Angels Academy

Early Learning Childcare Centre Inc.

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Parent Handbook

Angels Academy has prepared this Handbook to provide you with information about our policies, rules, and procedures. Please set aside some time to become familiar with the details included in the handbook. If you have any questions or if you would like a particular policy or procedure clarified, please contact the Manager.

*Please note that, there will be changes to Angels Academy Childcare Centre policies and procedures. These changes will be communicated immediately to parents via email from the centre. The parent handbook will be updated yearly to reflect any changes to policies and procedures.
Revised 2026

Welcome
Our staff would like to welcome you to Angels Academy Childcare Centre. We hope that your presence will be a positive experience for your family.

The intent of this parent handbook is to provide parents and guardians with the information required to have a successful relationship with the team here at Angels Academy.

Angels Academy Childcare Centre provides child care programs in West Kelowna, British Columbia, Canada. We strive to offer quality care to the children and families in our, preschool and out of school care programs.

Our Vision
Here at Angels Academy our vision is to provide opportunities that support children's independence, creativity and development. We believe that your child's early years are vital to their development and experiences as they continue to grow.

Mission Statement
Our mission is to provide a welcoming and safe early childhood learning environment that allows our educators to teach, children to grow and relationships to build.

Philosophy
We believe that with our exceptional team of educators we can provide the children with the environment, opportunities and abilities to develop their social, physical, intellectual, creative and emotional skills here at Angels Academy. Our program is child-centred and play-based, inspired by Montessori and Reggio Emilia approaches and guided by the BC Early Learning Framework. We foster independence, curiosity, creativity, meaningful relationships, and a love of learning in a warm and inclusive environment.

Program Goals
We will:

- Foster children's ability to become creative and independent learners
- Be proactive to the children's changing needs and abilities to create a learning environment that children can thrive in
- Implement early childhood learning through Reggio Emilia & Montessori principles, BC Early Learning Framework and universal ECE methods
- Provide opportunities for the children to play, develop skills and build relationships
- Educators will use their knowledge and experience to create an environment that provides families with a high quality environment and programming for their children
- Acknowledge that parents are the main educators of the child and have a crucial role in promoting her/his well-being, knowledge and development
- Support and respect family's diversity and ensure their individual, personal, cultural and linguistic identity is validated
- Promote safety, health and well-being of all children in our early childhood environments
- Ensure educators are consistently communicating with parents and guardians to provide the children with the utmost amount of care to support their needs and development

Hours of Operation
Preschool Hours: Monday to Friday 8:45am – 11:45am
OSC Hours: Monday to Friday 7:30am – 8:30 am, 2:30- 5:00pm with the exception of early dismissal and pro-D
Programs operates September thru June

Drop Off Time
Preschool children must be at the Centre by 8:45am. This has been established to allow the programs to operate without interruptions. Dropping your child off by 8:45am will ensure their participation in the morning activities which are essential to their development. Having a consistent drop off time will ensure your child is well–adjusted when they enter the daycare room. If your child will be late please let the Educators know by sending a message via Brightwheel or calling the centre before 8:45am.

Daily Routine
The daily routines are posted in each classroom as a general overview of how the children's days are structured. Each group has an established routine that is flexible and adaptable to the changing needs of the children. The activities available to the children include building, reading, art, music, dramatic play, science & math, and sensory play. Children engage in gross motor play (outdoor or gymnasium) at least two times per day, weather permitting.

List of Materials needed for Preschool/Out of School Care
Sunscreen & hat
Snacks (Preschool only)
Complete change of clothes (Preschool - Please label all extra clothing and put it on a Ziploc bag for us to store in Centre washroom)
Water Bottle
Indoor shoes or slippers
Outdoor shoes
For those toilet training: Pull ups or Diapers, wet wipes, underwear
Please label all clothing and supplies

Family Involvement Policy
Parents will receive ongoing updates on their child's progress and interactions while at the centre through Brightwheel. Daily feedback will be available and parents are encouraged to provide similar feedback to staff when dropping children off in the morning as staff will use this information to provide the highest level of care to the child throughout their day at the centre. Parents may contact their child's educator or manager at any time. We welcome parents and other family members to participate in offsite field trips with CISND Safe Environment approval (Safe environment training completed, criminal record check submitted and approved by the Diocese). Cultural heritage is a fundamental part of our program. We invite children and families to share their cultural tradition and celebrations, please contact the Manager to arrange this.

