



Idea Lab Kids Whitby Parent Handbook

Last update: June 2023

IDEA Lab, LLC & IDEA Lab International Franchise Co. LLC
800 Gessner St. Suite 100
Houston, TX 77494
ideablabkids.com

Parent Resource Guide



Contents

Mission Statement	4
Philosophy	4
Curriculum	4
Communication with Parents	5
Issues and Concerns	5
Daily Notes	5
Tuition and Fees	5
Late Pick-Up Fees:	5
Not Sufficient Funds (NSF)	5
Waiting List	6
Visitors	6
Lexa Class	6
Release of Children to Others	7
Pick-up and Drop-off	7
Unauthorized Child pickup	7
Children not picked up at end of day	7
Emergency Procedures	7
Emergency Evacuation	8
Anaphylactic Policy	8
Inclement Weather	9
Health Records and Immunization Records	9
Tuberculin testing Requirements	9
Confidentiality of Records	9
Illness	10
COVID-19 Guidelines and Precautionary Measures	10
Accidents and Injury	11
Medicine	12
Discipline	12
Hitting and Biting Policy	13
Lost and Found	13
Meals and Snacks	13
Toilet Policy	14
Hours and Days of Operation	14
Emergency Contact	14
How to Contact Licensing	14
Cancellation Policy	14
Acknowledgment	15

Mission Statement

Some of the best years in life are the time spent as a child and later in our collegiate years. As working adults in a fast-paced society, we sometimes forget just how precious and fleeting those years are.

IDEA Lab is a comprehensive, community centric facility. IDEA Lab dedicates its efforts and resources toward ensuring top-rated caregiving services coupled with a high-quality activity-based learning environment tailored for children. IDEA Lab responds to the needs of parents with advanced curriculum, flexible programs, local community involvement and strong business partnerships.

Our open-door policy embraces all who desire to provide a better quality of care, preparedness, and education for their children. IDEA Lab works to provide first-class caregiving and education by providing a broad range of integrated programs and services and innovative learning approaches.

Philosophy

IDEA Lab is an innovative enrichment environment with a real world-class curriculum.

Activities emphasize a world of innovation and stimulation of childhood learning paths including tutoring, laboratory studies and play areas that integrate with classroom curriculum (e.g., advanced technology programs), engineering, art, cooking and nutrition classes, yoga, and more!

Curriculum

Our curriculum includes emergent reading, math, science, social studies, and virtues, and is enhanced with enrichment classes. In addition, our learning-inspired curriculum is aimed at the total-child development. We realize that every child is different, developing at his or her own special pace, each with different interests and distinct likes and dislikes. We respect this individuality, and our programs reflect this sensitivity to each child's social/emotional, intellectual, and physical needs. We incorporate activities and educational materials that are appropriate for the age and developmental stage of each child.

Our time-tested, research-supported, educational programs incorporate a variety of engaging and enriching activities in all the important developmental areas that will benefit children throughout their school years. This includes social/emotional skills, communication skills and thinking skills. At Idea lab, our educational goal is to have the total-child blossom. We help children learn new skills, build self-confidence, and develop

social skills.

Communication with Parents

We appreciate the trust that you place in IDEA Lab when you leave your child with us. We want to make that time worry free for you. We want you to be confident that we will contact you, if there are any significant events in your child's day. Should a situation arise, we will call to tell you what happened and how we handled it. At IDEA Lab, you have our assurance that we will always call if anything is amiss, and that if we do not call, everything is fine.

Issues and Concerns

Parents/guardians are encouraged to take an active role in our summer camp and regularly discuss what their child(ren) are experiencing with our program. All issues and concerns raised by parents/guardians are taken seriously and efforts will be made to resolve these issues as quickly and appropriately as possible.

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Daily Notes

The Campus Coordinator at IDEA Lab is available to discuss your child's progress with you at any time and will occasionally bring matters to your attention that he / she feels you will want to know.

The most important point to remember is that, as your partner, we want to share how your child is doing. We also ask that if you have a concern, please tell us right away. We want to address any concerns that you have, as quickly as possible. We also love to hear when you are particularly pleased with us.

