



New Generations

EARLY LEARNING CENTRE

A BEAUTIFUL PLACE TO GROW



New Generations Early Learning Centre
Parent Handbook



New Generations

EARLY LEARNING CENTRE

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New Generations Early Learning Centre is a child care centre that was founded in 2009 by Roberta and Kevin Baran. It is now owned by the Langley Christian School Society as a community childcare centre. This facility was created to provide inclusive and quality child care for all children ages 3 months old to Kindergarten age.

****Please ensure you read through the following information thoroughly and keep this handbook in a handy place should you need to refer to it from time to time. We look forward to getting to know your family and thank you for the opportunity to be a part of your child's important early childhood years.****

WELCOME

At New Generations Early Learning Centre, we provide an inclusive, play-based program where children learn in a safe and supportive environment. Play supports every area of development and helps children build skills like problem solving, cooperation, leadership, empathy, and confidence.

Our educators use children's interests, ideas, and abilities to guide learning during play, small groups, and large group times. When children follow their curiosity, they stay engaged, feel capable, and build the foundation for future success.

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FAMILY CENTERED PRACTICE

We value families as children's first and most important relationships, and we are committed to building strong, respectful partnerships. In our program, teachers and families work together to support each child's learning and development. Families bring deep knowledge of their child, and educators bring professional experience and guidance grounded in our centre's policies and practices.

We aim to create open, trusting communication by sharing ideas, discussing concerns, and honoring each person's role in a child's care. Information will be shared through daily conversations, newsletters, notices, and meetings when needed. Our goal is to get to know your family and for you to feel connected to us, so we can work as a team in ways that best support your child.

THE TEACHER

We believe teachers are the foundation of a play-centered curriculum. Their role is to create and model meaningful learning opportunities while recognizing each child's unique development. By observing and understanding individual needs, teachers meet children where they are, fostering growth through engaging environments, structured routines, and enriching play experiences. They nurture curiosity, expand on children's interests and abilities, and provide comfort and connection, ensuring a safe, secure, and joyful "home away from home" where learning flourishes.

TEACHER QUALIFICATIONS

Our teachers are licensed Early Childhood Educators and Assistants, trained in child development and education. Some have additional qualifications in special needs and infant-toddler care, and an Infant Toddler-specialized educator is always present in our Infant/Toddler room.

Our special needs educators work alongside our teaching team to support children's developmental needs, and we partner with Inclusion Langley to offer additional services when needed. We believe in early intervention and

are always available to discuss any questions you may have about your child's development.

PROGRAMS

At New Generations Early Learning Centre, we provide childcare for up to 28 children, divided into two programs. Our Infant and Toddler Program is licensed for 12 children aged 3 to 35 months, maintaining a teacher-to-child ratio of 1:4. The 3-5 Program serves 16 children, from 30 months to kindergarten age, with a ratio of 1:8. We are open Monday to Friday from 7:00 AM to 5:30 PM, with an early closure at 4:30 PM on the third Friday of each month for staff meetings.

INFANT TODDLER PROGRAM

Our Infant and Toddler Room daily routine is flexible and operates to meet the varying ages and needs of each individual child, we follow a basic daily routine as follows:

7:00	Facility opens
7:00-9:00	Children dropped off, free play, sensory activities, and Art. (This often takes place outside during the summer months) Children must be dropped off no later than 9:00 am.
9:00-9:10	Clean up and hand washing
9:10-9:30	Morning snack
9:30-9:45	Diaper change and toileting
9:45-10:00	Circle time
10:00-11:30	Outdoor time
11:30-11:45	Hand washing
11:45-12:15	Lunch time
12:15-12:30	Diaper change and toileting
12:30-3:00	Nap time (Children toileted/diapered as they awaken)
3:00-3:30	Afternoon snack

3:30-5:30	Children engaged in choice activities (free play, exploration and circle time) or outdoor time.
5:30	The facility is closed.

Diapering and toileting follow the daily routine and are also done as needed. Please send diapers or pull-ups (an entire package is helpful). We will let you know when supplies need replenishing. The centre provides wipes, but you may send your own if needed. If your child uses bottles, please send them prepared; we warm bottles using hot water immersion.

