



Parent Handbook



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In case of any discrepancy between the terms described in this Handbook and the Bonnyville and District Daycare Society Policy and Procedure Manual the Policy Manual shall be considered correct.

Please note: Policies and Procedures may also be changed by motion of the Daycare Board at any time.

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Welcome

Welcome to the Bonnyville & District Daycare Centre. We are pleased you made the decision to enroll your child in our daycare. We are look forward to getting to know you and your child and providing the best possible care for your child.

The Bonnyville & District Daycare is a licensed daycare providing care for children ages one to five. Our staff members hold qualifications and training in early childhood development as well as first aid and food safety.

At our Centre we have an open door policy; if you have any questions, concerns, or feedback you are welcome to speak with the Director or Program Supervisor. Parents are always welcome to come and spend some time with their children at the daycare.

Our Mission

The Bonnyville and District Daycare Center will provide quality childcare in a safe and caring environment.

Our Vision

Bonnyville and District Daycare Centre will provide a safe and caring place for the daycare children to learn and grow. The program will provide a stimulating and diverse combination of creative, participatory, multicultural, structured and free play activities that focus on stimulating emotional, physical, social and cognitive development.

Program Plan Philosophy

Our philosophy is to provide a positive structured environment for all children to develop their emotional, physical, social, and academic skills through play. Positive re-enforcement and child directed activities will help the children develop their skill set for the rest of their lives.

Basic Operating Principles

At all times we will endeavor to provide;

- ◆ a stimulating, culturally rich, friendly and safe environment,
- ◆ learning through play that provides for positive social, emotional, and physical development,
- ◆ structured early education curriculum, emphasizing literacy and language development,
- ◆ age appropriate activities to encourage optimum early childhood development,
- ◆ practices consistent with all applicable legislation, licensing and accreditation standards,
- ◆ nutritious lunches and snacks that meet Canada's Food Guide standards
- ◆ well-educated professional staff.

Governance

The Bonnyville and District Daycare Society became incorporated as a registered not-for-profit society in Alberta on November 23, 2011 and opened for business in April 2012. We encourage all parents to become members of the society and to attend our Annual General Meeting held each year prior to May 15th. The daycare is managed by a Board of Directors elected from the society's membership.

Hours of Operation

Our hours are from 6:00am – 6:00pm (Monday –Sunday)

We are closed all statutory holidays and Boxing Day;

- | | |
|-------------------------|--------------------|
| 1) New Years Day | 7) Labour Day |
| 2) Family Day | 8) Thanksgiving |
| 3) Good Friday | 9) Remembrance Day |
| 4) Victoria Day | 10) Christmas Day |
| 5) Canada Day | 11) Boxing Day |
| 6) August Civic Holiday | |

*Note: If a statutory holiday falls on a weekend, a day in lieu will be taken instead.

Daycare Fees*

Fees

\$50/day

* Fees are subject to change – these fees are effective August 1, 2020

Other fees (Administration fee, Late fees and Over Hour fees) are described in the “Registration and Payment Policies” on the next page.

Drop-in-Program Fees

The Drop-in-program is based on a staff to child ratio for that day. If care is desired for the day, parents may call the Centre to see if there is room for their child(ren). The fee \$50/day is due upon arrival; the fee includes snacks and lunch and up to 10 hours of care.

Late Pick-up Fee and Overage Fee

Children should be picked up by 6:00 pm. Please inform us as soon as possible if you may be late picking up your child. Parents who pick up their child after 6:00 p.m. will be charged \$15 per 15 minutes or part thereof. If a child is not picked up by 6:45 p.m. and we have not been able to contact you or your emergency contacts; we will contact Child Welfare.

If you use more than 10 hours per day of care a \$10 per hour overage fee is charged. This fee is pro-rated by the quarter hour.

Entrance to the Building

To improve security for the children, the entrance to the building is limited to the main front doors except between 8:00 a.m. and 10:00 a.m. when the northeast entrance door by the gym will also be open. You may exit through the side doors if you wish. DURING COVID: The entrance to the building will be restricted to the south side entrance only.

Only 1 family may enter at each time. Pre-screening MUST be completed on each child prior to entering the classroom. This includes parents filling out a pre-screening tool per child, signing the child in and taking the child's temperature. If the child is exhibiting any of the symptoms listed on the pre-screening tool, they will not be able to enter until a COVID 19 test has been completed and the results are negative. If the test is negative, children must still remain out of care for 72 hours' symptom free.

Registration and Payment Policies

- Full time placement is given priority. (see Part Time User terms below).
- Initial fees include one month fees in advance due before your child can start in daycare. Subsequent fees are due on the second of the month or the first workday thereafter.
- Payment can be paid by cheque, debit/Interac, cash or etransfer. In the case of a cheque is returned due to Non-Sufficient Funds (NSF) the child will not be allowed into the daycare until the payment and the NSF fee (\$30.00) has been paid by cash or debit.
- Late fees will be subject to \$10/day penalty and your child will not be able to return until all fees and penalties are paid. We will not hold your space open after the 6th of the month if payment is not made.
- Late pick-up penalty of \$15 per 15 minutes or part thereof after 6:00pm. This penalty is due immediately and must be paid by the beginning of the next month.
- Care after 10 hours/day is at \$10.00 per hour.
Part-times fees are based on less than 100 hours of care/month and a minimum of 8 hours per week. \$50/day- Part time space is available on regulated specific days per week to be paid on a pre monthly basis.
- Drop-In Program is only available if there is capacity to accommodate the child within that day's ratio. The Drop-In rate is \$50 per day, to be paid upon arrival. Parents must call the previous day prior to confirm space for their child.
- A child's space in the daycare will not be held open if some parent choses to withdraw for a period of time, e.g. for vacation, illness or for any other cause. In order to guarantee their space a parent must continue to pay the monthly fee even if the child is not attending the daycare. We do not refund fees for sick or absent children.
- One month's notice is required to withdraw from the program. If less than one month's notice is given you will be responsible to pay the following month's fees.
- Thirty (30) days' notice will be provided to parents prior to any change in fees

Subsidy

- Parents who apply on line for subsidy are able to print a confirmation from the Government of Alberta website. The Daycare will accept this confirmation for the first three months of care and charge the parents the difference in cost of care less the subsidy. Parents are responsible to provide the subsidy office with all the necessary documentation after making application. Delays in providing these documents may result in the loss of subsidy. The Daycare receives written notice once per month from the subsidy office of those parents who are to receive subsidies. If a parent fails to

provide the documents on time their name will not appear on the approved subsidy list. If a parents' name is not on the list, then the parent will be responsible for the full amount of their child's child care fee. The subsidy office will not confirm if a parent is to receive subsidy to the daycare over the telephone.

