

Parent Handbook

Daycare and OSC



Our centre's philosophy is to provide the best quality care possible for your child in a "home away from home" atmosphere where children can develop new relationships and learn and grow as an individual.

Little Wonders Child Development Centre

&

Out of School Care

780-998-3505

Welcome

The Director and Staff welcome you and your family to Little Wonders Child Development Centre, & Out of School Care. Choosing quality care for your child is one of the most difficult decisions you, as parents, will ever have to make. It is our sincere hope that together we can provide a positive, exciting and enriching time for your child. We have prepared this handbook to provide detailed information to you regarding our centre's policies and procedures. By explaining mutual expectations, we hope to avoid any problems caused by misunderstandings. Please read the terms of the handbook carefully. If you have any questions or concerns, please contact us and we will be happy to help you.

Mission Statement

We strive to provide the highest quality of care for your child by participating in workshops, and professional organizations that help us enhance the development of each child.

Our Goals

- Provide a variety of age appropriate toys and equipment
- Display interesting reading material
- Provide age appropriate games and puzzles
- To have adequate indoor and outdoor play space
- Use active listening skills
- Meet each child's needs completely

Program Philosophy / Policy

Our centre's philosophy is to provide the best quality care possible for your child, where children can develop new relationships, and learn and grow as an individual, express their own ideas and feelings, and put to use their personal skills and talents.

We have adopted the following goals and objectives to help us achieve this:

- To develop a program that will enhance the social, emotional, intellectual, creative and physical skill and abilities of each individual child.
- To provide a physically and emotionally safe and stimulating environment where a child can learn to co-operate with others, practice decision making and problem solving, and to learn to care for him or herself in the area of nutrition and hygiene.
- To provide a setting in which a child may make new friends, develop a respect for self and for others, and develop a sense of well being.
- To recognize each child as a unique individual and support that child in developing to his or her full potential.
- To embrace principles of diversity and accept all kinds of people regardless of their cast, creed, color, religion and ethnicity.
- To promote positive relationships and interactions between staff, families and children that is based on respect, trust and fairness.

Little Wonders will meet the developmental needs of the children by offering:

- A well trained, caring, result-oriented and professional staff whose expertise, dedication and commitment are admirable.
- A rich and stimulating environment, which can respond and adapt to the needs to individual children.
- A predictable yet flexible daily routine that offers children the security of a stable framework for their day.
- On-going communication between families and staff.

Accreditation

Little Wonders Child Development Centre and Out of School Care is accredited by the Government of Alberta, Children Services.

Curriculum

Our curriculum is based on learning through play and we offer the following:

- Homework support
- Leadership and communication skills through activities and interactions
- We provide a comfortable environment to help develop confidence, self-esteem, values, and social skills
- Teamwork is encouraged

Registration Policy

All registration forms must be completed and returned on or before your child's first day at the centre. Please be sure to completely fill in the registration form including local addresses for emergency contacts to help us to ensure the safety and wellbeing of your child. If you are applying for subsidy, these forms must be completed and approved on or before the first day at the centre. Payment for the month is due upon registration and before the child starts. There will be a \$50.00 administration fee, which is non-refundable.

Open Door Policy

Parents are encouraged to visit and spend time with their children at the centre whenever possible. You are welcome to attend any field trips, which have been scheduled *throughout* the year. We encourage and value any suggestions parents may have with regards to any of our programs. Please feel free to discuss any question or concerns with the director.

Parent Orientation Policy and Procedure

The staff of the centre believes it is essential that parents feel familiar and comfortable with the centre. For your child to feel truly good about their childcare experience, they must sense that you also feel good about the centre. As a new parent, you will be offered a tour of the centre to familiarize yourself with the centre, staff and children. We *can* assist parents find local resources in our community as well as help with subsidy applications. You will also obtain information on registration, review the parent handbook, and be asked to sign a variety of forms including a parent and fee contract.

Child Guidance Policy

At Little Wonders, we treat each child as an individual and handle each situation on an individual basis. To reduce the number of possible behaviour problems, our staff has worked hard to set up a creative program to help meet the individual needs of each child, implemented in an atmosphere of mutual respect and enthusiasm. The goals of our guidance policy are for our children to develop positive self-esteem and socially acceptable ways of expressing their needs and feelings. This guidance policy is designed to encourage the children to practice self-control, develop decision-making skills, and take responsibility for their own actions. Common courtesy and respect for themselves, others and for property are values we believe in and encourage the children to learn.

Child Discipline Policy

We provide a safe and supportive atmosphere, where each child is listened to, respected and valued. All staff will encourage self-esteem and promote problem solving skills.

At no time, under any circumstances will staff inflict any form of physical punishment, verbal or physical degradation or emotional deprivation. Further to this no staff member will deny or threaten the withdrawal of any basic necessity. No child will be subject to physical restraint, confinement or isolation.

Behavior Management Policy

Staff will encourage positive interactions among children to promote a supportive environment in which children's development and self-expression may be stimulated, and the child's assets and strengths will be the focus. Staff will encourage children to be responsible for their behavior by reasoning with the child and offering set limits. Should the child choose to continue the negative behavior or loses control and cannot reason, the child will be removed for a "cooling off" period away from the situation. In all incidents, staff will discuss with the child the reason for cooling off and the importance of the rule that was broken. In the case where the staff member is having trouble with the child's behavior, the staff may then bring this to the attention of the parent and then the director. The director may call the parents to discuss the matter. If the problem is not resolved and the child is unable to manage safely in a group of children within the given adult-to-child ratio, termination of services will be a measure of last resort.

