



SWEET HOUSE DAY CARE

Parents Handbook

2026-2027

A safe, loving place to learn, play and grow.

Your guide to our daily routines, family partnerships and childcare policies.

WELCOME TO SWEET HOUSE

236-999-1910

info@sweet-house.ca | sweet-house.ca

4122 Virginia Crescent, North Vancouver, BC, Canada

WELCOME

Your handbook at a glance

Find the information you need, from your child's first day to everyday care and emergency procedures.

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REGULAR HOURS

8:00 AM - 5:00 PM

CHILDREN WELCOME

9 months - 5 years

01 / WELCOME

Building bright futures

With love, care and a strong partnership with your family.

Thank you for choosing Sweet House Day Care. We provide a safe, loving and stimulating environment where children can explore, build confidence and grow at their own pace.

Our philosophy

Children learn through play, discovery and meaningful experiences. Our approach combines hands-on learning, creativity and exploration with a respect for nature, sustainability and cultural diversity.

Health and safety are central to our work. We aim to exceed childcare standards and create a secure, enriching environment for children and staff. As caregivers, educators and partners, we work alongside families to support each child's full potential.

Why families choose Sweet House

- **A warm, home-like atmosphere.** A cozy daycare in a safe, family-friendly neighbourhood.
- **Smaller groups and personal care.** Close relationships, individual attention and fewer opportunities for illness to spread.
- **Qualified, caring educators.** Experienced Early Childhood Educators who guide, support and inspire children.
- **Learning that fits your child.** Respect for each child's temperament, interests and stage of development.
- **A balanced daily rhythm.** A structured but flexible mix of learning, active play and rest.
- **Flexible schedules and open communication.** Options to suit families, with daily updates, informal conversations and meetings.

Your child's happiness and growth matter

We encourage you to choose care that reflects your family's values. Ask us about our approach and how we can support your child.

02 / YOUR CHILD'S DAY

Our daily routine

A familiar rhythm helps children feel secure, with time for learning, movement, meals and rest.

TIME	ACTIVITY
8:00 - 8:30 AM	Arrival and free play
8:30 - 9:30 AM	Breakfast
9:30 - 10:30 AM	Open art, science exploration, music and dance, puzzles and life skills
10:30 - 10:45 AM	Morning snack
10:45 AM - 12:00 PM	Circle time, outdoor play and field trips
12:00 - 12:45 PM	Lunch and cleanup
12:45 - 2:45 PM	Nap time
2:45 - 3:15 PM	Afternoon snack
3:15 - 4:15 PM	Afternoon and gym activities
4:15 - 5:00 PM	Cleanup and pickup

Structured, with room to respond

Our routines balance play, learning and rest while allowing flexibility for children's needs and interests.

02 / YOUR CHILD'S DAY

Learning through exploration

Children learn with their whole bodies: by noticing, moving, making and trying.

Outdoor learning

Fresh air, sunshine and even a little rain are part of our program. We explore the neighbourhood, take nature walks and visit local parks, community gardens and libraries. Outings to places such as museums, fire stations and grocery stores connect learning to everyday life.

These experiences encourage curiosity, independence and appreciation for the world around us. They also support creativity, social skills and cognitive development.

Indoor learning and play

Our indoor spaces are warm, inviting and designed for hands-on discovery. Children can practise problem-solving and use their imaginations through:

- **Manipulative toys:** puzzles, stacking blocks and sorting games.
- **Sensory play:** light tables, water and sand stations, and beanbags.
- **Creative arts:** felt boards, dress-up, puppetry and crafts.
- **Early STEM exploration:** building sets and carpentry tools.

A varied day of discovery

- **Music and movement:** singing, dancing and rhythm exercises.
- **Mindfulness and yoga:** simple relaxation and movement.
- **Circle time:** storytelling, group conversations and social connection.
- **Games and free play:** cooperation, imagination and problem-solving.

Learning beyond the classroom

Through play, teamwork and self-expression, children build communication skills, independence and confidence in a joyful, supportive environment.

02 / YOUR CHILD'S DAY

Growing through play

Building the foundations for kindergarten and beyond.