- Subsidy can also be lost if the child is not in care for a minimum of 100 hours per month. If this occurs the subsidy is 'clawed back' by the province and the parent is responsible for the full cost for that month. If a child is scheduled for less than 100 hours we will expect full payment.

NOTE: As of September 2013 the maximum subsidy rate is \$546 for children 20 months to 5 years and for children 12 to 20 months the maximum is \$628. This subsidy is set by the Alberta Government and subject to change. The amount of subsidy is determined by family size and income. The provincial website can provide an estimate go to <http://humanservices.alberta.ca/financial-support/15668.html> (or google "Alberta Child Care Subsidy Estimate").

Mid-Month Start

If the Daycare cannot start a child at the beginning of the month and sets a date sometime mid-month as the first day we are willing to accept a child into a full time space; the initial invoice shall include either the full time rate or a pro-rated fee based on the daily rate (currently \$50) times the number of days of care to the end of the month whichever is less. Effectively we are providing casual care until the end of the month, then converting the child to full time care.

Note this applies only if the Daycare cannot accept the child as of the first working day of the month. It does not apply if the parent wishes to start mid-month. We also do not pro-rate the monthly fee if the child will not be in attendance for any other reason. In order to maintain full time status the parent must pay the full time rate. This pro-rated fee only applies to the initial monthly fee.

Pre-enrollment Visits

We want to make sure our Centre is the right fit for your family. Parents are encouraged to arrange a visit with us at the center. The family will meet the director, the staff and the children. They will have a tour of the Centre and the child(ren) will have an opportunity to interact with their peers in their prospective classroom(s). We allow for two interactive visits with no charge and no obligation of enrollment. This helps the family make what is a very important decision about the care of their child(ren). It also helps in the transition for child(ren) and in alleviating separation anxiety.

Wait List

Unfortunately demand for care can exceed our ability to provide spaces and you may find that your child's name will be put on a wait list. We will call you and let you know when a space becomes available.

Drop-off

Children attending the Centre for the day should be dropped off by 10:30am. If you are unable to make it to the Centre by 10:30am you need to call and let a staff member know your expected time of arrival.

When dropping off your child parents must bring their child into the daycare; even if your child is familiar with the building and routine and can enter the daycare on their own you must accompany them into the building and ensure that our staff have greeted your child so that we are aware they have arrived.

Pick-up

If anyone other than a parent/guardian or authorized person is to pick up a child on any given day, parents must first communicate this to Centre staff. Verbal or written notice must be submitted prior to the drop off of the child. The daycare will not release children without prior parental permission. If this person is unknown to staff, they will be asked to produce picture identification. Be sure to sign the sign out form every day. During COVID, staff will sign children in and out.

Vacation

If you will not be using childcare for a vacation or other planned absence please provide at least two weeks written notice. As outlined in the Terms of Enrollment you must still continue to pay the regular fee to ensure your space is held open until your return. Note, while the provincial subsidy normally requires 100 hours of use to qualify the province does make allowance for an annual vacation and your subsidy will continue even if you use less than 100 hours in one particular month.

Withdrawal from the Daycare

If you wish to withdraw your child from care at the Bonnyville & District Daycare Centre, it is required you give one month written notice of termination. If less than one month notice is given you will be responsible to pay the following month's fees.

Termination of Services

Non-payment of fees. We may send any unpaid account to a collection agency. Fees must be paid by the 2nd of the month; if the fee is not paid we will not accept your child into the program. You will have one month to pay your fees otherwise we will terminate services and you will lose your space in the daycare.

We may also need to terminate services if we are unable to adequately meet your child's needs in our program. We would terminate services only after all means to meet these needs have been exhausted. The parents will be advised of this issue and we will expect the parent to work with us on finding a solution. We shall explore the possibility of assistance from the provincial Inclusive Child Care program if applicable. We will make every reasonable effort to accommodate special needs children in our program.

Sickness

If your child is sick do not bring them to the daycare. Please text 780-573-6985 by 7am to let us know your child will be absent for the day.

This includes children experiencing symptoms such as: coughing, runny noses, fever, diarrhea or other indications of illness. Children who have experienced any of these symptoms in the previous 24 hours shall not be admitted to the daycare. If while attending Daycare a child begins to exhibit the signs or symptoms of an illness such as, but not inclusive to:



DURING COVID: Any child exhibiting any of the following will NOT be permitted entry to the Centre or will be sent home immediately and may NOT return until they have been tested for COVID-19 and have the test come back negative. If the test has been returned negative, the child must be symptom free for 72 hours before returning to the program.

- ◆ Fever
- ◆ Cough
- ◆ Shortness of breath/Difficulty breathing
- ◆ Sore throat
- ◆ Chills
- ◆ Painful Swallowing
- ◆ Feeling unwell/Fatigued
- ◆ Nausea/Vomiting/Diarrhea
- ◆ Runny Nose Nasal Congestion
- ◆ Unexplained loss of appetite
- ◆ Loss of sense of taste or smell
- ◆ Muscle/Joint aches
- ◆ Headache
- ◆ Conjunctivitis (pink eye)

Or

- ◆ if a child requires greater care and attention than can be provided without compromising the care of the other children in the program; or
- ◆ having or displaying any other illness or symptom that the staff member knows or believes may indicate that the child poses a health risk to persons in the program,

then you will be called and requested to come and pick up your child as soon as possible. If we are unable to contact you directly we will call your emergency contacts. It is important that the daycare always has up-to-date contact information for you and your emergency contacts.

