

SWEET HOUSE Day Care

Parents Hand Book

We provide a safe, loving, and fun space for children to learn and grow. This handbook covers our policies and routines to ensure the best care for your child. We're excited to have you with us!



Registration Now

 **236-999-1910**

4122 Virginia Crescent, North Vancouver, BC, Canada

TABLE OF *Contents*

1

Welcome to Sweet House Day Care

About Us	4
Our Philosophy	
Why Choose Sweet House?	

2

Daily Schedule

Sample Daily Routine	6
Activities & Learning Structure	

3

Learning & Exploration

Outdoor Learning & Field Trips	7
Indoor Learning & Play	

4

Communication & Parent Engagement

How We Keep Parents Informed	8
Parent & Staff Conferences	

5

Admissions & Withdrawal

Enrollment Requirements	10
Registration Process	
Payment & Fees	
Withdrawal & Refund Policy	



Yearly Calendar Information

Holidays & Breaks	14
Photography/Media	
Class Photos	



Frequently Asked Questions (FAQ)

Visiting During Class Time	15
Supporting Separation Anxiety	
Play-Based Learning Approach	
Kindergarten Readiness	
Childcare Subsidy Information	
What to Bring Daily	



Policies & Procedures

Attendance & Absence Policy	18
Drop-Off & Pick-Up Guidelines	
Lateness Policy	
Safety & Security Procedures	
Illness Policy	
Medication Policy	
Nutrition & Snack Guidelines	
Allergy & No-Peanut Policy	



Contact Information & Final Notes

How to Reach Us	28
Additional Resources	

Sweet House Day Care

"Building Bright Futures with Love and Care"

Thank you for choosing Sweet House Day Care!

We are a nurturing childcare centre dedicated to providing a safe, loving, and stimulating environment for children aged one to five years old.

Our philosophy is centered around hands-on learning, creativity, and exploration. We believe that children learn best through play, discovery, and meaningful experiences.

At Sweet House, we also emphasize the importance of nature, sustainability, and cultural diversity, ensuring every child feels valued and inspired.

Health and safety are our top priorities, and we strive to exceed childcare standards to create a secure and enriching space for both children and staff.

Above all, we see ourselves as caregivers, educators, and partners—working alongside families to support every child's growth, confidence, and full potential.

Why Choose Sweet House Day Care?

We offer:

- **A Warm, Home-Like Atmosphere – Our daycare is in a safe, family-friendly neighborhood, providing a cozy and welcoming space for children to thrive.**

- **Smaller Class Sizes** – Fewer children mean more attention, less sickness, and stronger bonds between caregivers and kids.
- **A Nurturing and Personal Environment** – We prioritize close connections, emotional security, and family-like relationships to help children feel at home.
- **A Passionate and Experienced Team** – Our qualified Early Childhood Educators are dedicated to guiding, supporting, and inspiring your child's growth.
- **Flexible Scheduling Options** – We offer various schedules to suit your family's needs.
- **Individualized Learning** – Every child is unique, and we respect their temperament, interests, and developmental stage.
- **Engaging and Balanced Daily Routines** – Our schedule is structured yet flexible, providing the right mix of learning, play, and rest.
- **Open Communication** – We keep parents informed through daily updates, informal chats, and scheduled meetings.

Your Child's Happiness & Growth Matter to Us!

We encourage you to explore what's best for your child and choose a daycare that fits your family's values.

Have any questions about our approach? Just ask!



OUR DAILY

SCHEDULE

8:00 - 8:30

Arrival Time - Free Play

8:30 - 9:30

Breakfast

9:30 - 10:30

**Atelier (open art) / Science Exploration/ Music
Dance / Puzzles / Life Skills**

10:30 - 10:45

Morning Snack

10:45 - 12:00

Circle Time / Outdoor playing and field trips

12:00 - 12:45

Lunch and Clean up

12:45 - 2:45

Nap Time

2:45 - 3:15

Afternoon Snack

3:15 - 4:15

Afternoon Activities and Gym Activities

4:15 - 5:00

Clean up and pick up time

Learning & Exploration at Sweet House Day Care

Outside

Fresh air, sunshine, and even a little rain are essential for children's growth and well-being. At Sweet House Day Care, we embrace outdoor learning by exploring our neighborhood, engaging in nature walks, and taking exciting field trips. These hands-on experiences help children develop a sense of curiosity, independence, and appreciation for the world around them.