Teachers complete daily logs for Infants and Toddlers, which will be sent home in your child’s lunch kit.

Our Infant and Toddler program includes art, sensory play, language and literacy, fine and gross motor activities, outdoor exploration, dramatic play, and more. Children are also encouraged to practice self-help skills such as putting on shoes, assisting with toilet learning, pouring, and helping with clean-up. These experiences support confidence and independence in age-appropriate ways.

NAPTME - INFANT TODDLER ROOM

Nap time in our Infant Toddler program is 12:30–3:00. Children transitioning to one nap may have an additional morning nap from 9:15–10:00. Because of room layout and staffing ratios we cannot offer individualized nap schedules, though we may make exceptions for children under one. If a child wakes early, teachers provide quiet play. We do not wake sleeping children, as this disrupts the group. We encourage families to begin adjusting nap routines before starting care.

Sleep is essential for healthy development. Fraser Health recommends 11–14 hours of sleep per day for children 12–36 months, including naps (Fraser Health, Toddler Sleep, n.d.). All children participate in nap time; if a child does not fall asleep we offer quiet activities rather than wake others.

Myth: Skipping naps helps children sleep better at night.

Fact: Overtired infants and toddlers often have more difficulty falling and staying asleep (Fraser Health, Toddler Sleep, n.d.).

3-5 PROGRAM

Our 3-5 Age program maintains a flexible schedule to meet the needs and interests of the children each day. The daily schedule is as follows:

7:00	Facility opens
7:00-9:00	Children dropped off, free play, sensory activities, table activities and Art. (This often takes place outside during the summer months) Children must be dropped off no later than 9:00 am.
9:00-9:10	Clean up and wash hands
9:10-9:30	Morning Snack. Children are encouraged to use the toilet as they finish snack
9:30-10:00	Circle time
10:00-12:00	Outside time
12:00-12:15	Hand washing
12:15-12:45	Lunch time
12:45-1:00	Toileting
1:00-3:00	Nap/Rest time
3:00-5:30	Toileting, table activities, open snack, free play, outdoor play
5:30	The facility is closed.

Our 3–5 Room utilizes a teacher-led, child-centered approach, blending planned educational themes with topics based on emerging children's interests. Daily group time focuses on building early literacy and numeracy for Kindergarten readiness. The curriculum emphasizes process-focused art exploration and offers a wide range of activities, including manipulatives, science, math, dramatic play, and outdoor exploration. We strongly encourage independence during routines like transitions, meals, and toileting to foster self-esteem and confidence, with educators always available for support.

NAP/QUIET TIME 3-5 PROGRAM

Nap time in the 3 to 5 program is from about 1:00 to 3:00 pm. All children participate in at least a one hour nap or rest period. They are not required to sleep, but they must stay on their mats. After 30 minutes, children who are still awake may use quiet activities on their mats. Because of room layout and staffing ratios, we cannot accommodate individualized nap times. If a child wakes early, teachers help them play quietly. We do not wake sleeping children, as this disrupts the group.

Sleep is essential for young children. The Canadian Paediatric Society recommends 10 to 13 hours of sleep per day for children aged 3 to 5, including naps (Canadian Paediatric Society, n.d.). Overtired children often struggle to fall and stay asleep, and lack of sleep can affect development. All children participate in daily nap or rest time. We do not prevent a child from sleeping or wake a child who is asleep. Quiet activities are available for those who do not fall asleep.

Helpful Tips: Keeping a regular sleep schedule, using a calming bedtime routine, avoiding screens for at least one hour before bed, avoiding caffeine, and providing a dark, quiet space all support healthy sleep. Preventing naps when a child is tired can make night time sleep harder (Canadian Paediatric Society, n.d.; Healthy Sleep for Children, n.d.). Extra physical activity in the afternoon or evening, such as a walk, bike ride, park play, or movement time at home, can also help children settle more easily.

WHY IS NAP/QUIET TIME NECESSARY?

Daily naps or rest time are important for children under five. Although some believe skipping naps leads to better night-time sleep, overtired children often become stressed, irritable, or overactive, which can disrupt bedtime. Adequate rest supports attention, concentration, creativity, positive social interactions, and overall health. Children work hard and stay busy at daycare, and they often need more rest than we realize. Our goal is to make sure each child has a positive, well-supported day.