Why play matters

Play is the foundation of our learning approach. It helps children develop practical skills that support everyday life and future learning:

- Problem-solving and critical thinking.
- Language, social interaction and cooperation.
- Creativity and emotional expression.
- Motor skills and coordination.

Will my child learn to read and write?

We focus on foundational skills rather than formal reading and writing instruction. Our play-based curriculum encourages early literacy through storytelling, letter recognition and vocabulary. Drawing and crafts build fine motor and pre-writing skills, while songs, rhymes and language activities develop phonemic awareness.

Each child develops at their own pace. We support physical, emotional, social and cognitive growth to help children prepare for kindergarten. If you have concerns about your child's progress, our staff are happy to discuss ways to support their learning.

03 / FAMILY PARTNERSHIP

Staying connected

Open communication helps us work together in your child's best interests.

Updates and conversations

Our bulletin board shares announcements, schedules and important information. You are welcome to chat with us about your child's progress, contact us through WhatsApp, email info@sweet-house.ca, or arrange a meeting for a more detailed discussion.

We share regular, informal feedback about your child's strengths, social interactions, learning milestones and any concerns. At the end of the school year, you may receive a developmental assessment. It should reflect the conversations we have had throughout the year.

Photography and media

Photos and videos may document daily activities, field trips, creativity and achievements. They may be used for:

- Classroom documentation, including artwork, projects and learning progress.
- Special events, celebrations, performances and outings.
- Newsletters and daycare updates shared with families.

We may also receive requests from local media to feature our programs or activities.

Parental consent is required

A photography and video consent form is included in the registration package. Please discuss any concerns with the Director before your child begins care.

Class photos

A professional photographer may take individual and group photos during the school year. Families may choose from the available print options if they wish to order.

04 / REGISTRATION & FEES

Joining Sweet House

Enrollment, payment and financial assistance information in one place.

We welcome children from **9 months to 5 years old**. Toilet training is preferred for older children, but we understand that development varies. Please discuss any concerns so we can accommodate your child's needs.

Registration checklist

- 1 Complete the Registration Form Package.
- 2 Provide a completed Immunization Form and Record.
- 3 Sign the General Consent Form.
- 4 Pay a deposit equal to half of one month's tuition to secure your child's space.

Registration packages are available at the centre and at sweet-house.ca.

Payments and tuition

Pay by e-transfer. Monthly fees are due on the **1st to 3rd of each month**. Tuition includes breakfast, snacks and lunch. Prices are subject to change without notice. See page 9 for the deposit and withdrawal policy.

Drop-off program

\$25 per hour | 8:00 AM - 5:00 PM

Available only when space permits. The same registration forms are required. Contact us to confirm availability and dates.

Childcare subsidy

You may qualify for government assistance. Apply on time and provide official confirmation from the subsidy office before we apply it to your tuition. If confirmation has not arrived before the 1st of the month, pay the full fees; a credit will be provided once approval is confirmed.

Child Care Subsidy Service Centre

Phone: 1-888-338-6622 | Fax: 1-877-544-0699

PO Box 9953 Stn Prov Govt, Victoria, BC V8W 9R3

[Online application information](#) | Ask us if you need help with the process.

04 / REGISTRATION & FEES

Withdrawal & registration

Please read these requirements carefully when reserving or ending care.

Registration deposit & cancellation

A registration deposit equal to **half of one month's tuition** is required to reserve your child's space.

Once enrollment is confirmed, the registration deposit is **non-refundable if the enrollment is cancelled**, even if the child has not started attending. The space has been reserved for your child and is no longer available to offer to another family.

Two months' written notice is required

Families who wish to withdraw their child must provide a minimum of two (2) months' written notice. **The registration deposit will be credited toward the child's final balance when the required withdrawal notice is provided.**

If less than two months' notice is provided, the deposit will be forfeited and will not be refunded.