We visit local parks, community gardens, libraries, and other engaging destinations where children can interact with their surroundings in a meaningful way. Field trips to museums, fire stations, and grocery stores add a fun, real-world dimension to their learning.

Every outing is designed to spark creativity, build social skills, and enhance cognitive development, ensuring that the learning continues even beyond our daycare walls.

Indoor Learning & Play

Our daycare is designed to feel warm, inviting, and developmentally enriching. The indoor learning environment encourages imagination, problem-solving, and hands-on discovery through a variety of engaging activities.

Some of the interactive learning tools we provide include:

- Manipulative toys (puzzles, stacking blocks, sorting games)

- Sensory play (light tables, water and sand stations, beanbags)

- Creative arts (felt boards, dress-up, puppetry, crafts)

- Early STEM activities (carpentry tools, building sets)

Additionally, our daily schedule incorporates:

- Music & Movement – Singing, dancing, and rhythm exercises

- Mindfulness & Yoga – Simple relaxation and movement techniques

- Circle Time – Storytelling, group discussions, and social bonding

- Games & Free Play – Encouraging cooperation and problem-solving

Creating a Supportive & Engaging Environment

At Sweet House Day Care, we foster a joyful, stress-free, and enriching atmosphere where children can explore, learn, and grow. Through play, teamwork, and self-expression, they develop essential skills like communication, problem-solving, and independence, all while preparing for kindergarten and beyond.

Children's Personal Items

To keep our daycare clean and organized, we ask that each child bring:

- A pair of labeled indoor shoes to be kept at the center.
- Essential daily items (as outlined in our welcome guide).

We understand children may want to bring personal toys from home; however, to prevent distractions, loss, or conflicts, we kindly ask that personal toys remain at home.

Communication & Parent Engagement

Staying informed about your child's progress is important to us! We provide updates through:

- Bulletin Board – Featuring announcements, schedules, and important information.

Parent & Staff Conferences

We believe in open communication and collaboration between parents and staff. You are always welcome to:

Chat with us anytime for updates on your child's progress.

Whatsapp

Email us at info@sweet-house.ca for questions or concerns.

Schedule a meeting if you'd like a more in-depth discussion.

At Sweet House Day Care, our door is always open, and we look forward to building a strong partnership with you in your child's learning journey!

End-of-Year Assessments

At the end of the school year, you may receive an assessment of your child's growth and development in key areas. This will not be a surprise, as we provide regular informal feedback throughout the year. Our goal is to keep you informed about your child's progress, strengths, and milestones in a supportive and encouraging way.

Admissions & Withdrawal

Enrollment Requirements

We welcome children from 9 months to 5 years old. While toilet training is preferred for older children, we understand that every child develops at their own pace. If you have any concerns, please speak with us so we can accommodate your child's needs.

Registration Requirements

To enroll your child at Sweet House Day Care, we require:

- A completed Registration Form Package
- A completed Immunization Form & Record
- A signed General Consent Form

Along with a deposit equivalent to one month's fees at the time of registration. This deposit will be applied to your child's last month of attendance.

- Payments can be made via e-transfer.
- Fees are due on the 1st to 3rd of each month.

If you have any questions about the enrollment process, fees, or availability, please feel free to reach out—we're happy to help!

Registration Package

Enrollment Requirements

All registration packages and information are available at our child center or from our website (<https://sweet-house.ca/>).

Class Times /Drop Off Fees

TIME: 8:00AM - 5:00PM

INFANT / TODDLER

3-5 YEARS OLD

All tuition include breakfast -open snacks-lunch / day

(Prices are subject to change without notice)

(DROP OFF PROGRAM) PROVIDING SPACE IS AVAILABLE

Hours: \$25/hour

Hours: 8:00am - 5:00pm

Note: To register your child in Sweet Houses' drop off program, we require the same forms as the one above. Please contact us for availability and dates.

Withdrawal & Registration Policy

Family's Request for Withdrawal

A deposit equal to one month's fees is required at registration. If you wish to withdraw or make changes to your child's enrollment before their last month, you must provide a written notice at least 60 days in advance (by the 1st of the month prior to the change) to receive a full refund of your deposit.