TOILET LEARNING

We believe toilet learning is most successful when families and the centre work together. We support the routines you establish at home by encouraging regular toileting and celebrating successes, but toilet learning must begin at home for children to be successful in group care.

Expectations for the 3 to 5 Program

Children should be well established in toilet learning at home before attending in underwear. Because frequent accidents create health and safety concerns and cannot be managed within our ratios, children who are still having regular accidents may require a care plan.

Children are ready for underwear at the centre when they can:

- Independently pull pants down and up, sit, use the toilet, wipe, and flush
- Recognize and communicate when they need to go
- Hold their bladder long enough to reach the bathroom

Pull ups may be used as a transition until toileting is more consistent. If your child is struggling, a few focused days at home can help solidify skills before returning to underwear at daycare.

Medical exemptions are supported with a valid care plan.

DROP OFF AND PICK UP PROCEDURE

Drop-Off Procedures

Please arrive before 9:00 am and support your child with hanging up their belongings, changing shoes, and getting their lunch bag and water bottle ready. For safety, families must wait at the gate until a teacher greets you and signs your child in. Please keep toys from home at home. Our gates must remain closed at all times, and during warmer months we may start our day outside, so please check the sign on the door to see where to drop off.

Pick-Up Procedures

At pick-up, please wait at the gate for a teacher to bring your child to you and ensure they are signed out. To avoid disrupting nap time, early pick-ups

should happen before 12:30 pm or after 3:00 pm, with advance notice to your child's teacher. In warmer months, we may end the day outside, so please check the sign on the door to know where to pick up. Your cooperation helps us maintain a calm and safe environment for all children.

DRESS AND ATTIRE

We ask that children come in comfortable play clothes that can get messy. Even with care, clothing may get dirty during play and exploration. Please dress your child for the weather and label all items. Muddy Buddies and rain boots may be left at the centre year-round.

Seasonal Clothing:

Summer: sunhat, sunscreen, shorts, light sweater, closed-toe shoes

Fall: rain boots, rain pants, warm jacket, hat, light mittens

Winter: winter boots, snow pants, warm jacket, warm hat, warm mittens

Spring: rain boots, rain pants, rain coat, sunhat, sunscreen

Please apply sunscreen at home before drop-off in late spring and summer; teachers will reapply in the afternoon if needed. Families provide their own sunscreen starting in May.

We also ask that children do not wear clothing with offensive or inappropriate images or messages.

HEALTH AND ILLNESS

At New Generations Early Learning Centre we follow a strict illness policy to protect the health of all children, families, and teachers. We understand how challenging it can be to manage work and a sick child, so we strongly recommend having a backup plan for childcare in place. If your child becomes ill while in our care, families are required to pick up within one hour.

Please keep your child home if they are not well enough to join indoor or outdoor play, or if they have a fever, vomiting, diarrhea, persistent runny nose, rash, cough, pink eye, or any communicable illness.

For more details, please see our illness guide. Final decisions about sending a child home are made at the discretion of New Generations ELC, and we ask families to respect these decisions.

Disease	Symptoms may include	Infectious	Remove from Daycare
Chicken Pox	Fever of 37.5 or above, blister type rash	YES 5 days after onset	YES Stay home for 5 days from when spots first appear.
Cold with Fever	Runny nose, clear discharge, doesn't want to eat, slight cough, plus fever – 37.5C or above. or Runny nose – green discharge, tired, severe cough, achy	YES Before and during symptoms	YES Stay home until symptoms return to common cold. (unless nose is constantly running or constantly coughing) Stay home until 24 hours after fever is gone
Common Cold	Runny nose, clear discharge, slight cough	YES Before and during symptoms	NO Unless the nose is constantly running, and/or constantly coughing. Stay home until symptoms improve.
Diarrhea (one time)	Loose stools. If no other symptoms, check with parent. It could be normal or because of diet, allergies, or dietary intolerances.	NO	NO
Diarrhea (2 or more)	Runny stools, fever 37.5 C or above, bad smell, fussy, cranky, pain and/or vomiting	YES	YES Stay home until symptom free for 24 hours
Fever	Axillary temperature of 37.5 or above.	YES	YES Stay home until symptom free for 24 hours
Ear Infections	Fever, clear discharge from nose, cranky, pulls on ear	NO	YES Stay home until on antibiotics for 24 hours (See 11.4 Medication Administration)
Flu	Fever is 37.5 C or above, cranky, in pain, may have runny nose, nausea or vomiting	YES	YES Stay home until symptom free for 24 hours
Hand, Foot & Mouth Disease	Spots on palms of hands, fingers and soles of feet. Sometimes on buttocks; for 7-10 days	YES	YES Stay home until doctor says it is not infectious, with a doctors note
Herpes Simplex (common cold sore)	Fever, blister or sore around mouth	YES	YES Stay home until symptom free
Impetigo	Crusty rash, mostly on face, arms or legs	YES	YES Stay home until doctor says it is not infectious, with a doctors note
Nausea/Vomiting		YES	YES Stay home until symptom free for 24 hours