Tuition and Fees

Late Pick-Up Fees: Children must be picked up from their designated program on time. All children must be picked up by closing time. Except for a first-time instance of tardiness, a late penalty will be imposed if your child is picked up after the

designated dismissal time. The late pickup fee is \$2 per minute per child. These fees will be charged directly to your account and payable immediately.

If you expect to be late, please call to advise us, so that we may reassure your child.

Not Sufficient Funds (NSF) Fee: A \$35 NSF (not-sufficient funds) fee will be charged for any returned check or rejected payment.

The total amount of these charges will be due upon receipt of notification and must be paid in full for your child to attend Idea lab.

Absences: Please keep in mind that you are obligated for payment of tuition during periods of absence from IDEA lab. **Tuition must be paid in full, without deduction for absences of any duration, or for any cause such as Holiday Breaks, Professional development days, or Spring break, and without substitution of other days of attendance as “make up” days.** This is necessary because staffing and other operational costs are incurred based on fixed levels of enrollment. The only exception to this policy involves absences due to your child’s hospitalization, during which time tuition may be waived, with medical documentation, at IDEA Lab’s discretion.

Waiting List

When maximum capacity of a program has been reached and spaces are unavailable, a waiting list will be implemented whereby children will be placed chronologically based on the date and time that the request was received. If space becomes available, staff will notify the parents directly and a response is expected within 72 hours. Failing to respond will result in no enrollment and the next parent will be contacted.

Visitors

An IDEA Lab administrative staff member greets all visitors at the front entrance. Visitors are escorted throughout the building while visiting and/or touring. **Please note that we will not be entertaining any visitors at the site while classes are in session until further notice.**

CONDUCT: All visitors to the facility must conduct themselves so as not to interfere with the daily operation of the facility program. Visitors should not interact with the staff during instruction, should not attempt to interact with students during the observation, and should not cause a distraction or disruption to the educational process. If the visit is deemed a distraction by either the teacher or director, the visitor will be asked to end the observation.

MEETINGS/APPOINTMENTS: Visitors may enter the main door during business hours

Monday through Friday for observation appointments. Visitors should sign-in with the front desk staff and wear a visitor's sticker for the duration of the visit. Upon leaving, at the conclusion of the visit, the parent should sign-out with the front desk staff before departing.

Lexa Class

It is important you create your account prior to the first day of afterschool. If you have not already created your free account, please do so by going to <https://app.lexaclass.com/register>, and following the on-screen prompts to getting registered.

Please make sure to add each authorized pickup person as a guardian with their own unique phone number and mailing address in the Lexa account. This allows each of these individuals to enter their phone number and check in and out your children.

Release of Children to Others

We will only release your child to someone, other than yourself, when you have properly authorized us to do so. This may be done at the time of enrollment in your registration system (LEXA class) where you may list persons who may pick up your child at any time. This may also be done later by written communication with the Campus Coordinator.

In all cases in which you authorize release of your child to a person who has not picked up your child before, and whom we do not know, we will ask the person for photo identification.

Once a person has been approved as an authorized person for pick up, an Idea Lab staff member will bring your child to them.

Pick-up and Drop-off

Parents will need to drop off and pick up the child at the door and a staff member will then escort the child to the front entrance.

Unauthorized Child pickup

In the event that an unauthorized person attempts to pick-up a child from our campus, the child will be moved to a safe location. We will then contact the custodial parent. Upon management's discretion, the police may also be contacted.

Children not picked up at end of day

The IDEA Lab program ends at 6:00 pm at our Campus location during Fall and Spring after school sessions and during Summer and Winter Break Camps, we may offer after care until 6:30 pm. If a child has been left at the end of the day, attempts will be made to utilize all the parent's telephone numbers on file. If there is no response, we will call all the emergency telephone numbers in the child's file. If there is still no response, we will call the police or Child Protective Services typically after the first 30 minutes.