Failure to provide notice will result in forfeiture of your deposit.

Facility's Request for Withdrawal

At Sweet House Day Care, we strive to create a safe, respectful, and nurturing environment for all children and families. However, we may terminate services under the following circumstances:

Non-Payment of Fees – If payments are not made on time and no suitable arrangements can be agreed upon.

Unresolved Conflicts – If we are unable to reach a satisfactory resolution to an ongoing issue with a family.

Disruptive or Unsafe Behavior – If a family member harasses, threatens, or engages in violent or unlawful acts toward staff, children, or other families.

Child Safety Concerns – If, in our professional assessment, a child is unable to be safely cared for within the appropriate adult-to-child ratio.

Termination of services is always a last resort, and we will work closely with families to find solutions whenever possible.

Registration Priority

Enrollment is offered in the following order:

Currently enrolled families (renewals & siblings)

Previously registered families on our waitlist

New families on our waitlist

General public (on a first-come, first-served basis)

We appreciate your cooperation in following these policies and look forward to working together to ensure a positive experience for your child at Sweet House Day Care!

Yearly Calendar Information

Holidays & Breaks

We strive to match the holidays and seasonal breaks of Vancouver public schools.

Winter Break

Year 2026	2026/12/21 - 2026/12/31
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The centre will be closed during the Winter Break dates shown above.

Yearly Calendar Information

2026 & 2027 Statutory Holidays

Sweet House Day Care holiday reference for the 2026 and 2027 calendar years.

2026 Statutory Holidays

Holiday	Date
New Year's Day	Thu, Jan 1
Family Day	Mon, Feb 16
Good Friday	Fri, Apr 3
Victoria Day	Mon, May 18
Canada Day	Wed, Jul 1
B.C. Day	Mon, Aug 3
Labour Day	Mon, Sep 7
National Day for Truth and Reconciliation	Wed, Sep 30
Thanksgiving Day	Mon, Oct 12
Remembrance Day	Wed, Nov 11
Christmas Day	Fri, Dec 25

2027 Statutory Holidays

Holiday	Date
New Year's Day	Fri, Jan 1
Family Day	Mon, Feb 15
Good Friday	Fri, Mar 26
Victoria Day	Mon, May 24
Canada Day	Thu, Jul 1
B.C. Day	Mon, Aug 2
Labour Day	Mon, Sep 6
National Day for Truth and Reconciliation	Thu, Sep 30
Thanksgiving Day	Mon, Oct 11
Remembrance Day	Thu, Nov 11
Christmas Day	Sat, Dec 25

Additional centre closure: Easter Monday - April 6, 2026 and March 29, 2027.

Photography & Media

At Sweet House Day Care, we love to capture special moments, creativity, and learning experiences! Photos and videos may be taken during daily activities, events, and field trips to document your child's growth, creativity, and achievements. These may be used for:

Classroom documentation (displaying artwork, projects, and learning progress)

Special events & celebrations (performances, field trips, and themed activities)

Newsletters & daycare updates (to share highlights with parents)
We may also receive occasional requests from local media to feature our programs and activities.

Parental consent is required for any photography or video usage. A consent form is included in your registration package. If you have any concerns, please discuss them with the center's director before your child starts the program.

Class Photos

A professional photographer may take individual and group photos during the school year. These make wonderful keepsakes for families, and parents will have various options to order prints if they choose.

Frequently Asked Questions

Can I visit during class time?

Yes! However, please keep in mind that sudden changes in routine may affect your child's behavior. We recommend coordinating visits in advance to ensure a smooth experience for both your child and the class.

How will I know how my child is doing?

Just ask! We are committed to open communication and providing honest, helpful feedback whenever you need it. Whether it's a quick check-in or a scheduled discussion, our team is always happy to update you on your child's progress, social interactions, and learning milestones.

Additionally, we will proactively inform you if any concerns or challenges arise, ensuring we work together to provide the best care for your child.

How do I deal with my child's separation for the first days of child center?

Separation anxiety is common in young children, but with gentle support and consistency, they quickly adjust to their new routine.

Tips to Ease the Transition:

Visit Sweet House Day Care before the first day to familiarize your child with the environment and teachers.

Keep goodbyes short and positive—a hug, kiss, or special wave reassures your child.

