



**Little Leaf
Kids**



CARE GUIDE PLAYTIME PODS

We go beyond Daycare, we provide a safe, loving environment where your little ones can grow, learn, have fun, enjoy childhood in the wild and flourish

love lives here



246-269-0966



www.littleleafkids.space



hello@littleleafkids.space





Welcome



If you are reading/holding this handbook, it means you have chosen to partner with us in caring for your child, and that is something we honor deeply. Trusting someone else with your child is no small decision. It takes courage, discernment, and love. We see that, and we respect it.

Little Leaf Kids was created with one guiding truth at its center: “**Children thrive best where they feel safe, seen, and deeply loved.**”

This handbook exists to support that truth, for your child, for you, and for our team.

This is not a rulebook meant to overwhelm you. It is a shared guide, designed to:

- Set clear expectations
- Reduce misunderstandings before they happen
- Protect relationships
- Create consistency for children
- Help us work together with mutual respect and understanding

Every policy, process, and guideline you'll find here exists for one reason: *the wellbeing of your child.*

Partnership, Not Power

While your child is in our care, we stand in loco parentis, caring for them as we would our own (and we have 4 of our own).

But let us be very clear: You are the parent. You know your child best. Your voice matters here.

We are partners in this journey. We bring structure, experience, and care. You bring insight, intuition, and deep love for your child. When those meet, children flourish.





Welcome



Life happens. Children have big feelings. Parents juggle many responsibilities. Care Associates are human too.

This handbook reflects our commitment to:

- Open and honest communication
- Addressing concerns early, not letting them grow quietly
- Handling challenges with grace, not blame
- Always returning to the question: ***“What is in the best interest of the child?”***

Sometimes conversations may feel uncomfortable, that’s okay. Growth often does. We promise to meet every discussion with respect, compassion, and a genuine desire for resolution (and sometimes a deep breath and a cup of tea/coffee).

Little Leaf Kids is more than childcare. It is a carefully held space where:

- Routines create security
- Consistency builds trust
- Love is practiced, not just spoken

This handbook outlines how we protect that environment together. By being part of Little Leaf Kids, we are agreeing to:

- Communicate honestly
- Respect each other’s roles
- Work together in love
- Keep the child at the center of every decision

Everything we do, every policy, every boundary, every process, is rooted in this commitment: Love lives here. Always. Thank you for choosing Little Leaf Kids.

With warmth and care,
Kavan & Dionne (Diosa) Jackman
Little Leaf Kids





Welcome



What to Bring & How to Prepare

Because letting go is part of growing, for both of you.

We know that drop-offs and pick-ups can tug at the heart, for you, for your little one, and yes, for us too. It's the hardest part of the day... and sometimes, it's the sweetest reminder that love is what connects us all.

When you drop your child off, you might see tears. You'll feel them tug on your clothes, and your heart might ache as you walk away. But here's what happens next, we comfort them, we sing, we play, we giggle, and soon their little hearts realize: "This place isn't scary. It's actually fun. And these people love me too."

And then, at pickup time, they might cry again because they don't want to leave all the fun! You might think, "Did they even miss me?" Trust us... they did. They always do. And tomorrow morning, they'll cry again when it's time to say goodbye. It's all part of the beautiful rhythm of growing up, learning that love can exist in more than one place.

Our own family is still in this stage with our 2-year-old, so we get it, truly. You're not alone in this.

Making Their Space Feel Like Home

You can prepare items that will live in the Little Leaf Kids space, things that bring comfort and familiarity for your child. These will stay with us so your little one always has a sense of "home" here.





Welcome 

We'll make sure everything is washed, sanitized, and stored safely after each use. Think of it like creating a second home away from home, filled with love and their favorite little things.

Choose quality items that last; we'll care for them as if they're our own.

Your Little Leaf Essentials List

Below is a guide for what to pack and leave in your child's cubby or basket at Little Leaf Kids. You don't have to get everything at once, add a few things at a time until their space feels just right. **Label Everything You Bring** into our space.

Daily Essentials

- Bottles or sippy cups (labeled)
- Plates, bowls, and child-safe cutlery (silicone or bamboo preferred)
- Bibs (2–3 silicone or cloth)
- Diapers or pull-ups (if applicable)
- Wipes & diaper cream
- Water bottle or cup (labeled)
- 2 complete sets of clothes (for spills, painting, or muddy adventures)
- Extra socks and underwear
- Indoor slippers or soft shoes
- Smock or old t-shirt for creative play

Comfort Items

- Favorite blanket or comfort toy
- Little Leaf Kids nap blanket or small pillow
- Sun hat or cap for outdoor play
- Sunscreen (we'll help apply if permitted)
- Light jacket or sweater for cooler days





Welcome



A Gentle Note About Food

Why Little Leaf Kids Is a Nut-Free Zone



One morning, two little friends sat side by side at snack time. One happily opened a peanut butter sandwich, his favorite. The other smiled too... but her body would not. For some children, nuts are simply food. For others, even a tiny trace, something we cannot see, can cause their little bodies to react in ways that are frightening and dangerous.

At Little Leaf Kids, we carry many little hearts at once. Some are allergy-free. Some are not. And because we are a shared space, we make decisions that protect everyone. For this reason, Little Leaf Kids is a Nut-Free Zone by childcare center standards.