Pink Eye	Thick discharge from one or both eyes, redness itching of one or both eyes	YES	YES Stay home until redness and discharge is gone for 24 hours
Rashes	Red spots anywhere – can be measles, chicken pox, allergies, impetigo	YES	YES Stay home until doctor says it is not contagious, with a doctors note
Sore Throat - With Fever	Fever, red throat, hurts to swallow (could be strep throat)	YES	YES Stay home until symptom free for 24 hours
Lice		YES	YES Stay home until all nits are removed

With an abundance of caution, and with our youngest students in mind, fever is defined as any temperature above 37.5°C. Research shows that an Axillary(armpit) temperature above 37.5°C is indicative of a fever. Please note that our teachers use the axillary method when measuring a child's temperature. (See references)

HAND HYGIENE

To support health and hygiene, staff will help children wash their hands at drop-off and at key times throughout the day, including after toileting or diapering, before and after eating, before and after outdoor play, after coughing or sneezing, and after contact with bodily fluids.

MEDICATION

Educators will only administer prescription or non-prescription medications when the appropriate forms are completed. Over-the-counter medications and supplements require a Permission to Administer Non-Prescription Medication form. Vitamins should be given at home and are not administered at the centre. All medications must be in their original container with a Consent to Administer Medication form. Forms are available on request.

All medications must be handed directly to a teacher and stored safely in a locked box or, for EpiPens and inhalers, in the designated classroom's orange backpack. Medications should never be left in backpacks or lunch kits. Parents/guardians are responsible for ensuring life-saving medications, such as EpiPens and inhalers, are present and up to date; children cannot attend without them.

GUIDANCE AND BEHAVIOURAL MANAGEMENT

At New Generations, challenging behaviors are a normal part of learning. Educators use positive guidance, clear routines, and realistic expectations to support children's confidence, emotional regulation, and problem-solving skills. Corporal punishment is never used, and children are not deprived of essentials or belittled. If a child consistently struggles, teachers will work with parents on a care plan. Behaviors that threaten the safety of others may result in program removal with one month's notice and the deposit applied to the last month's fees.

INCLUSION AND SUPPORT POLICY

At New Generations Early Learning Centre, we are committed to providing a safe, welcoming, and inclusive environment where every child can thrive. We celebrate each child's unique strengths, embrace diversity, and ensure equitable opportunities for all children to participate, build confidence, and feel a sense of belonging. Discrimination, harassment, or bullying based on ability, culture, race, gender, or other differences is not tolerated. Educators model respect, provide positive guidance, and support children in developing empathy and social skills.

Inclusion means providing environments, materials, and experiences that accommodate all children, including those with physical, sensory, or developmental differences. Educators receive ongoing training in inclusive practices to support diverse learners. Families are valued partners in their child's learning and care, and open communication is essential. Parents are encouraged to share concerns with teachers, and we ask that families respect professional guidance to best support their child's development.

Some children may benefit from additional support throughout the day. Educators will discuss options with families, which may include referrals to specialists, developmental assessments, or additional funding supports. Funding for support workers may be available through Inclusion Langley, Autism Funding, or other agencies. Inclusion Langley provides funding directly to the daycare to support the whole program and ensure full inclusion, with consultants helping to set goals and strategies. Other agencies provide funding directly to families for one-on-one Behaviour

Interventionists under BCBA guidance. To maintain clarity, Inclusion Langley support workers operate separately from those funded by other agencies. Families with questions about support options are encouraged to speak with their child's teacher.