Arrival and Departures
Every child is to be personally dropped off or picked up by a parent/guardian or an authorized person stated in the registration package and emergency consent card. If any unauthorized person (not on the pick – up list) comes to pick up your child, the child will not be released. The Educators are not authorized to allow your child to leave the Centre with anyone other than yourself or a person authorized by you. If you should meet with an emergency (car accident, etc…) and cannot come for your child or communicate with us within ½ hour of closing, we will call the emergency contacts you have named. If we cannot get a hold of the emergency person(s) and have not heard from you within 1 hour of closing, we are under the obligation by the Ministry for Children and Family Development to call Emergency Services. A staff member from their unit will come to the Centre for your child(ren) and look after him/her overnight. It is your responsibility to contact the Ministry for Children and Family Development if this happens.

Alleged Impaired Authorized Pick-up
Angels Academy has legal responsibility, to the extent possible, to not release a child to an AUTHORIZED person who seems to be unable to adequately care for a child. If a permanent staff member believes that a pick up person is impaired the Manager or permanent staff will offer to call a relative or friend to pick up the adult and child.

Open Door Policy
Angels Academy respects that parents/guardians may want to drop in to visit their children from time to time unannounced. We welcome any person on the pick up list to visit the Centre. We do recommend that the parents/guardians to call first in case we are out for a walk or at the local park. The open door policy will not be in effect for any person on the "not authorized pick up list". This also includes any custody agreements that are kept on file.

Inclusion Policy
At Angels Academy, we are committed to providing an inclusive environment where every child is welcomed, respected, and supported to the best of our ability.

Families are encouraged to share any information regarding their child's developmental, behavioural, medical, or support needs prior to enrollment or as soon as new information becomes available. Open communication allows us to work together to develop appropriate strategies and supports for your child.

While we strive to accommodate the individual needs of every child, there may be situations where a child's support needs exceed what can be safely or effectively provided within our staffing ratios, available resources, or licensing requirements. In these cases, Angels Academy may require additional supports to be in place, such as an Inclusion Support Worker, Behaviour Interventionist, or other qualified professional, before or during attendance in the program.

Families may be asked to work collaboratively with Angels Academy and outside professionals or agencies to develop a support plan and access available community resources. Enrollment or continued attendance may be contingent upon appropriate supports being in place to ensure the safety, well-being, and success of the child, other children in the program, and our staff.

Each child's situation will be reviewed individually, and decisions will be made in accordance with applicable licensing requirements and our ability to provide safe, quality care.

Attendance
Please call us or send a message via Brightwheel to let Educators know if your child will be away from the Centre.

Sponsoring Practicum Students
Angels Academy is frequently sponsoring practicum students from the Early Childhood Education programs throughout the Okanagan. The students attend part-time or full-time throughout different times of the year. Please join us in welcoming our practicum students.

Centre Closures
We will be closed on the following days:

New Years	Day BC Day
Family Day	Labour Day
Good Friday	Thanksgiving Day
Easter Monday	Remembrance Day
Victoria Day	Christmas Day
Canada Day	Boxing Day

Truth and Reconciliation Day

Christmas Break
Spring Break
Summer Break

Centre Closures
In addition to the above closures, the Centre will be closed for a total of 3 days during the year for reasons including maintenance and upgrade of the facilities and/or for professional development of the staff or other reasons that seem fit to the Centre. Parents will be given at least one month's notice of when these closures will be.