Communicate pickup plans so they feel secure.

Avoid sneaking out, as this can create anxiety.

Stay positive! Your confidence helps them feel safe and excited about their new experience.

How Play Supports Learning

At Sweet House Day Care, we believe play is the foundation of learning. Through play, children develop essential life skills, including:

- Problem-solving & critical thinking
- Language & social interaction
- Creativity & emotional expression
- Motor skills & coordination

We incorporate play-based learning into our daily activities to encourage curiosity, confidence, and hands-on exploration, helping children build skills that prepare them for school and beyond.

Will My Child Learn to Read and Write?

At Sweet House Day Care, we focus on building foundational skills that prepare children for kindergarten. While we do not formally "teach" reading and writing, our play-based curriculum naturally fosters:

- Early literacy skills (storytelling, letter recognition, vocabulary growth)
- Fine motor development (pre-writing skills through drawing and crafts)
- Phonemic awareness (songs, rhymes, and interactive language activities)

Each child develops at their own pace, and our goal is to support their physical, emotional, social, and cognitive growth to ensure they are kindergarten-ready. If you have concerns about your child's progress, our staff is happy to discuss ways to support their learning journey.

Do I Qualify for Childcare Subsidy?

You may be eligible for government childcare subsidies to help reduce daycare costs. To check your eligibility, please contact:

Child Care Subsidy Service Centre
PO Box 9953 Stn Prov Govt, Victoria, BC V8W 9R3
Phone: 1-888-338-6622
Fax: 1-877-544-0699

Online Application: <http://www.mcf.gov.bc.ca/childcare/application.htm>

Important:

- Applications must be submitted on time to avoid delays in subsidy approval.
- We require official confirmation from the subsidy office before applying it to your tuition.
- If confirmation is not received before the 1st of the month, parents must pay fees in full and will receive a credit once subsidy approval is confirmed.

If you need assistance with the process, we're happy to help guide you!

What Should My Child Bring Each Day?

To ensure your child has a comfortable and fun day at Sweet House Day Care, please provide:

Indoor Shoes – Labeled and kept at the center.

Weather-Appropriate Clothing – Muddy buddies and rain boots for outdoor play (we love puddle jumping!).

Healthy Snack – Packed in a labeled snack bag.

Labeled Water Bottle – To stay hydrated throughout the day.

Policies & Procedures

Absence Policy

If your child will be absent, please inform us as soon as possible, as it helps us plan our daily activities. Email is the best way to reach us, as we may not always be able to answer phone calls during class time.

Child Safety & Reporting

We are legally required to report any suspected or disclosed child abuse to the Ministry for Children and Family Development. In such cases, we are not allowed to inform parents unless directed by the Ministry. The safety and well-being of all children is our top priority.

Confidentiality Policy

We respect the privacy of all families and maintain strict confidentiality in all communications.

Conversations between staff, parents, and management are kept private and secure.

We do not discuss one child's behavior or incidents with another family.

If two children are involved in an incident, we will inform both families without disclosing the other child's identity.

Conflict Resolution

We are committed to open communication and a supportive environment. If you have any concerns, we encourage you to discuss them with us directly. Our goal is to work together to find solutions that best support your child and family.

Conflict Resolution

t Sweet House Day Care, we believe in open communication and teamwork to resolve concerns effectively. If a conflict arises, we will:

Encourage an open discussion with families and staff to find a solution.

If needed, arrange a formal meeting with management to address concerns.

If the issue remains unresolved, parents may appeal to the Director, whose decision will be final.

In rare cases where no resolution is reached, families may file a complaint with Community Care Facilities Licensing.

If ongoing conflicts persist and reasonable solutions cannot be found, the family may be asked to make alternative childcare arrangements.

Criminal Record Checks

For the safety and well-being of all children, we require criminal record checks for:

All staff members

Early Childhood Education students

Volunteers

This ensures that all individuals involved in our program meet strict safety standards as required by licensing regulations.

Drop-Off & Pick-Up Policy

Your child's safety is our top priority. To ensure a smooth process:

Sign-in & sign-out is mandatory every day.

Your child will only be released to a parent or pre-approved guardian listed on their registration form.

If someone new is picking up your child, they must present photo ID, and parents must inform us in advance.

If we have any concerns about a pickup, we will contact the parent immediately.