Our goal is to create an environment where every child feels supported, empowered, and excited to learn, and where all children's needs are met through collaboration, respect, and inclusive practices.

ACTIVE PLAY

Our active play practices follow the Canadian Physical Activity Guidelines:

- Infants: Engage in floor-based play several times daily.
- Toddlers & 3-5s: Should engage in a minimum of 180 minutes of physical activity daily.

Licensing requires a minimum of 60 minutes of active outdoor play daily. Our programs offer both facilitated and unfacilitated outdoor opportunities to meet, and ideally exceed, this minimum.

Active play is essential for developing gross motor skills, balance, coordination, teamwork, and social skills. We conduct a significant portion of our programming outdoors, so please ensure your child has the appropriate outdoor clothing to participate fully.

SCREENTIME

Our philosophy emphasizes providing a play-based environment where children are encouraged to explore and express their creativity. Occasionally, we may use a short video, no longer than 30 minutes, during circle time to support the introduction of new concepts or teach the actions to a new song. These videos will be used solely to enhance learning in our 3-5 program and will not be chosen by the children. Screens will never be used in the Infant Toddler Program.

***The only exception to this policy is special movie days in the 3-5 program.*

*In this case we may exceed 30 minutes depending on the length of the movie and interest of the children. Prior notice will be given to parents/guardians for movie days.***

NUTRITION

Please inform the centre of any food allergies and possible reactions. Parents provide a water bottle, lunch, and snacks daily, focusing on nutritious options. Morning snacks such as fruit or yogurt are recommended, with ice packs for any dairy items. Lunches can be heated, but snacks are not stored in the fridge. Sugary treats should be limited to one per day.

Teachers support healthy eating by allowing children to choose what and how much to eat, encouraging them to save snacks for the afternoon, and engaging in positive discussions about food. On special occasions and birthdays, parents may provide snacks for sharing, keeping allergies in mind.

Mealtimes include time for eating, teacher modeling of healthy habits and table manners, and access to water throughout the day. New Generations is a nut-free facility; alternatives like seed or soy butter are recommended.

*NEW GENERATIONS EARLY LEARNING CENTRE IS A **NUT FREE ZONE**.*

BIRTHDAYS

At New Generations, we celebrate children's and teachers' birthdays. Parents are welcome to bring a snack for the afternoon and can ask their child what they would like. Please avoid birthday cakes. Suggested treats include fruit, cheese and crackers, cookies, cheesies, Rice Krispies, Timbits, or cupcakes. Occasional less-healthy treats are fine for this special day. Please be mindful of allergies so all children can participate.

TOYS FROM HOME

We encourage children to bring a comfort item, such as a blanket or stuffed animal, for nap time. However, we kindly ask that all other personal items, such as toys, be left at home. These items can easily get lost or broken at the centre and may sometimes cause conflicts among the children.

INJURY PROCEDURE/REPORTABLE INCIDENTS

At New Generations, all minor injuries and illnesses are documented and parents are notified through the Brightwheel app using an Incident Report.

Reportable incidents, which must be reported to Licensing, include a child going missing, serious injuries, aggressive behavior causing injury, visits to a doctor or hospital for a daycare injury, communicable disease diagnoses (3+), or facility evacuations. Staff ensure children's safety, notify parents immediately, and report to Licensing within 24 hours or immediately if the incident is serious or a child is missing.

PETS

Furry pets are generally not allowed due to allergies, asthma, and sensitivities. With prior approval from management, supervised visits from animals may occur. Families will be notified in advance if children will have direct interaction with any animals. Animals in cages or tanks that are not handled by children may also be present in the classroom.

TRANSPORTATION POLICY

New Generations does not take field trips requiring motorized transportation. Children arrive and are picked up by parents/guardians or approved individuals.