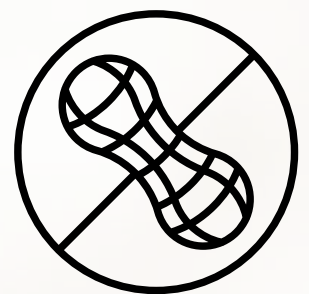
This means:

No peanuts | No tree nuts | No nut butters | No nut-based spreads or snacks

We know this may feel like a big adjustment, especially for children who love their peanut butter sandwiches. And we see that. Truly. But we gently remind our little ones: "Here, we protect our friends."

Nut-free here does not mean nut-free everywhere. At home, at family gatherings, at restaurants, your child may still enjoy their favorite treats with you. That is your family's space and your choice.

At Playtime Pods, we simply explore different options together.



A Loving Space, By Design





Welcome



This is also a wonderful opportunity for children to:

- Try new snacks
- Develop flexible eating habits
- Learn empathy in action
- Understand that loving others sometimes means making small changes

It's one of the earliest ways children practice community.

When we remove nuts from our shared space, we are not taking something away.

- ✓ We are making space for safety.
- ✓ We are choosing protection over preference.
- ✓ We are teaching care in a practical way.

And that is something we are building.

If you ever have questions about snack ideas or need suggestions for nut-free alternatives, please reach out. We're happy to help.

Because here, love lives in the details.

And safety ***always*** comes first.



A Loving Space, By Design





Welcome



Meal & Snack Essentials

- Lunchbox or food container with easy-open lid
- Small reusable snack containers
- Travel spoon/fork for infants and toddlers
- Bib and burp cloth for babies
- Ice packs (optional) for perishable foods

Optional But Wonderful

- Spare art supplies or favorite storybook for quiet time
- An extra outfit you don't mind getting messy (for sensory or paint play days)

Tips for a Smooth Transition

- Talk about Little Leaf Kids at home with excitement, tell your child they'll play, make friends, and have fun.
- Keep your goodbyes short but warm, long goodbyes make separation harder.
- Always say goodbye before leaving. Never "sneak out." *We tried this several times, but it still didn't work.* Trust grows when children know you'll always come back.
- Celebrate the first week, it's a big milestone for both of you!

Our Promise to You

We will comfort your child with the same love and tenderness we give our own. We'll wipe their tears, celebrate their bravery, and keep you connected through updates, photos, and little stories from their day.

Because at Little Leaf Kids, we're not just caring for children, we're caring for families. And together, we'll make every transition a little easier, every goodbye a little lighter, and every reunion a little sweeter.





Daily Routines

What a Day Looks Like

At Little Leaf Kids, we believe children feel safest and happiest when their days follow a gentle, predictable rhythm. Our routines are thoughtfully designed to balance learning, play, rest, and emotional connection, because children grow best when their bodies and hearts feel secure.

While no two days are exactly the same (because children are wonderfully human), our daily rhythm remains consistent, allowing children to know what comes next and who will be there with them.

Our Learning Approach *(In Simple Terms)*

Our daily routines are supported by a blended teaching framework that draws from:

- Montessori – practical life skills, independence, sensory exploration
- Reggio Emilia – creativity, group projects, storytelling, expression
- Holistic Health – gentle movement, rest, calm rhythms
- Social & Emotional Learning – daily feelings check-ins and emotional language
- Language Immersion – simple bilingual words, songs, and greetings

All learning is age-appropriate, play-based, and woven naturally into the day, never forced.

A Typical Full Day Rhythm

(Times may adjust slightly based on age group and stamina, but the rhythm remains the same.)

Arrival & Warm Welcome

Children are greeted warmly by their Care Associates and welcomed into free play. Soft music, familiar faces, and gentle transitions help children ease into the day.

Purpose: Comfort, security, smooth separation.





Daily Routines

Morning Circle

We gather for songs, a simple story introduction, feelings check-in (“Show your face!” cards), calendar, and weather talk.

Purpose: Emotional expression, group connection, language exposure.

Core Learning Block

Children engage in themed activities such as Montessori stations, art, language play, or sensory exploration aligned with the week’s learning focus.

Purpose: Curiosity, fine motor development, creative thinking.

Snack & Social Time

Children enjoy a healthy snack together, practicing self-help skills and social interaction.

Purpose: Self-care, social development, routine building.

Outdoor Play & Nature Exploration

Outdoor time may include playground play, gardening, water play, or nature walks.

Purpose: Gross motor skills, exploration, connection to nature.

Storytime & Reflection

A calm story related to the weekly theme, followed by gentle discussion or quiet reflection.

Purpose: Listening skills, emotional understanding, moral learning.

Lunch & Rest Preparation

Children transition into a calmer pace with soft music, gratitude moments, and preparation for rest.

Purpose: Emotional regulation, readiness for rest.

Rest / Quiet Time

Children nap or engage in quiet sensory play if they are non-sleepers.

Purpose: Restoration, calm focus, emotional balance.





Daily Routines

Wake-Up & Snack

Gentle wake-up routines, music, and a light snack help children re-enter the day peacefully.

Purpose: Comfort, routine continuity.

Afternoon Creative Play

Free art, music instruments, imaginative play, and group interaction.

Purpose: Imagination, social-emotional growth.

Goodbye Circle & Dismissal

We reflect on the day, sing goodbye songs (often in more than one language), and prepare for pick-up.

Purpose: Emotional closure, positive transitions.

