

The Biggest Little Preschool & Childcare Centre / Learning Centre



PARENT HANDBOOK

2026/2027 - School-Age Program

Welcome to Our Program!

Welcome to The Biggest Little Preschool & Childcare Centre / Learning Centre!

We are so glad to welcome you into our childcare family! At The Biggest Little, we believe that every child is strong, capable, and full of potential. We are more than a childcare centre, we are a community where children feel safe to explore, families feel supported, and educators are passionate partners in your child's growth.

This handbook will help guide you through our daily routines, policies, and philosophy. Please read it carefully and reach out with any questions. We look forward to building a meaningful relationship with you and your child!

Warmly,

Sheri Wipf

Owner

The Biggest Little Preschool & Childcare Centre

Visit our Website:



About Us

At The Biggest Little Preschool & Childcare Centre / Learning Centre, we see every child as strong, capable, and full of potential.

For over 25 years, we have served the South Surrey and Sullivan Heights community by offering a nurturing, inclusive space where children feel a strong sense of belonging. We are a locally owned and woman-led centre that takes pride in creating lasting relationships with families and fostering meaningful connections with the world around us.

Our programs are grounded in an inquiry-based approach to learning, where children are encouraged to explore, experiment, and ask questions in ways that are meaningful to them. Educators thoughtfully listen to children's ideas, provide open-ended materials, and curate experiences that support their social, emotional, and intellectual development. By bridging the early years with the primary years, we foster continuous growth and ensure children are ready for the next steps in their learning journey.

We are more than a childcare business, we are a vibrant community where children are celebrated, families are valued, and learning is joyful.

The Biggest Little Preschool & Childcare Centre / Learning Centre supports an open door communication policy, which means:

Parents are welcome to visit at any time, and we encourage booking ahead if you'd like to speak with your child's educator directly to ensure their full attention. We're happy to connect by phone—just check with your educator for a convenient time.

Families can expect regular updates about their child's progress, program activities, and any changes to hours. We ask all parents to review our Parent Handbook, which outlines our policies, procedures, and daily operations. Feedback is always welcome, and if you have any concerns about your child's care, please speak directly with their educator.





Hours of Operation & Contact Information

LUMINA:

- Operating Hours: Monday to Friday, 7:00am to 6:00pm.
- Phone: (604) 590-3833
- Email: biggestlittlepreschool@gmail.com
- Address: 1-14885 60th Ave, Surrey, BC V3S1R8

CHURCH:

- Operating Hours: Monday to Friday, 7:00am to 6:00pm.
- Phone: (604) 572-3563
- Email: biggestlittlepreschool@gmail.com
- Address: 14853 60th Ave, Surrey, BC V3S1R8

CENTRE CLOSURES:

- All **Statutory Holidays** (Including Easter Monday) Recognized in BC.
- **Mon, August 31st, 2026:** Closed for Cleaning & Maintenance
- **Tues, September 8th, 2026:** First day of school, closed for staff meeting
- **Winter Break:** Closed Dec 21st - Dec 25th, 2026, Reopen Dec 28th.
- **Thurs, Dec 31st:** Open but we close at 4:00pm.
- **Fri, February 12th, 2027:** Closed for Staff Meeting
- **Fri, May 7th, 2027:** Closed for Staff Meeting

In the event of extreme weather conditions (i.e. heavy snowfall) please listen to your local news for announcements for unexpected closures. We will also post information on Facebook and Instagram. If the public school in our immediate area is closed, then the center will also be closed. There are no refunds given for unexpected closures. Our priority is to keep our families and staff safe in the event of unfortunate circumstances, including pandemics which may include staff shortages due to illness in the childcare centre. Power outages may also cause the center to be closed but we will always call BC Hydro for more information before making a decision to close.

Daily Routine

7:00am - 7:45am

Parent Drop-Off

7:45 - 8:30am

Get ready for school, drop-off at school.

2:00pm - 2:15pm

Staff leave to pick-up children from school.

2:30pm - 3:00pm

School Pick-up

3:00pm - 3:30pm

Return to centre, eat snack

3:30pm - 6:00pm

Freeplay, Outdoor Time, Games, Activities, etc. Until parent pick-up

Children attending Cambridge, Sullivan, or Snokomish will be transported via walking. Those children attending Woodward Hill & Goldstone Park will be transported by vehicle. Younger children in kindergarten will be accompanied to their classrooms. Grades 1 and up will be allowed to go to their classrooms on their own. We will try to arrive only a few minutes before the bell rings so the children will not have to wait long.