We take walks on the centre and school grounds and nearby neighbourhood. 3-5-year-olds may hold a walking rope or ride in a wagon/stroller, while infants and toddlers ride in a wagon/stroller or hold a teacher's hand. Teachers perform head counts before and during walks and carry an emergency backpack with first aid, attendance, emergency cards, and a charged phone. Written consent for walks is included in the Registration Package; additional activities outside the facility require separate parental consent.

PHOTOS

We take photos of children for documentation and parent sharing. Photos must remain at the centre, either shared with parents or uploaded to the room's Google Photos app. If using a personal device, location services and iCloud must be off, and emailed photos must be deleted immediately to protect children's privacy and security.

PROFESSIONALISM AND BOUNDARIES

New Generations ELC values professionalism in all staff-family relationships.

Social Media

Staff are strongly discouraged from adding or following parents/guardians of currently enrolled children on personal social media.

Babysitting

Staff are strongly discouraged from babysitting or offering childminding services to families of currently enrolled children. Any arrangements must occur outside the centre and after hours. New Generations ELC is not responsible for any care provided outside of the centre.

STUDENTS AND VOLUNTEERS

Occasionally, students will visit New Generations Early Learning Centre to complete observations and practicum requirements. Management will coordinate and schedule these visits. All students must complete a criminal record check before beginning their placement.

****Please note that under no circumstances will a student or volunteer be left alone or in charge of any children at any time. Children will always be under the supervision of a staff member.****

CHILD RELEASE POLICY

Any unrecognized person picking up a child will be asked to provide photo identification. Even though our regular staff may recognize you, we occasionally have substitute teachers so please ensure you always have photo identification on you. Please ensure that anyone else picking your child up brings their photo ID and you have let the staff know of the change. Under NO circumstances will we release a child to someone without identification.

UNAUTHORIZED PERSONS

Teachers are responsible for ensuring children are not released to unauthorized persons. No child will be released without written authorization

from the enrolling parent/guardian. Please provide any custody orders and detailed information (full name, photo, address, phone number) for anyone not authorized to pick up your child, as this helps staff respond appropriately in unforeseen situations.

EMERGENCY CIRCUMSTANCES

In very rare emergency situations verbal permission via the telephone will be accepted as permission for another person not on the "Emergency Contact/Authorized to Pick Up" list, to pick up their child. The person picking up must present their photo ID. Teachers will document the time of the call and conversation with the parent. Whenever a situation like this occurs, all reasonable efforts will be made to ensure the safety of the child.

ALLEGED IMPAIRMENT

It is the teacher's responsibility, to the extent that is possible, not to release a child to an authorized person who is unable to adequately care for a child. If a teacher believes a child may be at risk, the teacher in charge will do the following:

1. Offer to call a relative or friend to pick up the person and the child.
2. If the person is unreasonable or poses a threat in any way to the child, other children in care or the teachers they will be asked to leave the premises and the police will be contacted.
3. If the person is driving a vehicle, the teacher will explain our concerns and that we are obligated to ensure the safety and well-being of the child and the adult. Police will be contacted if they insist upon driving.

LATE PICK UP

New Generations closes at 5:30 pm. Please arrive at least 5 minutes early to pick up your child. If you will be late, notify teachers immediately and arrange for someone to pick up your child.

A late fee of \$10 per teacher for every 10 minutes (or less) applies and is due the next business day. Repeated lateness may require reconsideration of childcare arrangements.

If a child is not picked up by 5:30 pm, we will contact parents/guardians, then emergency contacts. If no one is reached by 6:30 pm, the Ministry for Children and Family Development will be contacted.

FIRE DRILLS

New Generations Early Learning Centre practices monthly planned and unplanned fire drills. Our procedures and evacuation routes are posted at each exit. Please take some time to review them while at the facility. Teachers will ensure your child puts on their slippers (preferably with hard soles) as part of the drop off routine in the morning so that they are prepared in the event of a fire drill or actual fire.

New Generations practices earthquake and disaster drills. Emergency plans are posted at each exit.

If the facility is unsafe, we will evacuate to Langley Christian Elementary School behind the centre. If that is not possible, a temporary shelter will be set up in the field beside the daycare.

The centre provides emergency kits for all children. Families are asked to supply a Comfort Kit including a small comfort item, family photo, letter, pacifier (if needed), and formula/bottles for two days if required. Emergency kits supplied by the centre include water, first aid, radio, hand sanitizer, wipes, flashlights, diapers, tents, blankets, and non-perishable snacks.