Care Associate Ratios (For Your Peace of Mind)

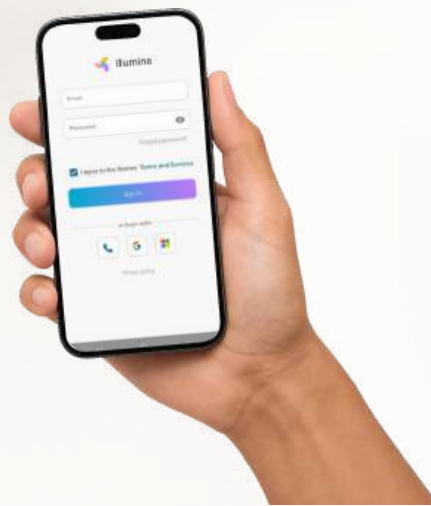
We intentionally keep small child-to-Care Associate ratios to ensure:

- Individual attention
- Emotional responsiveness
- Safer supervision
- Less overwhelm for children and staff

This allows us to truly see each child, not manage them, but care for them.

Staying Connected Through Illumine

We use the **Illumine** Child Care Center Management App as our official communication platform.



A Loving Space, By Design





Daily Routines

Through Illumine, parents will receive:

- Daily updates or notes
- Important announcements
- Invoices and reminders
- Care-related information

While we may not message constantly (because we're busy caring for children), Illumine ensures communication is organized, secure, and consistent.

A Gentle Reminder

Children don't need perfect days, they need predictable, loving ones. Our routines are not about control. They are about creating a safe rhythm where children can explore, rest, express themselves, and grow, knowing that someone kind is always nearby. And as always: Love lives here.

Potty Training Schedule & Flow

At Little Leaf Kids, potty training is treated as a process, not a race. Every child develops readiness at a different pace, and our role is to support that journey with consistency, patience, and encouragement, never pressure or shame.

We work in partnership with parents, following cues from home and reinforcing them gently during care hours.





Transitions



Transitions are often the most emotional moments of a child's day. How we say goodbye in the morning and hello again in the afternoon matters more than most people realize. At Little Leaf Kids, we handle these moments with intention, patience, and a whole lot of love.

Our goal is simple: to help your child feel safe, regulated, and supported, even when the day starts early or emotions feel big.

Morning Drop-Off *(Including Early Mornings)*

Little Leaf Kids is open **Monday to Friday, 6:00 AM – 6:00 PM**, and we understand that a 6:00 AM start is early, for parents and children alike.

Many children arriving early are:

- Still sleepy
- Half-awake
- Emotionally sensitive
- Disrupted from their natural rest

This is no one's fault. Life, work schedules, and responsibilities are real.

How We Support Early Drop-Offs

If your child arrives very early and needs help settling, we are happy to support with:

- Gentle wake-up routines
- Comforting transitions
- Quiet play or rest
- Morning care routines, including bathing and getting ready for the day (with prior parent consent)





Transitions



This support is offered as a service to help busy parents, not as an obligation or expectation. Our goal is to help your little one self-regulate calmly and safely, so their day begins with peace instead of stress.

Morning Care & Your Child's Safety

We recognize that allowing someone else to assist with personal care can bring up real and valid concerns for parents.

Let us say this clearly:

- Your child's safety and dignity always come first
- Any form of inappropriate behavior or touch is strictly prohibited
- Such actions will never be tolerated in our space, under any circumstance

We understand the anxiety that can arise around personal care. Wickedness does happen in the world, and it is right to be vigilant.

Our Safeguards

- Morning care support is provided only with parental consent
- Care Associates follow clear protocols and professional standards
- Care is done respectfully, calmly, and in the child's best interest
- Transparency and accountability are non-negotiable

If you ever notice:

- Unusual behavior
- Emotional changes
- Anything that feels "off"

We encourage you, **by all means**, to investigate, ask questions, and tell us. We will address concerns directly, honestly, and without defensiveness.





Transitions



This openness is part of how we protect children together.

A Loving Note for Parents

Your child is your:

- Pumpkin
- Sugar cube
- Apple of your eye

We know that. And we treat them as such. Our willingness to support morning routines comes from a place of partnership, not control. You choose what support feels right for your family.

Pick-Up Time

Pick-up is a joyful reconnection point. At pick-up:

- Your child will be safely handed over by a Care Associate
- Brief highlights of the day may be shared when possible
- Children are encouraged to finish their current activity before leaving (when appropriate)

This helps children transition without feeling rushed or unsettled.

Authorized Pick-Up Persons

For your child's safety:

- Only individuals listed on your registration form may pick up your child
- Valid identification may be requested
- Changes must be communicated in advance via the Illumine Child Care Center Management App or email





Transitions

Even familiar faces **cannot** collect a child without prior authorization. Safety always comes first.

Timeliness & Respect for Transitions

Consistent drop-off and pick-up times help children feel secure. We kindly ask families to:

- Arrive on time whenever possible
- Communicate delays in advance

Late pick-ups can be stressful for children and the team. If this becomes frequent, we'll reach out to discuss supportive solutions together. Is that fair?



INITIAL HERE

Transitions Throughout the Day

Children move between activities using:

- Songs
- Visual cues
- Verbal reminders
- Calm guidance

We do not rush children through transitions. We walk them through, emotionally and physically.

Partnership During Transitions

If your child is:

- New to group care
- Experiencing separation anxiety
- Adjusting to early mornings
- Going through a developmental phase





Transitions

Please talk to us. We will work with you to create a transition plan that supports your child with care and compassion.

A Final Word on Transitions

Transitions are not interruptions to learning. They are learning. Through these moments, children develop:

- Trust
- Emotional regulation
- Confidence
- Independence

Handled with love, transitions become opportunities, not obstacles. And as always:
Love lives here.



Download Now

Download now to save time.
stay organized.