****Please note there are no 'make up days' for days that children miss due to school closures, illness or vacations.

****OSC ONLY**
Parents will be provided with a sign-up sheet in their child's classroom to indicate which NO SCHOOL days their child will attend. Please note there will be an additional daily fee for these extra care days. If enrollment is too low to operate on a particular day, the centre will remain closed. Parents will be notified in advance if closure is necessary so that families have time to arrange alternative care. To help us coordinate staffing, families are required to complete the sign-up at least one month prior to each NO SCHOOL day.

Preschool Closures
We will be closed on the following days:
Professional Days in accordance with the Our Lady of Lourdes School Calendar.
Christmas Break
Spring Break
Summer Break
No School Days. The preschool follows the school schedule.

Subsidy
We support the use of British Columbia subsidized child care for families who qualify. Once accepted into Angels Academy, parents are eligible to apply for subsidy. If subsidy is established for the family, they are responsible for paying the difference between the program fee and the approved subsidy coverage amount as provided by the child care subsidy office. The remaining balance not covered through subsidy will be billed to you each month. If we have not received confirmation of your subsidy coverage prior to your child's start date you will be billed the full amount of fees and will be refunded once we receive subsidy coverage.

Sick Policy
In order to ensure a healthy environment for all children the following are a list of symptoms which excludes a child from attending the facility:

- Pain – any complaints of unexplained or undiagnosed pain.
- A common cold with listlessness, runny nose (green and unclear snot) and eyes, coughing and sore throat.
- Difficulty in breathing – wheezing or a persistent cough.
- Fever (100 degrees F/38.3 degrees C or more)
- Infected skin or eyes, or an undiagnosed rash.
- Unexplained diarrhea or loose stool (may or may not be combined with nausea, stomach cramps or vomiting).
- Nausea and vomiting

- Severe itching, dry skin of either body or scalp if caused by head or body lice or scabies. If a child is suspected of having head lice or eggs, he/she will be sent home. A child cannot return to the Centre until the head lice and eggs have been totally removed.
- Hand, Foot and Mouth Disease and/or Chicken pox are extremely contagious and children are not allowed to attend the Centre with these diagnoses until the spots have all crusted over.
- Children with known or suspected communicable diseases.

If your children present any of the above systems while at the centre, the staff will call the parents and notify them of the symptoms their child is displaying and be asked to pick their child up immediately.

Children with the following symptoms cannot return to the Centre until they have been symptom free for 24 hours without the aid of medication such as Tylenol or Advil:
* Once the child's temperature, well being and energy have returned to normal, the child may no longer be contagious, and may be able to return to the childcare facility even though coughing and runny nose may persist. This does not include allergies, (e.g. hay fever or asthma), as these are not contagious.
* Your child may be permitted to return to the Centre once cleared by a doctor and accompanied by a doctor's note to confirm

- Fever
- Diarrhea or loose stool
- Vomiting
- With prescribed medication

In summary, a child who is not well enough to participate in the regular program including outdoor play, is also not well enough to attend the facility. In the event that your child has a serious or contagious illness, a Doctor's approval is necessary before your child may return to the facility.

We require that parents/guardians inform the facility within 24 hours of:
a) The diagnosis of a serious illness or communicable disease in their child, or
b) The exposure of their child to a serious illness or communicable disease in any other member of their family, relatives or friends.

Siblings and Illness

To help reduce the spread of illness within our childcare community, if one sibling attending Angels Academy becomes ill and is required to stay home or is sent home due to illness, all siblings enrolled at Angels Academy must also remain at home until the ill child meets our return-to-care criteria.

Even if a sibling is not currently showing symptoms, they may be contagious and able to spread illness to other children and staff before symptoms develop. Keeping siblings at home helps protect the health and well-being of everyone in our program.

Families are asked to monitor all children in the household for signs of illness and keep them home if they become unwell. Children may return to care once the ill sibling has recovered and meets the requirements outlined in our Illness Policy (such as being symptom-free for the required period and/or being medically cleared to return, where applicable).