Facility's request for withdrawal

We aim to maintain a safe, respectful and nurturing environment. Services may be terminated in the following circumstances:

- **Non-payment:** fees remain unpaid and suitable arrangements cannot be agreed upon.
- **Unresolved conflicts:** an ongoing issue cannot be satisfactorily resolved.
- **Disruptive or unsafe behaviour:** a family member harasses, threatens, or engages in violent or unlawful acts toward staff, children or other families.
- **Child safety concerns:** in our professional assessment, a child cannot be safely cared for within the appropriate adult-to-child ratio.

Termination is a last resort. We work closely with families to find solutions whenever possible.

Registration priority

Spaces are offered in this order: **1.** Currently enrolled families, including renewals and siblings; **2.** Previously registered families on our waitlist; **3.** New families on our waitlist; **4.** The general public, on a first-come, first-served basis.

05 / CALENDAR & FIRST DAYS

Dates to plan around

Holiday reference for the 2026 and 2027 calendar years.

Winter break 2026

The centre will be closed **December 21-31, 2026**. We strive to align holidays and seasonal breaks with Vancouver public schools.

Statutory holidays

HOLIDAY	2026	2027
New Year's Day	Thu, Jan 1	Fri, Jan 1
Family Day	Mon, Feb 16	Mon, Feb 15
Good Friday	Fri, Apr 3	Fri, Mar 26
Victoria Day	Mon, May 18	Mon, May 24
Canada Day	Wed, Jul 1	Thu, Jul 1
B.C. Day	Mon, Aug 3	Mon, Aug 2
Labour Day	Mon, Sep 7	Mon, Sep 6
National Day for Truth and Reconciliation	Wed, Sep 30	Thu, Sep 30
Thanksgiving Day	Mon, Oct 12	Mon, Oct 11
Remembrance Day	Wed, Nov 11	Thu, Nov 11
Christmas Day	Fri, Dec 25	Sat, Dec 25

Additional centre closure: Easter Monday

April 6, 2026 and March 29, 2027.

05 / CALENDAR & FIRST DAYS

A confident start

Simple ways to help your child feel safe, prepared and ready for the day.

Helping with separation

Separation anxiety is common in young children. Gentle support and a consistent routine help them adjust to their new environment.

- **Visit before the first day** so your child can meet the educators and become familiar with the centre.
- **Keep goodbyes short and positive.** A hug, kiss or special wave can be reassuring.
- **Explain pickup plans** so your child knows what to expect.
- **Avoid sneaking out.** Leaving without a goodbye can create anxiety.
- **Stay positive.** Your confidence helps your child feel safe and excited.

What to bring each day

- **Indoor shoes:** label them and leave them at the centre.
- **Weather-appropriate clothing:** include muddy buddies and rain boots for outdoor play.
- **A healthy snack:** pack it in a labelled snack bag.
- **A labelled water bottle:** help your child stay hydrated.

Please also bring the essential daily items outlined in your welcome guide. Personal toys should stay at home to reduce distraction, loss and conflict.

Can I visit during class time?

Yes. Please coordinate visits in advance, as unexpected changes can affect your child's routine. We will help plan a visit that works well for your child and the group.

How is my child doing? Just ask.

We welcome quick check-ins and longer conversations. We will also tell you proactively about concerns or challenges so we can work together.

06 / EVERYDAY POLICIES

Working together

Clear communication, confidentiality and shared responsibility support a respectful community.

Absences

Let us know as soon as possible if your child will be absent. Email is the best way to reach us, as staff may not be able to answer calls during class time.

Confidentiality

Conversations between staff, families and management are kept private and secure. We do not discuss one child's behaviour or incidents with another family. If two children are involved in an incident, both families will be informed without disclosing the other child's identity.

Resolving concerns

Please raise concerns directly with us. We aim to find solutions that support your child and family.

- 1 Discuss the concern openly with staff and the family.
- 2 If needed, arrange a formal meeting with management.
- 3 If the issue remains unresolved, appeal to the Director, whose decision is final.
- 4 If no resolution is reached, a family may file a complaint with Community Care Facilities Licensing.

If ongoing conflicts cannot be resolved through reasonable solutions, the family may be asked to arrange alternative childcare.