Emergency Procedures

Each facility is equipped with a fire and smoke monitoring alarm system. Fire extinguishers are strategically placed throughout the building. Emergency drills (such as fire and tornado) are held on a regular basis, so that the children and staff are familiar with emergency procedures. The staff at IDEA Lab has been trained in safety, first aid and emergency evacuation programs. They will orient your child prior to the first time executing a drill, to help alleviate any fear or anxiety that may occur. It is our goal to teach your child what to do during an emergency, so that he or she becomes familiar and comfortable with the procedures.

If a dangerous situation arises, it may be in the children's' best interest to go into Lockdown procedures. If the campus goes into Lockdown, you will be notified of the details.

Emergency Evacuation

It is possible that an emergency evacuation may occur due to problems within the facility. If it is determined that the safety of the children is in any way jeopardized, you will be contacted to pick up your child. If your child is moved from the facility during an emergency evacuation, you will be contacted immediately.

Children with limited mobility or who otherwise need assistance in an emergency will be escorted by a staff member to the transportation vehicle. Staff will evacuate with the essential documentation including emergency medical and emergency contact information. Site director will attain the binder from the facility and bring it along in the event of an emergency. How staff will continue to care for each child until each child is released: Staff and site director will communicate with parents and local authorities to keep in contact with them about emergency and evacuation plans until the parent has come to pick up their child. In transport and at the evacuation site, staff will continue to follow minimum standard rules to ensure the children's health and safety needs are met.

If an evacuation is necessary, our staff will escort the children to a safe location and will contact parents.

Anaphylactic Policy

Anaphylaxis refers to a serious allergic reaction which can be life-threatening. Before starting summer camp, the center must be aware of all allergies, including whether the child is at risk of having or has anaphylaxis. Common allergens, such as nuts, will not be permitted in the center and will be shared via email with other parents. Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction. As well, each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving childcare.

For staff to administer allergen medication, written parental authorization must be obtained. The medication must remain on the child (e.g., a fanny pack) and not left unattended or in the reach of other children.

Inclement Weather

IDEA Lab will make every effort possible to be open during inclement weather days; however, safety for your child and our staff members will be the prime consideration for closing the campus. If there is any question whether the campus will be open, please call the main IDEA Lab Campus or Onsite phone number. Information concerning cancellation or a delayed opening, will be emailed to all parents by 7:30am. In the event of severe weather during business hours, we will call you if your child needs to be picked up early. We take every precaution necessary to protect the children and the staff of IDEA lab. Campus closings will be based on the determination of threats to the safety of children and the staff.

Health Records and Immunization Records

If your child has received all the necessary vaccinations, you can obtain an updated, validated certificate from your physician, or local Health Department. It is imperative that you provide a current copy of this certificate or provide us with information that your child's records are on file with another school, prior to your child's first day of attendance.

If you have chosen not to immunize your child, a [Statement of Medical Exemption](#) form or a [Statement of Conscious or Religious Belief](#) form must be completed and provided to the center. These forms are available on the Ministry of Education's website.

Tuberculin testing Requirements

At this time, IDEA Lab does not require Tuberculosis testing for children.

Confidentiality of Records

The IDEA Lab staff respects the confidential information of the children in our care. All personal records of children and families in IDEA Lab are kept in the strictest of confidence. Information pertaining to admission, progress, health, or disenrollment of a child shall be confidential, unless the parent(s) of the child has given written permission for disclosure.

Illness

The welfare and health of your child are of primary importance. When symptoms are noted, such as a fever or unusual changes in personality, this information will be brought to your attention immediately. Of course, if your child appears to be seriously ill, or highly infectious, we will call you (or another person whom you have designated for this purpose) to ask that you pick up your child from school. For the safety of the other children, your child must be picked-up within one hour of your notification. Until you arrive, your child will be made as comfortable as possible in a room where he or she is supervised by an adult yet separated from other children.