Your child will be kept comfortable and separate from the other children and we will make every effort to provide the proper care for the illness. You will be asked to sign an ill management form.

When a parent is called we expect that the parent to make arrangements for the child to be picked up as soon as possible. We expect that you will be able to provide an estimated time of pick up when we call. With a maximum of 30 minutes. If we are unable to contact you, we will call the emergency contact(s) you have provided and ask that arrangements be made to pick up the child. It is critical that a sick child be picked up as soon as possible.

Your child may only return to a program when the child is symptom free for 24 hours (48 hours if we are in outbreak) and/or the Program Supervisor/Director is satisfied that the child does not pose a health risk to other children or caregivers. The Program Supervisor/Director may require the parent to have a doctor's note before the child can return to the daycare. **DURING COVID: Any child exhibiting any of the previous symptoms will NOT be permitted entry to the Centre or will be sent home immediately and may NOT return until they have been tested for COVID-19 and have the test come back negative. If the test has been returned negative, the child must be symptom free for 72 hours before returning to the program.**



Children's Vaccinations

While we do not prohibit attendance of non-vaccinated children we very strongly encourage parents to have their child vaccinated. The Daycare will cooperate with the Health Unit and when possible establish a vaccination clinic at the daycare to facilitate vaccinations. If any parent has concerns about vaccinations we shall strongly encourage them to talk with their health care provider about the risks and benefits of vaccination

Contagious Diseases

The daycare may be required to report your child's illness to Alberta Health Services if it is considered a contagious disease. If at least one child in care develops an illness or disease identified on the Communicable Disease Policy, the Daycare director will have information about the disease posted on the parent board from public health explaining:

- ◆ How it is prevented
- ◆ How it can be caught
- ◆ How to manage it

Emergency Medical Treatment

If the child needs immediate medical attention due to an injury or for any other cause; the Director or Program Supervisor will call 911 and follow the directions provided by the 911 operator and then the parent or emergency contact if unable to contact the parent directly. If the child does not require immediate emergency medical attention the parent will be asked to pick the child up from the Centre as soon as possible. While the child is waiting he/she will be given care according to his/her needs. In the event of a serious injury the Centre must always ensure the child gets the medical attention he/she needs in a timely fashion. In all cases of suspected illnesses and injuries, the child will be kept away from the other children.

Under no circumstance will daycare staff transport a child to the hospital. If a child requires immediate medical attention we will call 911 and an ambulance may be

dispatched. Please note the cost for the ambulance will be the responsibility of the parent.

If your child has a condition that may require emergency medical treatment such as the administration of an Epi-Pen it is important that you make the daycare aware of this condition upon enrollment. The parent must provide the daycare with the emergency medicine in its original container with instructions for use. We can only administer the medicine as per the written instructions.

It is equally important to make us aware of other conditions that may require immediate emergency medical attention but where no emergency medicine is prescribed such as a nut, seafood or bee sting allergy reaction. In such cases we would arrange for emergency transport via ambulance to the hospital for treatment. As a precaution we avoid all shell fish and foods with nuts at the daycare.

All incidents and illnesses will be documented and parents will be asked to sign the report.

Administration of Medication

When a child at the centre requires medication a parent must complete a medical administration form. Note we can only administer medication by the label directions.

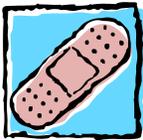
- ◆ The form will include:
- ◆ The child's name
- ◆ Full name of the medicine
- ◆ Dosage to give
- ◆ Method of administration
- ◆ Times to be given
- ◆ Length of time to be given
- ◆ Any special instruction for administration
- ◆ Parental signature

Administration of medication can only occur where written consent of the child's parent is obtained. We cannot administer medication if medical sheets are incomplete or incorrect.

All Medication will be locked up in the classrooms or kitchen (out of reach of children). Parents bringing medication must give medication to a staff member when they bring their child to the centre. It is the responsibility of the parent to ask a staff member to retrieve the medication at the end of the day. Medication is NOT to be left in lockers/bags as this is dangerous to all children in the centre and we cannot administer it. Medication that may be needed in an emergency (allergy) or due to a special condition (asthma) will be stored in the child's class, out of reach of the children.

If you have given your child any medicine or herbal remedy prior to bringing the child to the daycare please provide a written notice to the Daycare describing the medicine or herbal remedy, the dose and time of administration.

First Aid



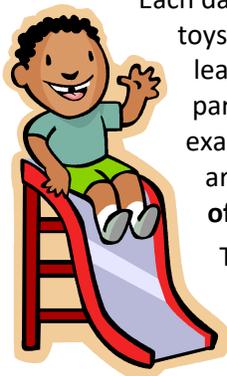
The Daycare centre may provide first aid to a child, as a form of health care, without parental consent. This pertains to bites, bumps, bruises, etc. In all events when first aid is administered a report will be written and the parent will be asked to sign the report.

Daily Program

Our daily program is intended to meet the developmental needs of the children in our care and to encourage optimal development in all areas of child development. We will strive to follow best practices and meet or exceed all licensing standards governing the provision of child care services as well as follow the FLIGHT curriculum.

A Program Plan is developed each week by the child care workers for each of the program rooms. A child directed theme is used to encourage interest, creativity and variety. Having observed the children the childcare workers shall consider the children's developmental needs and interests when developing plans having noted the topics that seem to be most interesting to the children in recent days. Care will be given to ensure an inclusive plan that includes children with special needs and interests. Special events and seasonal changes shall also be given due consideration in our program planning.

