include the best way to reach you so we can discuss the matter directly. The Director or owners will review your concerns and gather any relevant information as needed. You will receive a response from the Director or owner in a timely manner

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## Personnel

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**Director:** The Director will oversee the operations and administration at Paragon Kids Inc. The Director is responsible for ensuring all practices are in line with the appropriate provincial daycare act and all policies, permits and licenses are up to-date.

**Caregivers/teachers:** Paragon Kids Inc. caregivers who will have direct contact with your child will be screened through Child Abuse Registry and Criminal Records Check and have a current First Aid/ CPR certificate, including infant CPR training and up to date qualifications to work as an Early Childhood Educator.

**Applicable Provincial Daycare Act:** Each province is regulated by its own specific legislation. Paragon Kids Inc. will ensure all regulatory requirements are met and/or exceeded.

**British Columbia:** Community Care Facilities Act

**Applicable Provincial Health Regulator:** Health is provincially regulated. Paragon Kids Inc. will ensure all regulatory requirements are met and/or exceeded.

**Regional Health Authority British Columbia:** Ministry of Health