You may not bring your child to school if he or she appears ill and/ or displays the following symptoms:

- a fever of 100 degrees F or higher within the past 24 hours
- vomiting or has intestinal agitation accompanied by diarrhea (may return once the condition has completely subsided for a minimum of 24 hours without medication)
- evidence of a communicable disease
- an undiagnosed rash (may return with physician's note that rash is not contagious)
- discharge from eyes, ears, or profuse colored nasal discharge (may return when discharge is clear or child has been on antibiotics for 24-48 hours, according to physician's instructions)
- unusual lethargy, irritability, persistent crying, or difficulty breathing (may return when symptoms have subsided with medications)

COVID-19 Guidelines and Precautionary Measures

Screening Individuals: IDEA Lab Kids requires that you screen your child using the COVID-19 screening tool (<https://covid-19.ontario.ca/school-screening/>) prior to entering the building. If your child does not pass the screening questions, you are required to keep them at home. Staff will also be conducting temperature checks upon entry.

Masks: As of March 21, 2022, we will no longer require students and visitors to wear a face mask.

Symptoms: Symptoms of Covid-19 include fever, cough, shortness of breath, sore throat, runny nose, stuffy nose, loss of smell and taste, nausea and/or vomiting, diarrhea, abdominal pain, headaches, and increased/unexpected fatigue. If your child is experiencing any of these symptoms, please keep them at home and seek COVID-19 testing. If your child is waiting for test results, has travelled to or been in contact with someone who has travelled in the last fourteen days, or received a COVID-19 exposure alert, the child should self-isolate and seek COVID-19 testing.

If your child shows any of the above symptoms while at IDEA Lab, you will be asked to pick up your child immediately.

If the child's parents cannot be reached, the contacts provided by the parents will be contacted.

When a child has been exposed to, or diagnosed, with a communicable illness, you are required to immediately notify Idea lab. IDEA Lab will notify the Ministry of Health, when necessary, all staff members and all parents and guardians of children in our care. The child's confidentiality will be maintained.

Closure due to COVID-19: If IDEA Lab Kids is ordered to close by Public Health due to close contact or exposure, fees will be credited to you.

Other Precautions: Staff have been fully equipped with the right materials and training to ensure safety regarding COVID-19. High touch areas such as doorknobs, light switches, toilet handles, and desks will be sanitized twice daily. All supplies will be thoroughly disinfected between uses and sensory objects (such as playdough, sand, etc.) will be provided for single use. Camps will also be separated at all times to avoid unnecessary contact.

Accidents and Injury

In the event of an accident or injury, our staff will first tend to your child's needs and then

summon the Director. The Director will notify you and, if necessary, call the physician or medical facility, as designated in writing by you. In rare situations, IDEA Lab may take additional emergency action, as deemed necessary, to care for your child. When such an action is deemed advisable, staff will contact 911 emergency services and follow the instructions of the emergency personnel. If IDEA Lab personnel are instructed by the emergency medical personnel to transport your child to the nearest medical facility, such action will be taken. In such emergencies, the school will contact you as soon as the situation allows.

Medicine

NO MEDICATIONS OF ANY KIND WILL BE DISPENSED unless a Medical Dispense Authorization form is filled out.

Parents must give the medication and the filled-out Medical Dispense Authorization Form to the Afterschool Coordinator.

Discipline

Discipline is the on-going process of helping children to develop their controls, so that they can manage their own behavior in socially approved and acceptable ways. IDEA Lab's discipline techniques are based on respect for the child. We teach self-discipline, as opposed to motivation by fear or punishment. Our discipline policy ensures that there is a reasonable relationship between the inappropriate act and the consequence. The only acceptable forms of discipline at IDEA Lab are positive guidance and redirection. The goals of these discipline techniques:

- Help the child in his or her growth toward self-discipline, while nurturing a healthy self-concept.
- Help children work through a conflict, by helping develop their self-control and assuming responsibility for their own actions.
- Explain limits and consequences in a clear and comprehensible manner.
- Give preschool and school-aged children a reasonable opportunity to resolve their own conflicts.

Only if absolutely necessary will a child be removed from the situation of conflict and placed in an area where he or she can sit for a few moments to regain composure. The teacher will talk to the child about the inappropriate behavior. The child will return to the group when both the staff, and the child, feel it is appropriate. This will not be for a prolonged period of time, nor is it a punishment.