Each day children will be encouraged to actively play indoors and outdoors with various toys and equipment to help develop gross and fine motor skills. To help encourage learning through play, various play centers will be setup that children can choose to participate in. Some examples of the play centers are dress-up, role-play (for example kitchen/house, grocery store, doctor's office, construction, etc.), arts/crafts, small-group or individual games and reading area. **During COVID some of these options will be limited.**



To meet the physical needs of the children, the program will have age-appropriate toys inside and outside for dumping, lifting, pushing, kicking and throwing, as well as toys for climbing, riding and crawling through. Children will be expected to go outside or to the gym once or twice each day for gross-motor development and to stimulate their senses. **During COVID some of these options will be limited.**

The children's social needs will be addressed by large and small group activities such as circle time (singing, stories), conversations with staff, and activities between children, structured/guided play, free play, role modeling, and outings.

Intellectually, age-appropriate learning will include activities such as class letter recognition, number recognition, name writing, gluing, cutting, pasting, painting, experiments, open and guided arts/crafts, puzzles, blocks, shapes, matching, sorting, repeating, patterning, sensory stimulation, hand-over-hand modeling, and independent learning. Children will participate in teacher-read story time and children songs/music on a regular basis.

Natural colors and children's art work will decorate the walls in the Centre (note due to fire codes combustible materials must not exceed 20% of available wall space).

Providing class structure and routine will promote intellectual development.

Creatively, we will support developmental needs by providing opportunities to create and manipulate items and substances for the child's logic and self-expression. Different shapes and sizes of manipulative, such as to a variety of connectors, textured blocks, play dough, foam, lego, sensory tables with rice, sand or water and bendable, to stack, mold and connect will aid in creativity and intellect. **During COVID some of these options will be limited.**



Craft centers will be stocked with glue, crayons, cut-outs, feathers, beads, paper, pom-poms, string, cut-out shapes, etc.

Children will be encouraged to participate in song and dance during guided play and free-time activities.

Role-playing centers will help to encourage imagination and pretend-play. **During COVID some of these options will be limited.**

Children learn about our community through play and trips to the neighbourhood. Multi-cultural play materials introduce the children to a variety of cultures. **During COVID some of these options will be limited.**

Activities are planned regularly in the following areas:

- ◆ Arts and Crafts: arts and crafts projects provide opportunities to learn new fine motor skills, encourage individual expression.
- ◆ Blocks and construction/manipulative: a number of construction materials and manipulative toys are available to promote cognitive development, fine motor, gross motor and mathematical skill acquisition, role play and creative expression.
- ◆ Dramatic play: costumes and dramatic play props are available to support a diverse range of roles, situations and sense of community. **During COVID some of these options will be limited.**
- ◆ Literacy: books that reflect children's interests and abilities are available.
- ◆ Science: a variety of scientific, nature equipment and resources are available to the groups. Staffs develop emergent interests by introducing scientific and environmental concepts and ideas.
- ◆ Community and culture: children are given the opportunity to participate in community. Families are invited to share cultural traditions and practices with



the group. Our community's ethnic diversity shall be celebrated. Program planning is to include introduction of a global perspective in age appropriate ways, e.g. various celebrations and national days from around the world can be highlighted. **During COVID some of these options will be limited.**

Arts & Craft Policy

Children will be encouraged to creatively express themselves through arts and craft. To allow for creativity a range of levels of direction will be provided.

Care must be taken to ensure that the materials used are safe for the age of the child. As with all toys and supplies in the daycare to be used by children staff must ensure that arts and craft supplies are non-toxic and do not pose a choking hazard to younger children.

Reasonable efforts are to be taken to protect the children's clothing from paints and other materials through the use of smocks and close supervision when the children are playing with 'messy' art materials.

Parent Involvement

Parental involvement is encouraged and welcomed. Parents need to be engaged in a variety of ways that best suit their individual interests, needs and abilities. Parents may help on a special off-site excursion (i.e. going swimming) or a special activity (i.e. Christmas party or year-end); make donations to the center. Parents will also have opportunities throughout the year to attend special events. Parents will also be asked participate from time to time through surveys and other means. **During COVID some of these options will be limited.**

We strive to respond to the diverse interests and needs of the children and their families. On occasion, a family may be asked to come into the Daycare to help the children celebrate the diverse cultures we have within our community.

Parents will be asked to join various committees including the Accreditation Committee and participate in fund raising events. The Daycare will actively promote the Daycare Society's Annual General Meeting encouraging parents to become members of the society and to put their name forward to sit as a Director on the Board.

Parent input into policies, procedures and any other ideas you may have to improve our program is most welcome.

Developmental Goal Setting

Our staff is encouraged to engage parents in conversation when they drop off their children or pick them up at the end of the day. In these informal conversations staff members are to talk with the parents about their child's daily activities and any concerns there may be. At these times staff can ask the parents if they are working on any specific goals with their child, e.g. toilet training, eating vegetables, tying their shoes, playing with something other than a toy truck, or any other developmental goal the parent may be working on. Notes about these goals should be recorded on an observation sheet to be shared with other staff working with that child, and where appropriate a plan should be established with the parents to assist in attaining these

developmental goals. Detailed plans should be documented and stored in the child's file.

Developmental / Screenings / Assessments / Referrals

The Daycare shall partner with the Family Resource Network (FRN). At any time should staff have any concerns regarding a child's development a referral to the Health Unit or to FRN for a developmental screening or assessment is recommended. Staff may make the referral directly to a parent or may ask the Program Supervisor to make the referral. Staff will inform the Program Supervisor of their intent to make this recommendation prior to discussing their concern with the parent and will document this referral in the child's file.

Open Door Policy

The Bonnyville and District Daycare encourages all family members to feel the program is truly a part of the Bonnyville community and encourages family support and contact with family. The program staff and children feel supported with this type of open door communication. As a public not-for-profit organization we strive for transparency in all of our operational procedures and policies.

The Daycare Director and Program Supervisor are available to meet with any parent in the program at a mutually convenient time. The Director and Supervisor shall make every reasonable effort to make this time as convenient as possible for the parent, e.g. being prepared to meet at the time when the parent usually drops off their child or picks them up at the end of the day.