Download on the
App Store



Get it on
Google Play

"Using an app like Illumine was a complete game changer for us when we enrolled our first daughter into daycare. We honestly didn't even know systems like this existed at the time. It gave us a deep sense of peace and assurance when we needed it most, and that's one of the reasons we chose to use it for Little Leaf Kids."

— Dionne Jackman





Communication

To keep communication clear, organized, and respectful of everyone's time, Little Leaf Kids uses the **Illumine Child Care Center Management App** as our primary communication and management tool.

This helps us care for children without constantly stopping to manage messages and helps parents stay informed without chasing information.

What You'll Use Illumine For

Parents can expect to use Illumine to:

- Receive important announcements and notices
- View daily photos & videos of activities
- Receive care-related updates when needed
- Keep contact and emergency information up to date

Illumine allows everything to live in one secure place, so nothing important is missed.

What Illumine Is (and Isn't)

Illumine is:

- A communication support tool
- A record-keeping system
- A way to create transparency and peace of mind

Illumine is not:

- A real-time chat platform
- A replacement for urgent conversations
- A space for back-and-forth messaging during the care day





Communication

While we may not send daily messages, rest assured, no news is often good news. Our focus during the day is fully on the children in our care. Do you appreciate this?

When to Reach Out Outside of Illumine

For urgent or sensitive matters, parents are encouraged to:

- Contact management directly as outlined in this handbook
- Avoid discussing urgent concerns during busy drop-off or pick-up times

This helps us give your concern the attention it deserves.

Why This Matters

Clear communication reduces stress, for parents, our team, and yes, your children.

Using Illumine helps us:

- Stay organized
- Protect children's privacy
- Communicate with intention instead of urgency

And as always, our goal is the same:

Peace for parents. Safety for children. Love in every interaction.



Activity: 11am Food

Chris said, "No chic"



Activity: 12pm Lunch

Tried Chris again with the chicken, he took a bite, loved it...ALL GONE!



Learning Block: Shapes Recognition

Chris knows SQUARE!





Common Childhood Illnesses in Group Settings

A Gentle Heads-Up for Parents

When children spend time together, whether at daycare, school, playgrounds, church, or even family gatherings, they naturally share more than toys and laughter. They also share germs.

This is a normal part of childhood and immune system development. Many of these illnesses are common, mild, and short-lived, and children often recover quickly with rest and care.

Our goal in sharing this information is not to alarm, but to help parents, especially first-time parents, know what to expect and feel prepared.

The Common Cold

Most common | All year

- Runny or stuffy nose
- Sneezing
- Mild cough
- Low energy

Colds circulate year-round and spread easily through shared play and close contact. Young children may experience several colds a year as their immune systems strengthen.





Flu-Like Illnesses

More common in rainy or cooler seasons

- Fever
- Body aches
- Fatigue
- Cough or sore throat

Flu-like viruses tend to increase during rainy seasons or when children are spending more time indoors. Rest and hydration are key, and children typically recover within a few days.

Hand, Foot & Mouth Disease (HFMD)

Common in toddlers | Often seasonal

- Mild fever
- Small sores in the mouth
- Rash or spots on hands, feet, or diaper area

HFMD is common in child-focused environments and usually clears up within 7–10 days. While it can look concerning, most cases are mild.

Conjunctivitis (Pink Eye)

Year-round, more common during cold season

- Red or irritated eyes
- Discharge or crusting
- Watery or itchy eyes

Pink eye spreads easily through touch but responds well to treatment and hygiene. Children often return to care quickly once symptoms improve.





Stomach Bugs (Gastroenteritis)

More common during seasonal changes

- Vomiting
- Diarrhea
- Stomach discomfort

These viruses tend to move quickly through communities but also resolve quickly, often within 24–48 hours. Proper handwashing and rest are essential.

Why Illnesses Seem Seasonal

You may notice certain illnesses appearing more often at specific times of year. This can be due to:

- Weather changes
- Increased indoor time
- Immune systems adjusting to new environments
- Seasonal viruses circulating in the wider community

This is normal and not unique to childcare settings.

A Reassuring Note for Parents

Exposure to common childhood illnesses helps children build stronger immune systems over time. While it can feel overwhelming at first, most children move through this phase and become more resilient.

We take hygiene, sanitation, and wellness seriously, and we also believe in transparency and partnership. If you're ever unsure or concerned, please talk to us. There are no silly questions here.





Health

COMMON CHILDHOOD ILLNESSES IN CARIBBEAN GROUP SETTINGS

WHAT TO EXPECT, WHEN, AND WHAT TO DO

Illness	Common Symptoms	When It's Most Common (Caribbean Context)	Why It Appears	When to Keep Child Home
Common Cold	Runny/stuffy nose, sneezing, mild cough, low energy	Year-round (slight increase during rainy season)	Close contact, shared toys, immune systems still developing	If fever develops or child is unable to participate comfortably
Flu-Like Viruses	Fever, fatigue, body aches, cough	Rainy season (June–November)	More indoor time, circulating seasonal viruses	Fever present or child appears unwell
Hand, Foot & Mouth (HFMD)	Mild fever, mouth sores, rash on hands/feet/diaper area	Rainy season & early school terms	Highly contagious but usually mild	During fever, open sores, or discomfort
Conjunctivitis (Pink Eye)	Red eyes, discharge, crusting, irritation	Year-round (often with colds)	Spread through touch and shared surfaces	Until discharge improves or treatment begins
Stomach Bugs (Gastroenteritis)	Vomiting, diarrhea, stomach cramps	Seasonal changes & rainy months	Rapid viral spread in communities	24 hrs after last vomiting/diarrhea episode
Skin Rashes / Heat Rash	Small bumps, redness, irritation	Dry & hot season (Feb–May)	Heat, sweat, sensitive skin	If rash is undiagnosed or causing distress
Respiratory Irritation / Allergies	Sneezing, watery eyes, congestion	Dry season & dust periods	Saharan dust, pollen, environmental allergens	Usually not required unless symptoms worsen
Ear Infections	Ear pulling, irritability, fever	After colds / rainy season	Fluid buildup following respiratory illness	Fever or pain present





Health

A Shared Agreement to Protect the Grove

At Little Leaf Kids, health policies are not about policing parents or creating fear. They exist to protect children, families, and our team, together.