If a child's behavior is dangerous or habitually disruptive, parent contact will be made. If a child's behavior threatens the safety of others or himself, parents may be asked to pick up the child prior to normal pick-up time. If habitually threatening or disruptive behavior occurs, the child may be suspended or asked to leave the program.

Disruptive Individuals: Our faculty and staff are entitled to conduct classes or other activities and to perform their assigned responsibilities without disruption. Accordingly, the faculty or staff member has the right to ask any individual who is disruptive or menacing to leave the classroom or vacate the area in which he or she is misbehaving. The facility maintains a code that governs the conduct of students and parents in the facility. This code prohibits students and parents from physically harming, verbally abusing, or intimidating anyone, or intentionally interruption a classroom.

Hitting and Biting Policy

Repeated incidents of hitting or biting will not be tolerated. Our objective is to ensure that each campus maintains the highest level of safety within our environment, and that our staff responds appropriately to aggressive behaviors.

Lost and Found

A lost and found box is located in the Lobby. We recommend that you check this box periodically for items that may belong to your child. We encourage you to label all of your child's personal belongings.

Meals and Snacks

We encourage the use of reusable water bottles as the water fountains will be unusable due to COVID-19 precaution measures.

Summer Camp

We will have food catered by Wholesome Kids daily. Half Day Campers will be provided 1 snack for each AM or PM session and Full Day Campers will receive an AM snack, 1 hot lunch and a PM snack. Before and After Care Campers will also receive a snack.

If your child has dietary restrictions, please review our menu (sent in the introductory email) and advise the center one week in advance. Requests for Dairy Free, Gluten Free, Egg Free, Vegan, Vegetarian and Halal, restrictions can be accommodated. Please note that all the menu items will be nut-free and pork-free.

Winter Break Camps

You will need to pack 2 snacks and a lunch during Winter Break Camps. Please note that this is a nut-free allergy so please ensure that food being packed do not contain any traces of nuts.

Toilet Policy

IDEA Lab Kids requires that all children enrolled in our Summer Camp to be proficient in bathroom related self-help skills and able to independently use the toilet. Independent toileting skills is as following:

- A child should be able to recognize and verbalize their body needs and respond to teacher reminders asking the child to use the toilet.
- A child should be free from regular bathroom accidents (regular bathroom accidents consists of a child soiling their clothing with urine or feces more than two or more times during a one-week period).
- A child should be able to wipe their bottom with toilet paper. Teachers will provide wiping assistance and guidance, if needed. However, a child should be willing to try to wipe with independence.
- We may require that parents pick up their child from camp if the child has regular toileting accidents.
- We commit to supporting the child in a positive manner without belittling, embarrassment or punishment and we will work with parents to support the child with their independent toileting skills.

Cancellation Policy

Refunds, upon request, are only available for enrollments cancelled fourteen (14) calendar days, or more, prior to the class start date. Otherwise, credits will be issued resulting from such cancellations which can be used for future classes unless they have been refunded. A \$50 cancellation fee will be applied to any booking that is cancelled. This fee covers administrative costs and the time reserved for your booking.

Student No Show

If a student fails to attend class, the full tuition remains due and payable. No credit will be issued under such circumstances.

Student Partial Attendance

In case of illness or unavoidable emergency that results in partial attendance, make-up time may be scheduled on a space-available basis by calling our office administrator.

Hours and Days of Operation

IDEA Lab classes operate at set times, Monday through Friday.

After School Program: School Dismissal Time/4:00pm-6:00pm

Summer & Winter Camp Hours:

7:30am - 9am Before care

9am – 3:30 pm Camp care

3:30pm - 6:00 pm After care

Emergency Contact

In case of any emergency please contact The IDEA Lab at

IDEA Lab Campus: 905-492-9000 or 647-296-6055

How to Contact Licensing

To report abuse or neglect

Durham Children's Aid Society: <https://durhamcas.ca/>

Local licensing office: 905-433-1551

Acknowledgment

Once you have reviewed these policies, please place a check in the box that states, "I agree to the Parent Handbook Acknowledgement" on the Enrollment Form.

If you have any questions, please bring them up to your Program Coordinator.