Parents may make arrangements to observe their children in the program. **During COVID some of these options will be limited.** Efforts will be made to make the parent comfortable without interfering with the normal course of activity in the program.

Parents may take advantage of the one way mirror in the Daycare Office to observe their child in our care without the child being aware of the presence of the parent.

Parent Concern Policy

Although we make every attempt to offer quality care to all children and families, there may be occasions when parents have concerns. We encourage parents to bring their concerns to us so that we can work together to determine solutions. We will take appropriate actions to resolve all parent concerns in a timely manner.

Concern Procedure:

- ◆ Parents are encouraged to talk to their child's caregiver as a first point of contact.
- ◆ Should this not resolve the issue, parents may bring the matter to the attention of the Program Supervisor.
- ◆ Should the matter remain unresolved the matter is to be brought forward to the Executive Director. The Director will schedule a meeting(s) as necessary with appropriate parties to gather relevant information before deciding on a course of action.
- ◆ Parents will be informed, as appropriate within confidentiality requirements, as to the result of the Director's inquiry and action taken.

- ◆ All concerns will be dealt with in a timely manner.
- ◆ Parents may put their concerns in writing at any point in this process.
- ◆ If the Director is unable to resolve the issue to the satisfaction of the parent the matter may be brought forward to the Daycare Board.
- ◆ In the event that the concern is serious and/or was not resolved within the Centre, parents have the option of contacting the Child Care Licensing Officer for Region Seven Child and Family Services Authority at 780 623 5301 and/or the Alberta Association for the Accreditation of Early Learning and Care Services in Edmonton at (780) 421-9222.

Custody Policy

If there are any custody and access arrangements by way of consent or court order, we request a copy which we will keep on file; however it is not our responsibility to interpret, determine or enforce these orders.

A parent with sole custody needs to provide a document that clearly defines the limits on the non-custodial parent's access. If we are aware of a limitation prohibiting access we will not willingly release the child. Should the situation arise where the non-custodial parent comes to pick the child up, we will ask for supporting documentation granting access, if a new order has been issued we will respect that order. We will contact the custodial parent and make them aware of the situation. If no new order has been issued and the parent does not have legal custody of the child, we will ask the parent to leave, if they will not we will call the RCMP and will notify the custodial parent.

In families where there are issues related to custody and access it is very important that clear and regular communication be maintained with the parent.

Access to Information

Should any person other than the child's guardian on record, including a non-custodial parent make a request for information about a child's attendance or any other matter on record related to services provided by the Daycare, that person shall be asked to make a formal request in writing for information, including any relevant documentation supporting their right to access this information.

The Executive Director will consider each application for access to the child's records on a case by case basis. Should the Director decide that the information shall not be released the applicant will be advised of their right to appeal this decision to the Board.

Under no circumstances shall daycare staff provide any information to any person other than the guardian(s) who have registered the child in the program, unless compelled by the Duty to Report Child Abuse in the Child, Youth and Family Enhancement Act or by court order.

Note: Information on the child attendance and other related child care records may be released with the expressed written permission of the guardian on record. This approval must be specific about the nature of the information to be released, e.g. to include only attendance, include any incident reports on file, include fees paid, etc.

Confidentiality / Personal Information Protection Act (PIPA)

Parents can be assured that confidentiality regarding information about their children and families are a high priority at the Bonnyville & District Daycare Centre.

The Director and the staff may give you information about your child but under no circumstance will the Director or staff give you information about any other children in care.

All records retained by the Daycare are subject to the provisions of the Personal Information and Protection Act of Alberta and shall be retained with all necessary security. Requests for information shall be provided in accord with PIPA

All records shall be available for inspection by the CFSA Licensing Officer and any other authorized person within the scope of PIPA.



Parents are to be asked to provide consent for the use of children's artwork and images (photographs) of their children for use in publications and on line.

Keeping You Informed

We want to keep you informed updated on Daycare events and news.

Daily reports will be sent to you by HiMama.

Information may be posted on the bulletin board or on the wall in the entry to the daycare – keep your eye open for new posters. We produce a monthly newsletter – we put effort into making it informative and interesting – please take the time to read it.

Important information will be distributed in the form of letter to all parents from the Director – these letters will be either handed directly to you or placed in your child's cubby.



And the Parent Child Centre has a Facebook page – if you are a Facebook user search for Bonnyville and District Daycare and you should find us.

Fundraising

From time to time we will hold fundraising projects to raise money for the daycare. We strongly encourage you to be part of our fundraising efforts. We welcome suggestions to new fundraisers ideas.



One small way you can contribute and save time is by donating your bottles to the daycare when you take them to the Dove Centre – we have an account there to receive the proceeds from donated bottles – just let them know that you want the money to go to the daycare and you can simply drop off the bottles and leave. We also accept donations

Material Donations: We can accept donated materials with some restrictions. Toys and other materials must be in excellent condition and we need to have storage space for larger items. We can also accept some recycled material for crafts – there are some materials we cannot accept – please speak to the Program Supervisor before bringing any donated materials to the Centre.

What to Bring

Each child must have these items daily:

- ◆ At least one full change of clothes*
- ◆ Clothes that are comfortable
- ◆ Outdoor clothing appropriate for the season
- ◆ Indoor and outdoor shoes
- ◆ Sippy cup or water bottle
- ◆ A blanket (optional)
- ◆ Personal grooming items, and other personal items.
- ◆ Diapers and wipes if not yet toilet trained
- ◆ Sunblock and bug spray (spring-fall)



Please label all items that come to the Daycare. We are unable to keep track of items that are not labeled. We have an ongoing fundraiser with Mabel's Labels if you need assistance with labeling your child's belongings.

*We do keep a supply of clothing at the daycare that we can use if your child needs clean clothing – we label our clothing – please return our clothing the next day – another child may need to use them.