In a close-knit community like ours, we believe wellness works best when it's built on trust, compassion, and partnership, not guilt or punishment.

This section explains how we care for children when they're well, when they're "a little off," and when their bodies clearly need rest.

The Little Leaf Traffic Light Wellness Policy

We use a simple traffic light system to help parents make clear decisions, especially during early mornings, long workdays, or moments of uncertainty.

GREEN — "All Systems Grow"

Your child is good to attend if they are:

- Active, alert, and playing normally
- Eating and drinking well
- Fever-free for 24 hours without medication
- Experiencing a mild clear runny nose (common with teething or allergies)

Action: Your child is welcome to join the group



A Loving Space, By Design





Heath



YELLOW — “The Mid-Day Monitor”

Some days, children are not quite sick, but not fully themselves either.

Examples include:

- Slight fussiness or low energy
- Thick clear mucus
- Recovering from a recent illness

The Little Leaf Promise: We will accept your child with care and perform a **12:00 PM** Wellness Check. You'll receive a quick update on Illumine (message or photo). If your child is not coping well, we'll request an early pickup, calmly and compassionately.

This allows parents to work while knowing their child is being lovingly monitored.

RED — “Rest & Roots”

Some symptoms tell us clearly that a child's body needs rest at home. Please keep your child home if they have:

- Fever 101°F (38.3°C) or higher
- Two or more episodes of vomiting or diarrhea in 24 hours
- A persistent or “barking” cough
- Any unexplained or undiagnosed rash

The Returning Rule: We require 24 Hours of Normalcy, meaning:

- No symptoms
- No fever-reducing medication (Panadol, Advil, etc.)

This protects your child, their friends, and our team.



A Loving Space, By Design





Heath

Empathy-Led Financial Safety Nets

We understand the real fear parents face: “If I keep my child home, I lose income.” To remove pressure and encourage honesty, we offer wellness-supportive options.

Wellness Credit (Fulltime Playtime Pods Only)

Notify us before 8:00 AM that your child is home sick (*Red Light criteria*) and receive a **\$10** wellness credit for that day, applied to the following month’s invoice.

Doing the right thing should never feel like a penalty.

Sick-Day Swap (Part-Time / Drop-In Playtime Pods Only)

If a child misses a scheduled day due to illness, parents may swap that day for another weekday or weekend Drop in Playtime Pod (subject to space and staff availability).

Doctor’s Note Support

If your child is out 3 or more consecutive days and you provide a doctor’s note

➔ You’ll receive one **Free Drop-In Pass** for future use.

Our Heart Behind This

*These supports exist because:
Children heal best when they rest,
Parents deserve peace, not pressure,
Honesty protects the whole community.
We trust our families, and we ask that this trust be
honored in return.
Love lives here, even on sick days.*



A Loving Space, By Design





Heath 

The Comfort Corner

Sometimes children become unwell during the day. When this happens, we shift into care mode, not panic mode. We will relocate your little one to a special section of our space that is setup to continue care until you arrive. All toys and equipment used in this space will be sanitized after use, so they can be at ease in their discomfort.

The One-Hour VIP Protocol

Once a child enters the Comfort Corner:

- Parents receive an immediate, gentle call - *"Little [Name] has a fever. They're safe and comfortable, and we'll need pickup within one hour."*
- A Care Associate remains with them
- The child is treated with warmth, dignity, and reassurance never scorn or shame

The Express Exit

To limit exposure: → A staff member gathers belongings → Parent pickup happens at the door. There's no need to enter classroom spaces.

The Comfort Card

At pickup, parents receive a brief care summary including:

- Time symptoms started
- Temperature (if applicable)
- What the child ate or drank
- Mood and comfort level

This can be handed directly to a pediatrician if needed, and we know it's needed, as we've been here before, countless times.





Safety

How We Respond When Extra Care Is Needed

Children explore with their whole bodies, and sometimes that means bumps, scrapes, sniffles, or the need for extra support. At Little Leaf Kids, our approach to medication and incident care is rooted in safety, clarity, and trust.

This section explains how we respond when children need medical attention, medication, or support after an injury, and how we keep parents fully informed every step of the way.

Medication Administration

Little Leaf Kids understands that some children may require medication during care hours. Because medication is a serious responsibility, we follow clear safeguards to protect every child.

Our General Rule

- Medication is only administered with written parental consent
- Medication must be:
 - Clearly labeled with the child's name
 - In original packaging
 - Accompanied by clear dosage instructions





Safety

We do not administer fever-reducing medication (Panadol, Advil, etc.) to mask symptoms in order for a child to remain in care. This protects the child and the wider group.

Communication Around Medication

- Parents are informed when medication is given through the Illumine App
- Times and doses are documented
- Any concerns are communicated promptly

Transparency is non-negotiable.