REPORTING CHILD ABUSE AND NEGLECT

Teachers and caregivers are legally required to report suspected child abuse or neglect. Reporting does not require proof of allegations.

If a child discloses concerning information or exhibits concerning behaviours, staff will document and report it immediately.

If abuse or neglect is suspected, the following steps are taken:

- Document observations
- Notify the Manager or Assistant Manager

- Contact the Ministry for Children and Family Development:
604-514-2711
- Contact the Licensing Officer: 604-514-6121

Any visitor claiming to be a social worker, licensing officer, or police officer must provide identification.

REGISTRATION

Registration, admission or readmission into the program is based on space availability and the following priorities:

1. New Generations Staff children
2. Siblings of children currently enrolled
3. LCS Staff children
4. LCS Families
5. LCS Alumni
6. All other applicants will be waitlisted in order of the date the waitlist form was received.

Please note that New Generations ELC accepts full time spaces only at this time

GRADUAL ENTRY

Gradual entry is not mandatory but encouraged. If this is something you are interested in scheduling, please let us know and we can create a plan. If scheduled prior to your child's start date, there is a fee for each additional day.

Gradual entry prior to your child's start date is dependent on space available in the program and is not guaranteed.

ATTENDANCE

Children must be dropped off no later than 9:00am. If your child is going to be absent or late please contact the centre by 9:00am through the Brightwheel app.

If we have not heard from you regarding your child's attendance by 9:00am you will be contacted.

Please note there is no reduction of fees for days absent due to illness, vacation, and centre closures.

GRADUATION FROM THE INFANT TODDLER ROOM TO THE 3-5 ROOM

Children move from the Infant Toddler Program to the 3-5 Program as space allows. Children become eligible at 30 months, but must transition by the month of their third birthday. The 3-5 Program has limited space for children aged 30–35 months, and New Generations Early Learning Centre determines the timing of the move. Parents will be notified if a child must transition before their third birthday.

Children must be fully toilet trained to join the 3-5 Program. If a child is turning three and space is not yet available, a licensing exemption will be requested to remain in the Infant Toddler Program. During this time, a plan will be made to ensure access to developmentally appropriate activities and support.

FEES

New Generations Early Learning Centre is proud to be a \$10 a Day ChildCareBC Centre. Limited information about you and your child will be shared with the Province for funding and auditing purposes, and families may occasionally be asked to participate in surveys or other communications. We currently offer full-time spaces only, 5 days per week, at a monthly fee of \$200. In the event of any changes to parent fees, we will provide at least one month's written notice via email to families.

SECURITY DEPOSIT

In order to secure a space for your child, New Generations Early Learning Centre requires a security deposit of \$200.00 per child due at the time of registration. This deposit secures the space for your child exclusively. If one month's notice is received upon withdrawal of your child, and there are no outstanding fees owing at the time of withdrawal then the deposit will be applied as a credit to your last month's fees.

ANNUAL FUNDRAISING FEE

In lieu of a registration fee, each family will be asked to pay an Annual Fundraising Fee of \$400. With your permission, the Fundraising fee will be automatically withdrawn along with your parent fee on the 1st of January each year. If you have any concerns about your ability to pay this fee, please reach out to us as it is not mandatory. This fee is used to enhance our daycare environment by purchasing additional equipment, materials and small renovations that are not included in our \$10 a Day Funding.

LATE PICK UP FEE

Our program ends at 5:30, which is also when teachers' workdays end. Picking up your child after 5:30 is not acceptable. A late fee of \$10 per teacher for every 10 minutes (or less) applies and is due the next business day. Repeated lateness may require reconsideration of childcare arrangements.

PAYMENT PROCEDURES

New Generations Early Learning Centre relies on the prompt collection of fees to meet its financial obligations to staff and the program. Thus fees are due and payable as follows:

- Monthly fees are payable by submitting a Pre Authorized Debit form which is given to you at the time of enrolment. Fees are debited on the first of each month.
- All NSF's must be replaced immediately via e-transfer to bookkeeping@langleychristian.com and include a \$40.00 NSF charge. If 3 NSF's occur you may be issued a notice of termination. In this case you will not receive one month's notice and your deposit of \$200 will not be refunded. Any NSF fees not received immediately will be charged a \$3 per day late fee.