Please note: Normally toys are not to be brought to Daycare except on Show and Share

Cubbies

We refer to the green open 'lockers' in the coat room as cubbies. Children who attend regularly will be assigned a cubby for their belongings. Some cubbies may be shared by 2 children. Cubbies should be cleaned out daily except for indoor shoes. We ask for your cooperation in helping us keep the building clean and tidy. The Daycare will not be held responsible for missing items so please remember to label all items and bring only the necessities to the Centre. There is a lost-and-found bin should your child misplace any of his or her belongings. From time to time important messages may be put in your child's cubby – please read these notices.

Show and Share Days –

We ask you to leave your child's toys at home. We understand that sometimes a child can become very attached to a particular toy, but we do ask that you not allow them to bring it with them to daycare. We do not accept any responsibility for lost or broken toys.

In an effort to promote responsibility, we allow children to bring in one toy or item on a specified day for show and share. This will be a good opportunity to teach children to be responsible for their own belongings. It will also serve as a "show and tell" where children can show their friends what they have brought.

Please do not send any electronic devices or toy weapons to the daycare.

Technology

Each room has a CD player for programming, entertainment and naptime use. Parents are welcome to bring CD's for the children to listen to but they must use appropriate language and be approved by the Director.

Limited use of technology such as TV, video, computer and tablets etc. may be used in the daycare, provided they are educational, encourage creativity, solve problems and to support and extend program themes and activities. With the exception of the CD player and music, no technology will be used with children under the age of 2 years old.

Other activities must be provided to the children while the technology is being used (i.e. while video is playing, centers are still open for children to use).

TV and videos are to be limited to no more than 2 hours per month. This is a maximum and it is expected that actual use will be far less. TV and videos will not be used with children under the age of 2.

Significant use of computers, tablets and other similar devices is not envisioned in the daycare setting. With the exception of entering data onto the HiMama program for parents. If such devices are to be introduced care must be taken to ensure that they do not compromise the quality of care being provided and that they are used to enhance early childhood development.



Snacks and Lunches

Children will receive a nutritious morning snack, lunch and afternoon snack every day care at approximately 9:00 a.m., 11:30 a.m., and 3:00 p.m.; times may vary or change depending on that day's activities. Menus will be based on the Canada Food Guide recommendation with four food groups served at lunch and a minimum of two for the snack and breakfast. The Daycare shall ensure that the kitchen facility complies with all Public Health Regulations and is licensed as a food establishment and that staff maintain the required food handling certification.

We have a five-week menu rotation which will be posted for the parents' information. **During COVID some of these options will be limited.** Seasonally, menus will change to incorporate different foods such as fruits and vegetables.

Parents who wish for their child to eat or not eat certain foods due to food allergies, digestion issues or specific religious beliefs (no pork, or no meat and dairy served together) are asked to provide snack/meal substitutes. Staff will do their best, within reason, to accommodate the likes and needs of the children.

We expect that the children will sit together to eat and staff are encouraged to sit and eat with the children. We also expect that the children will serve themselves to the best of their age and ability. **During COVID some of these options will be limited.**

For safety reasons, children may not go to sleep with a bottle or sippy cup.

We strive to keep the Centre "nut free" to avoid any allergic reactions for those sensitive to nuts. If you are sending any food to the centre please ensure that it is nut free.

All foods served to the children must be prepared in a licensed kitchen or purchased from a licensed vendor. If a parent wishes to provide something special for the children it must be either purchased at a licensed vendor and must not contain nuts or made in a facility that produces nut items (grocery store or restaurant for example). A parent may also volunteer to cook the food in our kitchen under the supervision of the cook, for example if a parent was willing to share a special food from their home country. Please note this applies to foods provided for parties and special events.

Rest or Nap Time

Young children need a mid-day rest period to help aid their development. Although we do understand that not all children nap, all children will be provided a cot to rest on for a minimum of 30 minutes. We do not force children to sleep however, if they fall asleep on their own, it is because they are tired, and we will let them sleep for a minimum of 30 minutes.

Blankets are washed weekly and cots are sanitized daily. **During COVID some of these options will be limited.**

Incident Reporting

This policy pertains to incidents in which a child is seriously ill or injured or incidents in which the health and safety of the children in care are at risk. The following incidents must be reported immediately to our regional child care centre using the appropriate documentation form required.

- ◆ An emergency evacuation
- ◆ Unexpected program closure or intruder on premises
- ◆ Illness or injury to a child that requires emergency health care or requires a child to remain in hospital overnight
- ◆ An error in the administration of medication by staff resulting in the child becoming seriously injured or ill and requiring first aid, or requesting emergency health care and/or requiring the child to stay overnight in the hospital
- ◆ The death of a child
- ◆ And unexpected absence of a child (i.e. lost child)
- ◆ A child removal from the program by a non-custodial parent or guardian
- ◆ An allegation of physical, sexual, emotional abuse or neglect of a child by a staff/volunteer or the commission by a child of an offense under an Act of Canada or Alberta
- ◆ A child left on the premises outside of the program's operating hours

All incidents of these types will be analyzed annually (or as necessary) and a report, using the prescribed form required, will be submitted to the regional child care office within two business days.

Transportation

Bonnyville & District Daycare Centre will transport (walking) to Notre Dame Elementary for preschool. It will be the responsibility of the parents or Notre Dame Elementary to transport the children back to daycare once preschool is finished. All parents of preschool children need to sign a transportation form prior to staff taking a child to preschool. At no time will staff be allowed to transport children in their own vehicles. As part of our daily programming we may require bus transportation for an outing or field trip. There may be an extra charge on occasion for these outings and field trips.

In any emergency situation where a child requires immediate medical care, an ambulance will be called to transport the child. We will always notify the parents in the event of an emergency situation. The Bonnyville & District Daycare Centre will not be held responsible for any expenses that may be incurred by medical care.

Off-site Activities

When a parent registers a child in the Daycare program there will be an option to provide consent to participate in activity outside of the daycare. Written consent is required for the child to leave the daycare site.