During pick up, the children will be designated a meeting place at the school and we will do a head count at that time before proceeding back to the center. Please be advised that if children have after school activities you will need to make alternate arrangements to get them to our center. We are only able to drop off or pick up at the regular school time with the exception of early dismissal days. Also discuss with your children that they must head directly to our meeting place so staff will not be looking for them. Children have 5 minutes to go to the meeting place.

A sign-up sheet will be posted for Pro D Days. It will be first come first serve basis. Please sign up by the due date posted. This allows us to schedule the appropriate staff and plan activities according to how many children are attending. It is not the responsibility of the staff to sign up for you.

Enrolment & Attendance Policies

We strive to maintain consistency for each child. Families are asked to notify us if their child will be absent, especially in the case of illness, vacations, or extended time away. For enrollment changes, including withdrawal from the program, we require one full calendar month's written notice. Notice must be given by the first day of the month to avoid charges for the following month.

Full time students (which means children come 5 days per week) fees include Pro D Days, transportation, and early dismissals. You will not be charged any other fees during the year and payments are the same from September to August meaning that the fees remain the same for shorter months as well as longer months, which include one week at Christmas, Spring break and summer.

YOU WILL NOT BE CHARGED EXTRA DURING ONE WEEK AT CHRISTMAS BREAK, SPRING BREAK OR SUMMER!

Arrival, Pick-Up, and Late Policy

Our doors remain locked during program hours for the safety of the children. A staff member will greet you at the door and escort your child in. You are welcome to help them get settled by placing their belongings in their cubby. If someone other than a parent or guardian is picking up, you must inform the staff in advance and ensure the individual brings valid ID. We will not release any child to an unauthorized or unfamiliar adult.

We understand that delays can happen. If you are running late, please call us to let us know. The first late pickup will result in a written reminder. After that, a fee of \$5 is charged for the first five minutes past closing time, and \$1 per minute thereafter. If you are more than 10 minutes late, your emergency contacts will be called. If we are unable to reach anyone within 30 minutes, we may be required to notify the Ministry of Children and Family Development.\

Please park in the designated parking spaces and avoid parking in fire lanes as they are used in case of an emergency.

Fees & Payment Information

Our annual registration fee is \$100 per child and is non-refundable. Monthly fees vary by program and are listed on our website. All families are required to complete a Pre-Authorized Debit (PAD) form so that fees are automatically withdrawn on the 1st of each month. Any missed payments are subject to a \$35 NSF fee. Please note that refunds or credits are not given for sick days, vacations, unexpected closures, or missed days.

We are proud to participate in the Child Care Fee Reduction Initiative (CCFRI), which helps reduce monthly tuition for enrolled families. We also accept the Affordable Child Care Benefit (ACCB). Families using ACCB are responsible for paying any outstanding balance not covered by the benefit. Full program fees are applicable if CCFRI or ACCB is not in place or if we opt out of the government programs.

We require one month's written notice for withdrawal of your child in our program.

Withdrawals are accepted on the first of the month only. There are no partial refunds. If one month written notice is not supplied, parent's must pay one month's fee in lieu of the notice.

Part-Time Students are welcome, but priority is given to full-time students and siblings. We strive to adapt to part-timers by a matching process to fulfill the needs of the families that attend. Part-timers will be given the opportunity to enrol full-time if there is a demand for their current space. If you decline then your space may be given away to a full-time child. If you wish to change the days your child attends, one month's notice must be given and we will try to accommodate if possible. Full-timers who wish to change to part-time will be moved to the bottom of the waiting list.



Health & Safety

For the safety of all children and staff, please keep your child home if they are displaying signs of illness. This includes fever, vomiting, diarrhea, sore throat, persistent cough, unexplained rash, or any contagious condition such as pink eye or lice. Children must be symptom-free for 24 hours before returning to the centre.

If your child becomes unwell while in care, we will contact you for immediate pick-up. If we cannot reach you, we will notify your emergency contacts. Sick children will be comforted and separated from the group until they are picked up.