Injuries & Accidents (Because Life Happens)

Despite careful supervision, minor injuries can happen during normal play and exploration. When they do, we respond calmly and appropriately. For Minor Incidents

Examples include:

- Small scrapes or cuts
- Minor bumps or falls
- Playground tumbles

Our response:

- Immediate care and comfort
- First aid administered as appropriate
- Parent informed at pick-up or sooner if needed

An Incident Report is completed and shared with the parent for awareness and record-keeping.





Safety

For More Serious Incidents. In the event of: Head injuries, Deep cuts, Significant falls or Any injury causing concern, We will:

- Contact parents immediately
- Seek medical attention if necessary
- Stay with the child until a parent or medical professional arrives

Child safety is ingrained in our procedures.

Incident Reports & Transparency

Any incident requiring first aid, observation, or intervention will be documented.

Parents will receive:

- A written Incident Report
- Details of what occurred
- How it was handled
- Any follow-up recommendations

This documentation protects everyone, most importantly, your child.

Our Shared Understanding

We want to say this plainly and lovingly:

- Children are not fragile, but they do deserve careful protection
- Parents deserve honesty, not minimization
- Care Associates deserve clear protocols

If at any time something doesn't sit right with you:

- Ask questions
- Request clarity
- Speak with management





Safety

We welcome communication. We do not hide from it.

Partnership Over Perfection

Our goal is not to eliminate every bump or snuffle, that would be impossible. Our goal is to ensure that when things happen, they are handled with:

- Care
- Accountability
- Compassion
- Respect for parents' trust

That is the standard we hold ourselves to.

Our Space at a Glance

Little Leaf Kids is nestled between an animal park and a mini-golf course, giving children a rare opportunity to enjoy an expansive, nature-rich environment. Our outdoor play areas are wide and open, complemented by generous indoor play spaces designed for movement, creativity, and learning.

Children are supervised at all times, and our team follows clear safety protocols to ensure they are protected while they explore, play, and grow.

As Little Leaf Kids grows, so will our space. We are committed to making ongoing upgrades and thoughtful add-ons to enhance the environment just for the children. What you see today is only the beginning, the space will continue to evolve in the months ahead.

Throughout each day, children are engaged, guided, and supported in ways that align with our mission: *to help them have fun, learn deeply, and grow confidently in our care.*





Attendance

Weekday & Weekend Playtime Pods

At Little Leaf Kids, consistency supports children, and clear scheduling supports everyone. This section explains how attendance works for weekday and weekend Playtime Pods so expectations are understood from the start.

Our aim is simple: predictable care for children, respectful planning for families, and sustainable operations for our team.

WEEKDAY PLAYTIME PODS (MONDAY–FRIDAY)

Full-Time Enrollment

- Children enrolled full-time are expected to attend on a consistent weekly schedule
- Regular routines help children feel safe, settled, and confident in care
- Monthly fees secure your child's place, whether or not every day is attended

If your child will be absent, we kindly ask that you notify us in advance via the Illumine app or email.

Drop-In / Flexi Weekday Care (Part-time)

- Drop-in care must be booked and paid in advance
- Days and times must be:
 - Clearly stated on the registration form, or
 - Confirmed ahead of time with management

If a child is registered for recurring drop-in days (e.g. Tuesdays and Thursdays, 9am–1pm), those days should remain consistent to support routine and staffing.





Attendance

Arrival & Departure Windows

To support smooth transitions:

- Children should arrive within their agreed time window
- Pick-ups should occur at or before the scheduled time

Late arrivals or pick-ups should be communicated as early as possible. Repeated disruptions may require a schedule review to ensure your child continues to feel secure.

Arrival & Departure Entrances (Keeping Everyone Safe)

To support safety and smooth transitions:

- 6:00 AM – 9:00 AM: All drop-offs happen at the main front entrance
- After 9:00 AM: Arrivals will use the back entrance of the building

We have multiple entrances to our facility but will use two main entrances for flow. This helps us keep children secure during our planned daily activities and limits unnecessary foot traffic through learning spaces.

We'll walk you through and demonstrate this on your child's first day, so it feels easy and familiar. If you're running late, we'll simply direct you to the correct entrance, no stress, no fuss. Safety first. Smooth days always.

WEEKEND PLAYTIME PODS (BY BOOKING ONLY)

Weekend care operates by advance booking only and is subject to:

- Space availability
- Staffing capacity

Weekend options include care for half-day, full-day or hourly bookings. It is one set fee for the day, no matter how long the care is needed. *(See Fee Section for More Details)*





Attendance

Details and availability are communicated in advance, and payment is required before care is confirmed.

Weekend Playtime Pods are designed to support families who need flexibility, while still protecting staff wellbeing and child ratios.

Schedule Changes & Requests

We understand that family schedules can change. Parents are welcome to request:

- Temporary schedule changes
- Additional days (subject to availability)

All changes must be approved by management in advance. Last-minute changes may not always be accommodated.

A Shared Understanding

Attendance and scheduling are not just logistical details, they directly affect:

- Your child's emotional regulation
- Staffing and safety ratios
- The quality of care for all children

When families communicate clearly and consistently, children benefit most.

We are always happy to talk through schedules and find solutions that work, in love, and with respect for everyone involved.





Discipline

At Little Leaf Kids, we believe discipline is not about punishment, it is about teaching, guiding, and helping children learn how to manage big feelings in small bodies.