Child safety and reporting

We are legally required to report suspected or disclosed child abuse to the Ministry for Children and Family Development. In these situations, we may not inform parents unless directed by the Ministry.

Criminal record checks

All staff, Early Childhood Education students and volunteers require criminal record checks to meet licensing safety requirements.

06 / EVERYDAY POLICIES

Arrivals, pickups & safety

Every handover matters. Help us keep your child safe from arrival to departure.

Sign in and sign out every day

Daily sign-in and sign-out are mandatory. Arrival and departure times are recorded as part of our attendance monitoring.

Who can collect your child?

- Children are released only to a parent or a pre-approved guardian listed on the registration form.
- If someone new will collect your child, inform us in advance. That person must present photo ID.
- If staff have concerns about a pickup, we will contact the parent immediately.

If you are running late

Please respect drop-off and pickup times. If an emergency delays you, notify us immediately so alternative arrangements can be made. Repeated lateness disrupts your child's routine and the program; we may need to discuss additional arrangements.

How we maintain a safe environment

- **Constant supervision:** staff are positioned to see play, rest and toilet areas.
- **Routine checks:** equipment and play areas are checked for hazards.
- **Secure access:** entrances are supervised and child safety gates provide additional protection.
- **Emergency readiness:** staff know where first aid kits, emergency medications and contact lists are kept.

Sweet House is a licensed childcare centre subject to regular safety and operational inspections. Inspection reports are available for review at the centre.

06 / EVERYDAY POLICIES

Guidance, inclusion & belonging

Children thrive when they feel understood, supported and respected.

Positive guidance

We use engaging activities, predictable routines and clear expectations to prevent challenges. Staff speak calmly at children's eye level, redirect them toward appropriate activities, and use encouragement to help them find solutions.

Support is tailored to each child's age, development and needs. We help children build self-control, emotional awareness, problem-solving skills and teamwork.

A "time-in" approach

If a child needs time to calm down, a staff member sits with them briefly to help them understand and process their emotions. **We never use corporal punishment or punitive measures.**

When challenges continue

We work with families to understand the cause of the behaviour, develop a personalised approach and, if needed, discuss alternative solutions. Tell us about changes at home, such as sleep disruptions or new routines, that may affect your child.

Inclusion and special needs

We welcome diversity and work with families and community resources to accommodate special needs. Please share your child's requirements. No child will be excluded if reasonable accommodations can be made.

Holidays and cultural celebrations

We celebrate Canada's major holidays and the cultural traditions of our community. If a celebration matters to your family, tell us at least **one month in advance** and we will do our best to include it.

If your family does not wish to participate in a celebration, let us know ahead of time so we can make suitable accommodations.

06 / EVERYDAY POLICIES

Health & everyday wellbeing

A healthy environment is a shared responsibility between families and the centre.

Illness and health records

Before admission, provide your child's medical form and immunization record. If your child is ill, call us promptly to report the symptoms.

When to stay home

Children must stay home on the day symptoms appear and may return only after being **symptom-free for 24 hours**. Our illness policy follows Community Services and Public Health guidelines.

Medication

- All medication is stored in a locked, staff-monitored area.
- Prescription medication must be in its original container, labelled with the child's name and dosage.
- Over-the-counter medication requires a doctor's note and a completed medication form.
- Parents must complete a medication authorization form at drop-off.

Nutrition and snacks

Provide nutritious snacks based on the Canada Food Guide. Snack time is also an opportunity to practise table manners, hygiene and healthy eating habits.

No peanuts: do not pack peanut products. Tell us about allergies, food sensitivities or dietary restrictions so we can accommodate your child.

Sun protection

Apply sunscreen before drop-off on sunny days. When needed, staff may apply daycare-provided sunscreen unless you instruct us otherwise.

07 / EMERGENCIES

Prepared for emergencies

We practise regularly so children and staff know what to do.

We conduct monthly fire and emergency drills. Our plans are reviewed and practised to help children stay safe, calm and secure.