Medication
If your child has medication that needs to be administered at the Centre, a parent/guardian must complete a "Permission to Administer Medication" form prior to medication being administered to allow authorized personnel to administer the medicine. Medication must be brought in its original container and we will only administer the dosage amount that is specified on the medication package label.

Immunizations
A copy of your child's immunizations must be submitted with your registration package upon your child's start date. If your child is not immunized, you will be asked to fill out a form authorizing that your child will be asked to leave the Centre temporarily upon notification that a communicable disease has affected a child in care. Depending on the communicable disease you may be asked to pull your child from the Centre for up to 2 weeks.

Administration of First Aid
The registration package includes that families must consent in writing to the administration of emergency first aid to their child by centre staff. Angels Academy ensures all staff has current first aid training in order to ensure the proper administration of first aid to a child. Should a child require additional medical attention beyond emergency first aid treatment provided by centre staff, Angels Academy, depending on the severity of the incident, attempt to reach: The parent(s) or guardian(s) listed on the child's emergency contact form or the emergency contacts listed on the child's emergency contact form.

Emergency Costs
If an emergency should happen and your child needs medical attention all charges are the responsibility of the parents/guardians.

Accident/Incident/Illness Reporting
In the event that a child be injured while in the care of the centre, an accident/incident or illness report will be completed by the staff member who witnessed the event. This report will provide details about what the event was, how it occurred, who witnessed it, whether first aid or other medical intervention was required and what was completed, and any other relevant information (such as corrective action). These reports will be sent through Brightwheel and the child's parent or guardian must acknowledge they have received it.

Food & Nutrition
We are a **Nut Free** Zone!
We provide 1 heathy snacks a day for the Out of School Care. Our food is prepared fresh and served in bite sized pieces for easy consumption. We ensure that the snacks consist of at least two food groups that is recommended by the Canada Food Guide. It is also our responsibility to ensure that each child's lunch has one food per food group.

- Breads & Cereal
- Dairy Products
- Fruits & Veggies
- Fish & Meats

The children will also be encouraged to drink water with their snacks and therefore should bring their water bottles daily Since we are a nut free zone we will not serve food that contains traces of nuts. No child will be forced to eat or drink while under our care. All children will be supervised while eating and/or drinking. The menu for each day will be posted on the communication board. Food and drink will not be withheld from a child at anytime.
A list of children's food allergies is posted in each program and kitchen and will be updated as needed.

Outdoor Play Space Safety Policies and Procedures
Our outdoor play space is located at the back of our centre for the Preschool. To ensure the safety of the children, the playground is securely enclosed at all times and the gate is locked during centre closure hours. When children are playing outside, staff will position themselves strategically throughout the play space to ensure the utmost amount of safety for the children. The play space provides a choice of age appropriate activities that reflect the children's needs and interests.

In order to ensure safety in the play space we: Prior to the children going into the play space, one staff member will step out to inspect the environment, the equipment and the toys. Any broken toys or equipment will be removed. The outdoor play space will be checked for safety hazards and any garbage found will be properly disposed of prior to the children entering. The outdoor play space is enclosed with a fence, with one entrance/exit that is locked. The gate is unlocked during operating hours, but is closed at all times. A play space safety checklist is used to ensure staff are following the safety measures and precautions prior to allowing children into the outdoor play space.

Field Trips
We will be going on day trips to places in the community to further the growth and development of your child. Prior to the field trip parents will be given a field trip form to indicate if their child we be attending or not. Parents/Guardians are welcome to volunteer on field trips with the approval from the manager prior to the date of the field trip and after completing Safe Environment Training through CISND (Catholic Independent Nelson Diocese).

Pets
Pets are not permitted on the daycare premises without prior consent from the Manager. Pets by definition include mammals, reptiles, fish, spiders and insects.

Fire Drills
Fire drills are completed monthly to ensure that all children are aware and prepared in the event that the centre needs to evacuate for a fire.

Power Outages
In the event of a power outage we have an emergency lighting system that will run for up to an hour. If the power outage will surpass the emergency lighting system parents will be notified to pick up their child(ren) and the centre will be closed the remainder of the day.