The consent provided on the registration form will cover any activity that is part of the daily routine for the Daycare such as walks, outdoor play, parks, library, etc.

When a class leaves the Daycare a sign will be posted with: **During COVID some of these options will be limited.**

- ◆ The location of the activity
- ◆ What the activity is
- ◆ The time the staff expects to arrive back
- ◆ Contact number (if applicable).

If we go on an field trip that is not part of the normal daily routine parents will get written notice of the even and will be asked to provide written consent. **During COVID some of these options will be limited.**

This form will state:

- ◆ The nature of the activity
- ◆ The location and who will supervisor and/or number of supervisors attending
- ◆ The method of transportation (if necessary the person/company providing the transportation such as the bussing company)
- ◆ Expected departure and arrival times
- ◆ Any other special information about the activity such as special items the child may need to bring.

These activities include events such as leaving Bonnyville, swimming, and fieldtrips to senior's centres, local businesses, community organizations or museums. **During COVID some of these options will be limited.**

For such events we will be seeking parent volunteers to assist us for the event.

We hope that all children will be able to participate in these special events, in the event we have not received the written consent form and not all of our groups are going on the outing; the child will stay in the centre with another class. In the event the whole

centre is on an outing, a child without consent must be picked up by their parent for the duration of the outing. The child may return when the children have arrived back at the centre. Child care fees will not be refunded for children who do not participate in events. Parents will be responsible for picking up their child at the location of the field trip in the event that the child's behavior becomes an issue, or if they are experiencing illness or are injured.

Supervision / Child-Staff Ratios

The staff at our centre will strive to create a positive atmosphere that is safe for all children by actively supervising, interacting and supporting the children in our care. Staff will maintain a high-standard of supervision, at all times, while our children play and learn. Children will be supervised in accordance to the Ratios and Maximum Group Size regulation in the Child Care Licensing Regulation Act (as per the charts below).

Awake Ratios (anytime before or after designated nap time)

Childs Ages	Primary Staff to Child Ratio	Max Number of Children in a Group
12 months to less than 19 months	1:4	8
19 months to less that 3 years	1:6	12
3 years to less than 4.5 years	1:8	16
4.5 years and older	1:10	20

Sleep Ratios (during designated nap time)

Childs Ages	Primary Staff to Child Ratio
12 months to less than 19 months	1:8
19 months to less that 3 years	1:12
3 years to less than 4.5 years	1:16
4.5 years and older	1:20

Mixed Ratios (majority age of children determines ratio)

Age of Children in A Combined Group		Number of Children in a Combined Group
Youngest Child in The Group	Oldest Child in The Group	
19 months to less than 3 years	3 years to less than 4.5 years	14
19 months to less than 3 years	4.5 years and older	16
3 years to less that 4.5 years	4.5 years and older	18

Minimum Staffing

When there are more than six children in the centre it is required to have a minimum of two adult staff members on duty; one of whom is a primary staff member.

Smoking, Alcohol and Cannabis



Smoking, alcohol and cannabis is prohibited in the Parent Child Centre by provincial legislation and by Municipal Bylaw. Staff (including parent volunteers) shall not smoke, consume or be under the influence of alcohol or cannabis when engaged in actively caring for children on or off program premise, including off-site excursions.

Volunteers

Volunteers are welcome at our Centre. All volunteers will be supervised and at no time will children be left alone with a volunteer. Our volunteers include high school students on work experience and Early Childhood Development students doing their practicum placement. Parents may volunteer for special events or field trips. From time to time we may have other types of volunteers and treat each one on a case by case basis.

Volunteer duties may include helping prepare snack and setting up activities. They may also be asked to run an art activity or group game. All volunteers, just like staff, are expected to interact and engage positively with children. They will help them build pro-social skills in order to maintain positive and strong relationships with other children.

Adult volunteers are required to have a clear Criminal Record Check prior to volunteering (parents volunteering for special events or field trips are exempt from this requirement).

Suspected Child Abuse

In accord with Alberta legislation on the duty to report child abuse or neglect the Bonnyville & District Daycare shall comply fully with this legislation and cooperate with the Child and Family Service Authority (CFSA) investigator. The Daycare shall ensure all staff members fully understand their duty to report; if a staff member suspects a child is being abused or neglected this will be reported to the local CFSA office. Staff members must document all suspicious behaviors. The Act provides for the protection of the identity of persons reporting child abuse – the daycare will not inform parents when reports of suspected child abuse have been made to the authorities.

Child Guidance

Only positive child behavioural guidance approaches shall be used to manage the children's behaviour. Staff shall not deny, threaten any basic necessity; or use, nor permit the use of any form of confinement or isolation.

We will endeavor, at all times, to prevent situations which may result in a need for disciplinary action by providing, for example, adequate toys and materials (see Child Guidance Policy). We are dedicated to helping children to identify emotions, manage their emotions, and nurture positive behaviors. This is a critical part of early childhood development and age appropriate emotional maturity.

Staff use many techniques to assist children in developing positive social skills, problem solving and conflict resolution. Although all methods vary depending on children's ages and level of development, we strive to teach problem-solving skills and assist children in becoming independent. If an intervention is required the child's age, level of development, incident and outcomes of incident shall be taken into consideration. If

there is an intervention due to a child's behaviour a Behavioural Incident Report is required.