Evacuation procedure

- 1 The Director sounds the alarm and starts the evacuation.
- 2 Staff escort children to the designated safe area.
- 3 Staff conduct a headcount and check attendance.
- 4 Parents are notified immediately if an actual emergency occurs.

Fire and earthquake drills

Fire: children line up quickly and quietly. Staff lead them to a safe location and check attendance.

Earthquake: children practise “duck, cover and hold” until shaking stops, then evacuate if necessary.

During an actual emergency

- The Director gathers emergency cards, keys and attendance sheets while checking all rooms and restrooms.
- Parents or the emergency contacts listed in the child’s file are notified immediately.
- Emergency routes are posted at the centre. Please become familiar with them and keep your contact details current.

Major evacuation: see page 19

Our designated emergency pickup location is **4120 Virginia Crescent, North Vancouver, BC V7R 3Z4**. Wait for our official notification before travelling to the meeting area.

07 / EMERGENCIES

Child security & outing safety

Clear procedures guide staff during an urgent situation.

If a child is missing from the centre

- 1 Search the building and outdoor areas immediately.
- 2 Check attendance records to confirm all other children are present.
- 3 Secure doors and gates.
- 4 Interview staff to gather details.
- 5 Notify parents and contact police if the child is not found promptly.
- 6 Inform Vancouver Coastal Health as required by regulations.

If a child is missing during an outing

- Staff immediately conduct a headcount.
- One staff member searches the area while another contacts the venue's security.
- The person in charge contacts the child's parent and the police.
- If necessary, the other children return safely to the daycare while the search continues.

Planning safe outings

Field trips include adequate supervision with a low child-to-staff ratio. Children walk in pairs and remain supervised. Staff carry first aid kits and emergency contacts at all times.

Families receive trip details in advance

Before a planned outing, we share information about the trip, including transportation and safety measures.

07 / EMERGENCIES

Unexpected closures

Sweet House may close when conditions prevent safe operation.

01 Severe weather

When weather creates a significant risk, we follow municipal and school board closure recommendations.

02 Unforeseen emergencies

Power outages, equipment failure or disasters may require a temporary closure. We follow instructions from the appropriate regulatory authorities.

03 Teacher or staff shortages

If a staff emergency prevents safe operation, families will be notified by phone and email and asked to arrange early pickup.

How families can help

Keep your phone number, email address and emergency contacts up to date so we can reach you promptly if an early pickup or closure is required.

For major emergencies requiring evacuation, follow the emergency meeting-area instructions on page 19.



07 / EMERGENCIES

Emergency meeting area

For a major evacuation, including a significant earthquake, fire or natural disaster.

EMERGENCY PICKUP LOCATION

4120 Virginia Crescent

North Vancouver, BC V7R 3Z4

Children and staff will safely relocate to this meeting area. Families will be notified immediately by phone and email.

FOR PARENTS

- 1 Wait for our official notification. Do not come to the daycare during the emergency.
- 2 Go directly to 4120 Virginia Crescent, North Vancouver.
- 3 Bring photo ID. Children are released only to authorized adults.
- 4 Keep emergency contacts current in your child's file.
- 5 If you cannot be reached, your listed emergency contacts will be called.

OUR STAFF WILL

- 1 Conduct a full headcount and secure all children before and after evacuation.
- 2 Carry emergency contact cards and first aid kits at all times.
- 3 Contact every parent or emergency contact upon arrival.
- 4 Stay on site until every child is signed out to an authorized adult.

Know the plan

Emergency routes are posted throughout the daycare. Become familiar with this address and keep your contact information current. Speak with the Director if you have questions.

08 / CONTACT

We're here to help

Questions about enrollment, routines or your child's progress? Please reach out.

Sweet House Day Care

PHONE **236-999-1910**

EMAIL **info@sweet-house.ca**

WEBSITE **sweet-house.ca**

DAYCARE ADDRESS

4122 Virginia Crescent
North Vancouver, BC, Canada

Ready to take the next step?

Schedule a visit - we would love to meet you. Registration details are on page 8, and the deposit and withdrawal policy is on page 9.

Thank you for partnering with us to give your child a safe, joyful and rewarding early learning experience.