We do not accept cash, cheques or credit cards.

ANNUAL RECEIPTS

Receipts will be issued once a year for tax purposes in January/February via email. Please ensure your email address is up to date.

AFFORDABLE CHILD CARE BENEFIT

The Affordable Child Care Benefit (ACCB) is an income-based program by the Ministry of Children and Families to help with childcare costs. Families must apply online:

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>

Parents who qualify are responsible for any remaining balance not covered by ACCB (Parent Portion). ACCB approval must be received before your child starts at New Generations, or full payment is required until approval. Once approved, any differences will be reimbursed or credited.

Parents/guardians are responsible for renewing ACCB on time. If it expires, full childcare fees are payable until renewed, which can take 2–3 weeks. *Please note the expiry date on your ACCB approval.*

FACILITY CLOSURES

In the event of an unplanned closure due to weather, power outages, pandemics, or staff shortages, families will be notified as soon as possible. Childcare fees are not reduced for any closures, including illness, vacation, extreme weather, or staff shortages, as fees secure your child's space and cover ongoing centre expenses.

New Generations is closed on the following holidays and scheduled breaks:

Statutory Holidays

New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, B.C. Day, Labour Day, National Day for Truth and Reconciliation, Thanksgiving Day, Remembrance Day, and Christmas Day.

Spring Break

March 23–27, 2026

Summer Closure

July 27–31, 2026 (reopening August 4, 2026)

Christmas Closure

December 24, 2026 – January 1, 2027 (reopening January 4)

Professional Development Days

January 30, 2026

May 15, 2026
October 9, 2026

EARLY CLOSURE

On the **third Friday of each month** New Generations Early Learning Centre will **close at 4:30pm** for staff meetings. Thank you for your understanding and support as we use this time to learn and grow as a team.

In 2025 Staff Meetings will be held on the following dates:

<ul style="list-style-type: none">• January 16• February 20• March 20• April 17	<ul style="list-style-type: none">• May 15• June 19• July 17• August 21	<ul style="list-style-type: none">• September 18• October 16• November 20• December 18
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WITHDRAWAL

Parents/guardians must provide one month's written notice to withdraw their child. Without notice, one month's fees will be charged, with the deposit applied to the balance. If notice is given by the first of the month prior to withdrawal and all fees are paid, the \$200 deposit will be credited to the final month. Partial month notice is not accepted.

Children are automatically withdrawn on August 31 of their Kindergarten year. Drop-in care may be available in September if space allows.

CONFLICT RESOLUTION

Conflict is inevitable, and all parties are expected to communicate openly and respectfully. Address conflicts promptly to prevent frustration, anger, or mistrust.

Procedure:

1. Speak directly with the person involved, seeking clarification and keeping an open mind.
2. If unresolved, bring the concern to the Manager.
3. If still unresolved, a mediation session can be arranged with the Licensee.

4. For questions about the Community Care and Assisted Living Act or Child Care Licensing Regulations, contact Fraser Health Licensing at 604-514-6121.
5. For suspected abuse, neglect, or other health and safety concerns, contact Fraser Health Licensing to make a formal complaint.

TERMINATION OF CARE

New Generations ELC values open communication and works with families to resolve concerns. However, we reserve the right to terminate care without notice or refund for reasons including:

- Non-compliance with ELC policies
- Inappropriate, disrespectful, or aggressive behaviour by a parent/guardian toward any child, parent, or staff
- Failure to pay outstanding fees (due on the 1st of each month)
- Repeated late pick-ups
- Failure to follow staff instructions regarding child pick-up (e.g., illness or injury)

If care is terminated under the Guidance and Behaviour Management Policy, the security deposit will be refunded. Other fees are non-refundable.

CENTRE POLICIES & FLEXIBILITY

Our policies ensure a safe, structured, and supportive environment for all. While some flexibility is possible, certain policies must be followed. Please contact us with any questions or accommodation requests, and we will do our best to support your family while maintaining program integrity.

REFERENCES

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