Emergency Evacuation Procedures

We conduct monthly fire and emergency drills to prepare staff and children for unexpected situations.

During an emergency:

The Director will sound the alarm and initiate evacuation.

Staff will escort children to the designated safe area.

A headcount and attendance check will be conducted.

Parents will be notified immediately if an actual emergency occurs.

Our emergency plans are regularly reviewed and practiced to ensure that all children remain safe, calm, and secure.

At Sweet House Day Care, safety is our top priority. We conduct monthly emergency drills to ensure staff and children are well-prepared for unexpected situations.

Fire & Earthquake Procedures

Fire Drill: Children are guided to line up quickly and quietly, and staff leads them to a safe location while performing attendance checks.

Earthquake Drill: Children practice “duck, cover, and hold” until the shaking stops, then evacuate if necessary.

In Case of an Actual Emergency:

The Director gathers emergency cards, keys, and attendance sheets while checking all rooms and restrooms.

Parents (or emergency contacts listed in the child’s file) will be notified immediately.

Emergency routes are posted in the center—please familiarize yourself with them and keep your contact details up to date.

Positive Guidance & Behavior Support

Our goal is to create a fun, structured, and supportive environment where children feel safe and encouraged to express themselves, learn, and grow.

Preventing Challenges: We focus on engaging activities, structured routines, and clear expectations to minimize behavioral issues.

Gentle & Positive Approach: We use encouragement, redirection, and clear communication rather than punishment.

Individualized Support: Every child is unique, and we tailor our approach to their age, development, and needs.

Our teachers help children develop problem-solving skills, self-control, and teamwork, all in a nurturing and respectful environment.

At Sweet House Day Care, we believe in positive reinforcement and gentle guidance to help children develop self-regulation, emotional intelligence, and social skills.

Our Approach to Guidance:

Respectful Communication: Staff speak to children at their eye level, using calm and positive language to guide behavior.

Redirection & Encouragement: We help children focus on solutions by gently redirecting them to appropriate activities.

"Time-In" Approach (Not "Time-Out") – If a child needs to calm down, a staff member will sit with them for a brief period to help them understand and process their emotions.

We never use corporal punishment or punitive measures.

Addressing Behavioral Concerns:

If ongoing challenges arise, we will:

Work with you to understand the root cause of the behavior.

Develop a personalized approach to support your child's needs.

If necessary, discuss alternative solutions together to ensure a positive experience for everyone.

We ask families to inform us of any changes at home (e.g., sleep disruptions, new routines) that may impact their child's behavior, so we can provide the best support possible.

Supervision & Safety

At Sweet House Day Care, we ensure constant supervision to promote a safe, responsive, and enriching learning environment. Our staff is trained to minimize risks while encouraging exploration and play.

How We Ensure Safety:

Regular Safety Inspections – We conduct routine checks of equipment and play areas to remove potential hazards.

Strategic Supervision – Staff members are positioned to ensure clear visibility of all play, rest, and toilet areas.

Secure Drop-Off & Pick-Up – Only authorized individuals may pick up a child. Parents must inform us in advance of any changes.

Attendance Monitoring – Arrival and departure times are carefully recorded.

Emergency Preparedness – Staff know the location of first aid kits, emergency medications, and contact lists at all times.

Holiday & Cultural Celebrations

We celebrate Canada's major holidays, as well as cultural traditions that reflect the diversity of our daycare community.

Custom Celebrations: If there is a holiday or tradition that is important to your family, let us know at least one month in advance, and we will do our best to include it!

Opt-Out Option: If there are celebrations your family does not wish to participate in, please inform us ahead of time so we can make appropriate accommodations.

At Sweet House Day Care, we respect and embrace cultural diversity, making celebrations a joyful and inclusive experience for all.

Illness & Health Policy

Ensuring a healthy environment is a shared responsibility between our daycare and families.

Health & Safety Guidelines:

Medical Records: Parents must submit a medical form and immunization record before admission.

Reporting Illness: If your child is sick, please call us as soon as possible to report symptoms.

Stay-At-Home Policy: Sick children must stay home on the day symptoms appear and may return only after being symptom-free for 24 hours.

Our illness policy follows the guidelines set by Community Services and Public Health to ensure the well-being of all children and staff.