Emergency Evacuations
In the case of an emergency occurring during Centre hours we have made arrangements for alternate safe areas. In the event of an emergency you will be notified and given the location if pick up is necessary.

Immediate Evacuation Site: OLOL Parish
250 – 768 - 4114

Neighborhood Evacuation Site: Save On Foods
#1 – 2475 Dobbin Road
250 - 768 - 2944

Community Evacuation Site: St. Josephs Elementary School
839 Sutherland Ave, Kelowna
250 – 763 - 3371

Out-of-town Emergency contact: Holy Cross Elementary School
250 – 492 – 4480

Behaviour Guidance Policy
At Angels Academy we ensure that children are provided with the skills and knowledge to develop the ability to build relationships, become independent, problem solve and foster self control. The Educators will be responsive to intervene when children need adult guidance and consider each child's needs, emotions and behaviours. Our goal is to guide the children's behaviours through the use of supporting and developing self

control and problem solving skills. The staff provide guidance to ensure the prevention of injury and ensure a child's activities are respecting the rights of others.

Steps to Guiding Behavior
Our educators will create a positive environment with maximum opportunities for appropriate behaviour and problem solving.
We will:
1) Discuss with the children what behaviours are acceptable and discuss the reason for limits, and doing so in a positive way.
2) Concentrate on the child's behaviour rather than on the child
3) Provide the children with the time to respond to the expectations
4) Model, foster and reinforce appropriate behaviour
5) Listen and be responsive in a fair and supportive way
6) Observe the children to determine the challenges
7) Provide the children with knowledge and resources to use problem solving skills

Intervention Strategies
The following strategies will be used to help create a positive environment and reduce conflicts in a supportive rather than disciplinary way:
1) Educators will establish eye contact and communicate in an appropriate manner at all times
2) Include the children in creating plans and rules within the program
3) Children will be reminded of the classroom and outdoor space expectations
4) The educators will be responsive to the children's feelings and emotions
5) Verbal support will be provided by modeling problem solving if a child is discouraged or frustrated
6) Children will be offered choices in a non-threatening and non-disciplinary way to assist them in meeting expectations
7) We will communicate the expected outcome/consequence of specific behaviour to the child
8) If the child is unable to resolve a problem or is needing a break from their surroundings, they will be redirected to another activity, or be limited in the use of a piece of equipment if necessary.

Communication Policy
Communication is an essential part of our centres duty in proving quality care to you children. Our policy states that we communicate with everyone involved including staff, children, families, school and community. Angels Academy provides a monthly newsletter. Newsletters contain information regarding centre updates, reminders, special dates and any other relevant info. There are three places for information: The main entrance for licences and policies and staff bios, the information board has community events, community programs, menus and notices the staff feel are relevant to share such as program closure dates, or services provided. Each parent has access to our childcare app called Brightwheel that provides newsletters, parent & staff communication, attendance and daily updates about your child.

Monthly Fee Policy
Fees are due on the 1st of the month. For families with students registered at Our Lady of Lourdes School fees will automatically come out with tuition fees. Fees are payable on the 6th of every month.

When entering the Preschool, a $30.00 registration fee is due per child.

For returning students, you would need to pay on July 6th for your child's September fees to secure their spot for the following year. These fees are non-refundable. Regular fees would start October of the said year.

The Centre reserves the right to adjust childcare fees. Families will be provided with at least a one month's notice of a change to the childcare fees.

No fees will be reimbursed for time attended at the centre. If your child is away for any reason such as vacation, days off, illness or centre closure -there will be no reimbursements. Where childcare fees are in arrears the Centre reserves the right to amend or cancel a child's enrolment at the service.

Fee Payments and Scheduled Closures

Our monthly tuition is based on an annual fee structure that is divided into equal monthly payments throughout the school year. Rather than charging families based on the exact number of attendance days each month, the total annual tuition is spread evenly across the school year, making budgeting simpler and providing consistent monthly payments.