We do not:

- Hit children
- Shout at children
- Use fear, intimidation, or excessive verbal correction

(Unless we're laughing, singing, or so excited during an activity that the animals next door start listening in too)

Our Approach

Children are people, just smaller ones. We were once small too, and many of us remember how harmful physical or verbal discipline can be when emotions are still developing.

Our entire team, from management to our Care Associates use:

- Calm redirection
- Clear boundaries
- Age-appropriate guidance
- Emotional language to help children understand what they're feeling

This approach aligns with industry best practices in early childhood care and supports healthy emotional development.





Discipline

Partnership With Parents

We recognize that every household is different, and we respect your role as parent. Primary discipline and long-term behavioral training rest with you.

We will:

- Take cues from parents where appropriate
- Communicate openly about behaviors we observe
- Work with you to support consistency

However, we are not comfortable with, and do not permit, physical discipline or verbally excessive methods within our space.

A Shared Value

As the saying goes:

“Train up a child in the way he or she should go and even when he/she is old he/she will not depart from it”

Our role is to support that training with love, patience, and skill, never fear.

And yes, sometimes we’ll raise our voices, but only because we’re having way too much fun.

Love lives here.

Always.



A Loving Space, By Design





Conflict

CONFLICT RESOLUTION: HANDLING YOUR CONCERNS WITH CARE, CLARITY & LOVE

At Little Leaf Kids, conflict is not viewed as failure, it is viewed as communication trying to happen. When adults handle concerns well, children learn how to do the same.

This section explains how we address concerns involving:

1. A parent and a member of our team
2. A parent and another family or child

Our approach is guided by two lenses:

- Child Development Reality (what is age-appropriate behavior)
- Relationship Protection (how we keep the community safe and respectful)

When concerns arise, we weigh every situation using these two scales:

SCALE 1: Child Development & Behaviour. We ask:

- Is this behavior developmentally normal for the child's age?
- Is it part of learning boundaries, sharing, or emotional regulation?
- Does it require guidance, monitoring, or intervention?

Many behaviors such as biting, hitting, pushing, tantrums, or throwing objects are common in early childhood, especially when language and impulse control are still developing.

SCALE 2: Safety, Impact & Repetition. We also ask:

- Was anyone hurt or unsafe?
- Is this behavior repeated or escalating?
- How is it impacting other children emotionally or physically?

This scale helps us decide when extra support, intervention, or collaboration with parents is needed.





Conflict

When a Parent Has a Concern With a Team Member

If you ever feel uncomfortable, confused, or concerned about an interaction involving any member of our team: Our Process

1. Speak directly with management (not the Care Associate during drop-off or pick-up)
2. Share your concern calmly and honestly
3. We will:
 - Listen without defensiveness
 - Investigate appropriately
 - Address the matter privately and professionally

Our team is trained, but they are also human. Concerns are handled with respect, not blame. We ask that concerns never be addressed publicly or in front of children.

When a Parent Has a Concern Involving Another Child or Family

This is one of the hardest areas for parents, and one of the most sensitive to handle well. You may hear that:

- Another child hit, bit, kicked, or pushed your child
- A child had a tantrum near your child
- Your child felt upset during play

What We Ask Parents to Understand

- We cannot discuss another child's identity, family, or discipline plan
- We will never compare children or place blame
- Early childhood behaviors are addressed through teaching, not punishment





Conflict

What We Will Do

- Assess the situation using the two scales above
- Support all children involved
- Increase supervision or intervention where needed
- Communicate with the appropriate parents separately

Your child's safety and emotional wellbeing are always taken seriously, even when the behavior itself is developmentally normal.

What Conflict Resolution Is Not

- It is not public confrontation
- It is not parent-to-parent correction
- It is not gossip, assumptions, or social media discussion

Those approaches damage trust and do not help children.

The Heart of Our Policy

Children learn conflict resolution by watching adults handle conflict well. Our commitment is to:

- Protect children first
- Preserve dignity for all families
- Address issues early
- Choose teaching over punishment
- Choose relationship over reaction

If something doesn't sit right with you, please talk to us. We would much rather have a loving conversation early than allow concerns to grow quietly. And as always: Love lives here, even when conversations are hard.





Fees

Let's talk financials, we understand that life does not always follow a calendar. Our approach to payments balances fairness, clarity, and compassion, while protecting the continuity of care for all children.

Keeping the Doors Open - Payment Structure

- Monthly fees apply to full-time Playtime Pods
- Payments are due on the **1st** of every month while your child is enrolled
- Invoices are sent one week in advance via email and the Illumine app
- Monthly fees secure your child's space, staffing, and daily care resources

For drop-in, flexi, or weekend Playtime Pods:

- Care must be booked and paid for in advance
- All bookings are subject to availability and staffing

Mid-Month Starts, Changes & Withdrawals

We understand that life does not always follow a calendar. Our approach balances fairness, clarity, and compassion.

Starting Mid-Month

- Monthly fees are pro-rated based on the child's confirmed start date
- The calculated amount will be outlined clearly on the first invoice

Leaving Mid-Month

If a family withdraws with **adequate notice***:

- Unused full days may be credited or partially refunded

****Adequate Notice** is defined as: Fourteen (14) calendar days' written notice of a family's intention to withdraw their child from Little Leaf Kids. In exceptional circumstances (medical emergencies, relocation, or serious family matters), management may review withdrawal timelines on a case-by-case basis.*





Fees

No refunds are issued for:

- Days already attended
- Last-minute withdrawals without notice

Our goal is not to penalize, but to protect staffing, planning, and care continuity.