The staff will plan their programs as to minimize behavior problems by:

- ◆ **Engaging Programming:** Activities that are developmentally appropriate and based on children's interests will keep young children busy and less prone to behavioural problems.
- ◆ **Adequate Supplies:** Ensuring adequate numbers of toys and other supplies reduces the competition for desirable items. Providing a variety of options and centres makes redirection easier when there are other enticing activities for children to choose. **During COVID some of these options will be limited.**
- ◆ **Routine:** A daily routine is established to provide predictability and a balance between active/quiet and self-directed/teacher-directed activities.
- ◆ **Transitions:** Transitions between activities are carefully planned to make these times positive experiences for the children.
- ◆ **Supervision:** Caregivers are to focus their attention on the children, guiding their behavior, facilitating their learning, interacting, listening and encouraging them as they strive to overcome new challenges.
- ◆ **Positive communication:** positive communication is used to explain why the child's behavior is inappropriate and to encourage the child to come up with other positive problem solving methods.
- ◆ **Positive reinforcement:** caregivers reinforce positive behaviours by giving children attention and being positive role models.
- ◆ **Consistency:** caregivers are consistent with all children. Limits and expectations are consistent amongst all adults as to allow for overall consistency within the program.
- ◆ **Clear limits:** children are given clear limits. Boundaries and expectations expand as children develop.
- ◆ **Modeling:** adults clearly demonstrate compassionate, caring behaviours that set examples for children to follow.
- ◆ **Validating feelings:** children's feeling and emotions are acknowledged to support their emotional development.

Intervention Techniques:

- ◆ **Redirection:** positive communication is used to explain why the child's behavior is inappropriate. An 'I' message is used to express concerns about the behavior followed by a suggestion for an appropriate behavior to replace it.
- ◆ **Tone:** a kind yet serious tone delivered by intervening adults reinforces children's sense of security and lets them know the situation is under control. Raising your voice is very ineffectual and is not an acceptable professional response.
- ◆ **Non-judgmental explanations:** children are provided with explanations as to how their behavior affects themselves and others.
- ◆ **Ignoring:** From time to time ignoring a particular behaviour is the best option.
- ◆ **Passive interventions:** Childcare staff gives children time to work through their own problems, but are there to support the children as required.

- ◆ **Anticipation:** Sometimes behaviours become predictable, as staff come to know the children in our care it become possible to anticipate what will “set them off” and steps can be taken to minimize the risk of a negative reaction.
- ◆ **Problem solving:** Childcare staff helps young children to begin to develop their problem solving skills. This can be very simple such as asking if there is a way to share this toy or is there another way to do what they want to do. There are some teaching aids that promote the development of problem solving skills.
- ◆ **Natural and logical consequences:** Childcare staff can begin to help children learn about natural consequences, e.g. if you refuse to wear your shoes your feet will get cold. Children see the results of their own behavior and begin to modify it accordingly.
- ◆ **Physical intervention:** Safety is our primary concern and when necessary children are to be separated if one or more children are in danger of being physically hurt. At no time should any individual child be isolated as punishment, if necessary the child may need to receive individual attention from a childcare worker or other staff member.
- ◆ **Prohibited Discipline** Any type of physical punishment including spanking and any type of harsh, humiliating or degrading physical, verbal or emotional behaviours are strictly prohibited in the Centre.
- ◆ **Seeking Help:** No one person has all the answer all the time. Sometimes a child will respond differently to a different staff member, staff will ask for help. If any behavioural problem persists bring this forward with co-workers and the Program Supervisor to explore possible solutions.
- ◆ **Special Needs Children:** Some children have physical, mental or emotional developmental needs that manifest in challenging behaviours. For some children this is a chronic condition but for others may be a reaction to recent events in their life. In such cases a plan will be needed to reduce the incidence of such behaviours and creative solutions found. In some cases an aid may be needed.
- ◆ **Accepting Limits:** In the event of a child continually displaying unacceptable behaviour, staff will endeavor to work closely with parents to produce an action plan that will encourage consistency in dealing with behaviour management. This will need to be arranged with the Program Supervisor and Director.

Reporting Behaviours: Incidents of certain unacceptable behaviour are to be reported on the Behaviour Incident Report form. These forms are to be shared with the parents. This includes any time a child hits or bites another child. When in doubt discuss the incident with the Program Supervisor to determine if a written report is warranted.

Parental Meeting

Should a child’s behavior become too difficult to manage, the primary caregiver will consult with the Program Supervisor and/or Director. If needed a meeting with the parents will be scheduled. If there is no resolution to this matter, the parent will be advised that the daycare is unable to manage their child’s behaviors and that alternative care is required. All other avenues of support will be explored including the possibility of an aid for the child however we do provide group care and some children may not adapt to the daycare setting

Anti-Bullying Policy

All children have the right to a caring, respectful and safe environment that is free from all forms of bullying. The roots of bullying behaviour can be seen in early childhood. Children can learn empathy and that bullying is unacceptable.

Daycare staff will intervene when they observe bullying tendencies and find teachable moments to help develop empathy by helping children appreciate how the other feels. Staff will employ the child guidance and behaviour management policies in response to bullying behaviours.

Program Evaluation

Evaluation of the program shall be conducted and reviewed to ensure that the Daycare operates within minimum licensing and accreditation standards and that our intended outcomes are being achieved.

The following are the key means by which our program is evaluated:

- ◆ CFSA Licensing: Periodically the Daycare is inspected by the CFSA Licensing Officer. The results of all such inspections shall be reported to the board and posted in compliance with license standards.
- ◆ Public Health: The Daycare may also be inspected by the Public Health Officer. The results of such inspections shall be reported to the Board and posted in compliance with the licensing standards.
- ◆ OH&S: Occupational Health and Safety inspections may be conducted from time to time. Records of these inspections are to be kept on record and shared with staff during the Health and Safety segment of the staff meeting. Any serious violation of this inspection is to be reported to the board.
- ◆ Surveys: Parent Surveys shall be conducted from time to time to assess a parent's view of the program.
- ◆ Outcome Measures: Outcome Measures Reports are required for the Inclusive Childcare program; such measures shall be conducted in compliance with contract standards.
- ◆ Other: From time to time other evaluation measures may be completed on the Daycare. Where appropriate such evaluations shall be shared with the Board.

Handbook Policy Agreement

I _____ (name) have read and understand the expectations set out for me by the Bonnyville & District Daycare Centre. By signing this agreement, I agree to give the information stated in this handbook to all persons associated with my child(ren) so they to, know and understand what is expected of them.

Signature: _____ Date: _____