Because of this, the monthly tuition remains the same each month, regardless of the number of program days. For example, months with more attendance days (such as October or May) have the same tuition as months with fewer attendance days due to scheduled closures or holidays (such as December or March).

As a result, full monthly tuition is due regardless of scheduled school closures, including but not limited to:

- Christmas/Winter Break
- Spring Break
- Statutory Holidays
- Professional Development (Pro-D) Days (unless your regular tuition specifically includes Pro-D care)

Monthly fees reserve your child's space in the program and contribute to the ongoing operating costs of the childcare centre, including staffing, program planning, supplies, insurance, and administrative expenses. Your child's space continues to be held during scheduled breaks, ensuring it is available when the program resumes.

Tuition is not prorated or reduced due to scheduled closures, vacations, holidays, occasional absences, or the number of attendance days in a given month. By enrolling at Angels Academy, families acknowledge and agree to this annual fee structure.

Late Fee Policy
After the Centre closes there will be a late fee charge of $1.00 per minute. Ex: 5 minutes late equals $5.00.

NSF Payments
There will be a $25.00 charge on all NSF payments. If there are 3 NSF payments, we will no longer accept your cheques.

Withdrawal & Termination of Care
Our contract is a month-to-month agreement. *We require a one month's written notice at the 1st of the month when leaving the Centre as it allows the Centre* to make accommodations for staff, programing, meals and enrollment. If your notice is not given on the 1st of the month for the one-month period, you will be subject to paying a drop in for the remainder of days your child will be attending.

Termination of care may be initiated by the Manger of the centre under various circumstance. For instance, it is the Centre's philosophy to keep all children safe and secure. In order for us to uphold this philosophy we must ensure that all children and staff are free of physical and emotional abuse. If a child at the Centre is having physical or emotional behaviours, an educator will speak to the parent/guardian at the end of the day. If this becomes a chronic issue, then we reserve the right to ask the family to find alternate childcare. If you are asked to leave there will not be a refund for the month that has been paid.

Other potential causes for termination of care include but are not limited to: Failure to keep program fees up to date; Failure of families to adhere to centre policies and procedures as outline in this manual and any future updates provided

Monthly Receipts
We will not be sending out monthly receipts. Receipts will be given out at the end of the calendar year. Email olol.bookkeeper@cisnd.ca for any questions about fees.

Reporting Allegations of Child Abuse
The Child, Family and Community Service Act state that all children in the Province of BC "are entitled to be protected from abuse, neglect and harm or threat of harm". The Act also states that any "person who has reason to believe that a child needs protection must promptly report the matter" to the Ministry for Children and Family Development. There is a $10,000.00 fine if any suspected abuse goes unreported. It is not our responsibility to determine if abuse has happened it is the responsibility of the Ministry for Children and Family Development to investigate and determine the allegations. These procedures are designed to protect your child. Our intentions are strictly for the safety and security of your child.

Smoking
No smoking is not permitted on school grounds at any time, this includes the church parking lot.

Media Release
Photos and/or videos may be taken of children or their artwork while participating in activities at Angels Academy. Media images or reproductions of original art and writing involving the children may be used in newsletters, Angels academy social media sites, or by community media outlets. Media Release forms are provided at the time of registration and give parents the opportunity to provide or withhold consent for the situations described above.

Angels Academy Childcare Centre

THIS LAST PAGE NEEDS TO BE RETURNED TO THE PROGRAM UPON READING THE PARENT HANDBOOK

We need parents/families/guardians to carefully read and sign the family handbook, which is yours to keep.

I have successfully completed reading the Parent Handbook. I fully understand that if I have any questions about the handbook that I will talk to the Manager of the centre before I sign this to clear up any issues or concerns I may have about any policy or procedure. I hereby agree and am bound by the terms stated in these policies and procedures.

Child(ren) Name: _____

Parent/Guardian Signature: _____

Manager Signature: _____

Any comments you would like to make, please write below.