We appreciate your cooperation in keeping Sweet House Day Care a healthy and safe space for everyone!

Inclusion & Special Needs Support

At Sweet House Day Care, we embrace inclusion and celebrate diversity. Every child deserves a safe, supportive, and nurturing learning environment.

If your child has special needs, please let us know—we will work together to accommodate their requirements.

We collaborate with families and community resources to provide appropriate support.

No child will ever be excluded if we can make reasonable accommodations.

Health & Safety Inspections

We are a licensed childcare center subject to regular inspections to ensure compliance with all safety and operational requirements.

Routine safety checks of all equipment and learning spaces.

Inspection reports available for review at our center.

We are committed to maintaining the highest standards for a clean, safe, and child-friendly environment.

Lateness Policy

To maintain a smooth daily routine, we kindly ask all families to respect our drop-off and pick-up times.

Late Pickups: If an emergency delays your arrival, please notify us immediately to arrange alternative plans.

Chronic lateness disrupts the child's routine and the flow of our program. If lateness becomes a recurring issue, we may need to discuss additional arrangements.

Medication Policy

To ensure your child's health and safety, all medications must be:

Stored in a locked, staff-monitored area.

In original prescription containers, clearly labeled with your child's name and dosage.

Over-the-counter medications require a doctor's note and a completed medication form.

Parents must complete a medication authorization form at drop-off.

Missing Child Procedures

We take child safety and security seriously. Entrances are supervised at all times, and child safety gates are used for additional protection.

If a child is missing from the center, we will:

- Conduct an immediate search of the building and outdoor areas.**
- Check attendance records to confirm all other children are present.**
- Ensure doors and gates are secured.**
- Interview staff to gather details.**
- Notify parents and contact the police if the child is not found promptly.**
- Inform Vancouver Coastal Health as required by regulations.**

If a child goes missing during an outing:

- Staff immediately conduct a headcount.**
- A 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, remaining children are safely returned to the daycare while the search continues.**

Our team is trained to handle emergencies swiftly, ensuring the safety and well-being of all children.

Nutrition & Snack Policy

Healthy eating is essential for child development.

Please provide nutritious snacks based on the Canada Food Guide.

No Peanuts Policy – To protect children with allergies, please do not pack peanut products.

We accommodate dietary restrictions—let us know of any allergies or food sensitivities.

Snack time includes teaching table manners, hygiene, and healthy eating habits.

Field Trip & Outing Safety

Adequate supervision (low child-to-staff ratio).

First aid kits & emergency contacts are carried at all times.

Children walk in pairs and are supervised at all times.

Parents will receive detailed trip information, including transportation and safety measures, before any planned outings.

Sunscreen Policy

Parents must apply sunscreen before drop-off on sunny days.

If needed, we may apply daycare-provided sunscreen, unless instructed otherwise.

We prioritize sun safety and ensure all children are protected during outdoor activities.

Emergency Closure Policy

To ensure safety, Sweet House Day Care may close under the following circumstances:

1. Severe Weather Conditions

If weather conditions pose a significant risk, we will follow municipal and school board closure recommendations.

2. Unforeseen Emergencies

Situations such as power outages, equipment failure, or disasters may require temporary closure, following instructions from regulatory authorities.

3. Teacher/Staff Shortages

If a staff emergency prevents safe operation, parents will be notified by phone and email for early pick-up.

To avoid disruption, please ensure your contact information is always up to date.

Have Questions?

Call or email us anytime!

Schedule a visit—we'd love to meet you!

Ready to enroll? See pages 8-9 for registration details.

At Sweet House Day Care, your child will have a safe, fun, and rewarding learning experience!

Emergency Meeting Area

In the event of a major emergency requiring full evacuation of the daycare — such as a significant earthquake, fire, or natural disaster — children and staff will safely relocate to our designated meeting area. All families will be notified immediately by phone and email.

EMERGENCY PICK-UP LOCATION

4120 Virginia Crescent

North Vancouver, BC V7R 3Z4

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 your emergency contacts current in your child's file.
- 5 If you're unreachable, your listed emergency contacts are 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.

IMPORTANT

Emergency evacuation routes are posted throughout the daycare. Please familiarize yourself with this address and keep your contact information up to date. For questions about our emergency protocols, speak with the Director at any time.