We will only administer prescription medication with a completed Medical Authorization Form. Medication must be in its original container with the child's name and dosage instructions. Depending on the condition, a care plan may also be required. Non-prescription medication will not be given unless approved by a physician and accompanied by documentation.

Emergency & Disaster Procedures

We take emergency preparedness seriously. Fire and earthquake drills are practiced monthly so that children become familiar with the steps we take to stay safe. During fire drills, we guide children calmly out of the building to our meeting spot and ensure that all are accounted for. Earthquake drills follow the "Duck, Cover, and Hold" method, with staff supporting children in staying calm and secure.

In the event of an evacuation due to a real emergency, each of our locations has a designated meeting site nearby. For example, the church location will evacuate to the Lumina building (14885 60th Ave), and the Lumina and Luxe locations will evacuate to the church (14853 60th Ave). Emergency contacts must be up-to-date and preferably located nearby. A sign will be posted at our door with our evacuation site location if we must leave the premises. We also recommend tuning into AM 1130 for emergency broadcast updates. We will only release your child to anyone authorized to pick-up as listed on their emergency card unless we have signed written consent from the parent/guardian.

Nutrition & Snack/Lunch Policy

We promote healthy eating habits and require that all children bring a nutritious snack and lunch each day. Please pack foods that are balanced and easy for your child to manage independently. All lunches must be nut-free, including tree nuts and peanuts. Due to life-threatening allergies, any food items that contain nuts or state "may contain nuts" are not allowed.

Children must bring water to drink. Please avoid sending juice, pop, or sugary beverages. If you send WOW Butter, it must be labeled so staff can identify it as a safe alternative. Meals are treated as a social time where children learn self-help skills and enjoy conversation with their peers. Please include an ice pack if your child's food needs to stay cold, as we are not able to refrigerate lunches.

Personal Belongings

We understand that children like to bring personal belongings to our centre to enjoy. We are not responsible for the loss or theft of any item that children bring into the centre. We do encourage children to put them away safely and respect each others belongings.

Clothing & Extra Supplies

Please dress your child in comfortable play clothes that allow them to explore, paint, and move freely. Children may come home messy, and that's a sign of a great day! Indoor shoes are required to help keep our classrooms clean, and outdoor wear should be suitable for the season, including rain boots and muddy buddies when needed.



Birthdays, Holidays, & Special Events

Birthdays are a special time, and we love celebrating each child on their special day. Your child will be acknowledged with a birthday badge and song during circle time. To keep celebrations inclusive for all children, we ask that no food or treats be brought in. If you wish to send something, we welcome small, non-food items like stickers or pencils in individual goodie bags to be sent home.

Throughout the year, we also celebrate seasonal events and holidays in a fun and educational way. Classroom parties will focus on games, stories, and themed activities rather than food-based celebrations. This ensures all children can participate regardless of dietary restrictions or allergies.

Visitors & Volunteers

We welcome visitors who enrich our learning environment and help support our programs. From time to time, we may host Early Childhood Education students completing practicum placements, as well as support workers who work one-on-one with individual children. All visitors who work directly with children are required to complete a criminal record check and must follow our health and safety protocols while on site.

Parents are also invited to participate in classroom life throughout the year. Whether you are sharing a cultural tradition, reading a story, or helping during a party day, your involvement is always appreciated. Please speak with your child's teacher if you'd like to volunteer. Visitor and volunteer activities are always supervised by a staff member to ensure a safe and consistent environment for all children.



Active Play, Outdoor Play, & Screen Time

Active play is a vital part of our program. Active play helps to promote healthy growth and development and supports body control and movement. Active play helps build strength, improve balance, coordination, and assists with the development of gross motor and fine motor skills. Active play also builds confidence, improves concentration, and thinking and learning skills that provide opportunity to develop social skills and make friends.

Children will engage in at least 60 minutes of outdoor play each day, weather permitting. We encourage physical movement through running, jumping, dancing, climbing, yoga, and nature walks. Outdoor time supports physical development, coordination, and emotional regulation. We have most of our outdoor play at our playground, a local park, or walks around the neighbourhood.

We limit screen time in our program to occasional, theme-based experiences such as a short video during pajama day or a special celebration. Screen time is never a regular part of the curriculum and will not exceed three occasions per school year.