Late Payments & Communication

Our Heart-Led Policy

We intentionally choose communication over punishment. Rather than automatic late fees, we ask for:

- Honest, private communication with management if payment will be delayed
- Advance notice, which allows us to plan responsibly and protect care quality

There is no shame here. We are parents too, and we understand seasons. However, we must also be clear:

- Ongoing care cannot continue indefinitely without payment
- Repeated lack of communication may result in:
 - Paused care
 - Loss of your child's space

This is not punitive, it is about respect, sustainability, and fairness to all families and staff.





Fees

Family Benefits & Shared Experiences

- Sibling discounts are available for families with more than one child enrolled
- Enrolled families may receive discounted access to Little Leaf Kids events
- Our families receive first priority when booking:
 - Birthday parties
 - Family celebrations
 - Private use of the space for little ones in our care

We have created this space with intention, and we love sharing it as families create meaningful memories together.

A Shared Understanding

Fees are not just transactions. They are what allow us to:

- Maintain small, safe child-to-care associate ratios
- Invest in our growing space
- Make ongoing upgrades and improvements
- Offer consistent, loving care

When families honor financial commitments, everyone benefits, especially the children.

OPENING HOURS & PLAYTIME POD FEES		
Monday - Friday	6AM - 6PM	Daily Playtime Pods (<i>Full-time Registration</i>) Registration Fee \$150 (refundable) \$850/mth per child - Sibling Discounts Available <i>Fees may vary based on enrollment period and operational phase. Early enrolled families may remain on founding family rates, while new enrollments reflect current pricing.</i>
Saturday	8AM - 5PM	Weekend Playtime Pods Day Rate \$50 per day per child (<i>needs to be booked by the Thursday of each week through our app or website</i>)
Drop-in Playtime Pods (Part-time)	During opening hours (flexible)	\$50 per day per child (<i>minimum 4hrs during weekdays, 1hr minimum on weekends</i>) Billed Monthly





An Invitation to Partner

LITTLE LEAF CARES

Beyond fees, some families ask how they can support Little Leaf Kids, not just as a service, but as a community.

Little Leaf Cares is a quiet, confidential support initiative designed to assist families who may be experiencing financial difficulty and need help maintaining care for their children.

How It Works

- Parents or business owners may choose to donate voluntarily
- All donations are pooled and managed confidentially
- Families request assistance directly with management
- Support is given discreetly, preserving dignity and privacy for every family

No one is singled out. No one is labeled. Help is simply given, in love.

Other Ways Families Partner

- Volunteering time at Little Leaf Kids events
- Supporting special activities or family days
- Sharing business services or offerings within our parent community



Where appropriate, we are happy to highlight and support businesses within our Little Leaf network and on our social platforms. Our Heart Behind This: Life happens. Plans change. Seasons shift. We believe we are meant to be each other's keepers. Parenting is not meant to be done alone, it takes a village. Let Little Leaf Kids be part of yours.





TERMINATION OF CARE

When It's Time to Part Ways

At Little Leaf Kids, our deepest hope is that every family thrives in our care. Love believes the best, hopes all things, and endures much, but it also knows when a season has come to a close. Termination of care is not a failure, a punishment, or a mark against any family. Sometimes it is simply the right next step.

When a Family Chooses to Leave

Families may withdraw from Little Leaf Kids at any time. To support a smooth transition:

- We kindly request written notice within a reasonable timeframe
- Fees already paid and utilized is non-refundable, as your child's space and staffing have been served
- Where possible, we will work with you to:
 - Use remaining days within the notice period, or
 - Transition your child gently and respectfully

There is no guilt here, but seasons change. In rare situations, Little Leaf Kids may determine that we are no longer the best fit for a child or family. This may include:

- Ongoing safety concerns
- Repeated policy breaches
- A breakdown in trust or partnership
- Needs beyond what our facility can reasonably support

When this happens:

- We will communicate clearly and privately
- We will provide reasonable notice where possible
- We will prioritize dignity, compassion, and the child's wellbeing





Termination is never our first choice. Conversation, support, and partnership always come first. But when parting ways is necessary, we do so with grace, honesty, and respect, trusting that love never fails, even when paths diverge.

And as always:
Love lives here, even in goodbyes.

A Closing Word From Our Hearts

This Care Guide is not a finished document, just as children are not finished people. As Little Leaf Kids grows, this guide will grow too. We will continue to review, refine, and update it as we learn, expand our services, and discover better ways to serve the children entrusted to us.

Our intention is to revisit this guide annually, and we welcome your feedback as part of that process. We are better when we grow together.

Once a Little Leaf, always a Little Leaf at heart.

Even when your child grows into a strong, rooted tree, bearing fruit, nurturing others, becoming an encourager, a lover, a doer, a mover, and a shaker in their community, we hope something from their time here stays with them.

We hope to ignite a fire in their little hearts while they are with us, a fire that burns bright into their future, no matter how dark the world will sometimes feel.





End 

Our deepest desire is that when you think of Little Leaf Kids, one thought rises above all others: “Love truly lives there.”

Thank you for trusting us.
Thank you for partnering with us.
Thank you for being part of our village.

Parent Acknowledgement

Parents will be asked to acknowledge that they have read and understood this Care Guide as part of the Full Registration Process.

- A digital link will be provided to access and download the Care Guide
- Acknowledgement will be completed on the Full Registration Form

This helps ensure clarity, shared understanding, and a strong foundation for the journey ahead.

With love and gratitude,
Kavan & Dionne (Diosa) Jackman
Little Leaf Kids
Love lives here, always.