Technology & Social Media Policy

We use our website, Instagram, and Facebook pages to share classroom highlights, important announcements, and seasonal activities. We will never post a child's full name or identifying information. Photo and media consent is obtained at registration, and families may opt out at any time by speaking with the administration team.

We ask that families also respect the privacy of others when visiting or volunteering in the centre. Please avoid posting photos of other children on personal social media accounts. Communication via email or phone is preferred for any issues or questions involving your child's care.



Inclusion, Diversity, & Equity Statement

We are proud to provide an inclusive and welcoming environment for all children and families, regardless of race, ethnicity, language, gender identity, sexual orientation, religion, ability, or family structure. Our classrooms celebrate diversity through books, songs, celebrations, and curriculum that reflect the lived experiences of our families and community.

We are committed to anti-bias education and respectful dialogue. Our staff is trained to recognize and respond to individual needs and ensure equitable access to learning and care. We encourage open conversations with families about cultural values, holidays, traditions, and support strategies so that each child is honored for who they are and where they come from.

Family Engagement & Communication

We value open, respectful communication with families and believe that strong partnerships enhance every child's experience. Families are encouraged to speak with educators regularly at drop-off and pick-up, as well as through scheduled meetings. We also provide updates through monthly newsletters, email announcements, and social media.

Our centre hosts seasonal events, open houses, and opportunities for parent involvement. You may be invited to attend a learning celebration, participate in a cultural day, or share your family's traditions with the class. If you have feedback, concerns, or questions, please reach out to the director or classroom staff—we are here to listen and collaborate with you.

Field Trips

Throughout the year children will have opportunities to go on outings in the immediate area. You will be notified via our newsletter for any upcoming field trips. There are extra costs for field trips. If you do not want your child to attend the field trip then you will have to make alternate arrangements for childcare.

Guidance & Behaviour Policy

Our approach to behaviour guidance is rooted in respect, empathy, and relationship-building. We believe that children learn appropriate behaviour through supportive teaching, consistent routines, and clear expectations. When challenges arise, we help children express their feelings in healthy ways, solve problems peacefully, and take responsibility for their actions.

Staff guide children by offering choices, setting limits with kindness, and modeling respectful behaviour. We acknowledge feelings before redirecting, and we encourage children to make amends when needed. Documentation and parent communication may occur when concerns arise repeatedly. We do not use punishment, time-outs, or any form of restraint, deprivation, or shaming. Instead, we work with families to create consistency and build skills that support emotional development and self-regulation.

Code of Conduct

At The Biggest Little Preschool & Childcare Centre, every child, parent, and staff member has the right to feel safe, respected, and valued. We are committed to creating an inclusive environment where all members of our community contribute to a positive and cooperative atmosphere. Children are encouraged to act with kindness, take responsibility for their actions, and learn how to resolve conflicts peacefully.

We do not tolerate bullying, discrimination, harassment, violence, or destruction of property. Any possession of weapons, threatening behaviour, or use of banned substances will result in immediate action, including possible suspension or termination of services. Consequences are handled on a case-by-case basis with a focus on learning, safety, and restoration, taking into account each child's age, needs, and circumstances.



Glossary of Terms

ECE: Early Childhood Educator, a certified professional trained in child development.

ACCB: Affordable Child Care Benefit, a government subsidy available to eligible families.

CCFRI: Child Care Fee Reduction Initiative, a government program that lowers monthly tuition fees.

Quiet Time: A post-lunch rest period offered to all children, whether they sleep or not.

Gradual Entry: A phased-in start for new children to help them ease into care over a few days.

WOW Butter: A peanut-free soy butter alternative. Must be clearly labeled to avoid confusion with peanut butter.

Practicum Student: A supervised college student completing their teaching placement in our centre.

Active Play: Physical play that encourages movement, coordination, and overall physical development, such as running, climbing, dancing, and outdoor games.

Lillio: A secure communication app used by our centre to share updates, photos, learning highlights, messages, and important announcements with families, helping keep you connected to your child's day.

Parent Acknowledgement

Once enrolled at The Biggest Little Preschool & Childcare Centre / Learning Centre, it is the parent/guardian responsibility to familiarize themselves with our parent handbook.