Staff is not permitted to practice or inflict any form of physical punishment (i.e. striking a child, shaking, shoving, or spanking) verbal or emotional abuse. It is the policy of this center that children are given the opportunity to resolve conflicts themselves using language and problem solving skills. All children are expected to stay within the limits of consideration for people and things. At no time will children be permitted to engage in physical and verbal attacks on each other or staff members. Staff will employ measures to deal with situations where the children cannot reach a solution themselves. All disciplinary action must be reasonable in the circumstances.

Confidentiality Policy

An important part of this centre is the respect of confidential information. Staff will respect confidentiality of families always. In the case of an emergency or injury, information may be released to the proper authorities, medical staff or in the case of suspected abuse, the appropriate child welfare authority. Any information discussed regarding children and parents will be kept confidential, as well as personal information that parents may share with us. Information regarding children may be released to the child's school due to our partnership with the schools.

Inclusion & Diversity Policy

Little Wonders Child Development Centre accepts children, their families and employees from all cultural backgrounds, experiences, and circumstances. We work hard to create an inclusive environment that values everyone and his or her differences. Our diversity policy is fundamental to the success of our program. The program offers children, families and employees the opportunity to share their culture and experiences with the children through presentations and sharing of cultural objects. We try to acknowledge multiculturalism by planning activities based on diversity monthly.

Some examples of these activities include

- Celebrating foreign observances
- Cultural show and tell
- Cultural crafts

- Songs and stories from around the world
- Cultural items placed around centre for children to interact with

Communication Policy

At our centre we strive to have open communications between staff, parents, children and the community. We encourage parents to come forward with any ideas or concerns regarding our program. We communicate through

- Monthly newsletters
- Posting community newsletters
- Updated parent info board
- Current community flyers are posted
- Monthly staff meetings
- Staff communication book
- Hold events on holidays to encourage parents and children to interact

Daily Routines

All routines are planned carefully with the children's input and interests; however, they are flexible depending on the needs of the children.

Hours of Operation

Our centre is open from 6:30 A.M. to 5:30 P.M. Monday through Friday. We are closed all statutory holidays. We are open from 06:00 A.M. to 06:00 P.M. for extended hours.

Closures

The centre is closed on all statutory holidays and other observances. The following is a list of all closures.

New Years Day	Victoria Day	Thanksgiving Day
Family Day	Canada Day	Remembrance Day
Good Friday	Heritage Day	Christmas Day
Easter Monday	Labour Day	Boxing Day
National Day for Truth and Reconciliation		

The centre will be closed from Monday of the last week of July till the 1st Tuesday of August and Dec 23rd until the Jan 02nd of the New Year and reopen on the 3rd; if the 3rd is Friday, we will reopen on Jan 06th. Any additional closures will be the decision of the Director and will be emailed to parents accordingly.

Staff to Child Ratio

To best meet the needs of the children in our care, we adhere to staff to child ratios always in accordance with Alberta Child Care Licensing. There are also times when we exceed the requirements by having support staff or additional staff to help different rooms. The following is the staff to child ratio for each age group:

- 0-12 months – 1 staff for every 3 children. At nap time 1 staff for every 6 children.
- 12-18 months - 1staff for every 4 children. At nap time 1 staff for every 8 children.
- 19-35 months - 1staff for every 6 children. At nap time 1 staff for every 12 children.
- 36-48 months - 1staff for every 8 children. At nap time 1 staff for every 16 children.
- 48 months and up – 1 staff for every 10 children. At nap time 1 staff for every 20 children.
- Out of School care – 1 staff for every 15 children.

There will be times during the day when children of 2 or more age groups will be combined. The ratio of staff to children as set out by Alberta Child Care Licensing will be as follows:

Youngest Child	Oldest Child	Maximum # of Children
0 to 12 months	12 to 18 months	12
12 to 18 months	19 to 35 months	20
12 to 18 months	36 to 54 months	30
12 to 18 months	54 months or older	30
19 to 36 months	36 – 54 months	20
19 to 36 months	54 months or older	20
36 to 54 months	54 months or older	30
54 months in kindergarten Out of School Care		30

The minimum primary staff to child ratio is the ratio listed above for the age group that constitutes the majority of children in the combined group.

Staff Qualifications

Little Wonders will ensure that with respect to the primary staff member to children a ratio specified above one in every three of the primary staff members is certified at a minimum as a child development worker.

At all times between 8:30 am and 4:30 pm, at least one in every four of the primary staff members is certified at a minimum as a child development worker and the other primary staff members are certified at a minimum as child development assistants.

At all other times of the day every primary staff member is certified at a minimum as a child development assistant.

We may be granted an exemption from Licensing if they are satisfied that an exemption is appropriate in the circumstances. Exemption requests must: be in writing, be for a specified period and be accompanied with a plan provided by us addressing how we will meet the qualification requirement in respect of which the exemption is granted. The exemption issued and the referred to plan will be posted on the parent information boards.

Emergency & Evacuation Procedure Policies

The following telephone numbers are posted on the program premises and are readily accessible:

- Emergency medical service
- Ambulance service
- Fire department
- Police service
- Poison control centre
- Nearest hospital or emergency medical facility
- Child abuse hotline

Telephone numbers for an afterhours emergency program contact is posted in a place that is visible from the outside of the program premises. Emergency evacuation procedures are made known to all staff and to children where developmentally appropriate.

Fire Drills

Little Wonders conducts a fire drill monthly to enable the children to become comfortable with the alarm and prepare them for a real emergency. The attendance book and emergency portables which contain all parents' emergency phone numbers will be kept easily and readily accessible to the director and staff always. The staff will gather all children in their group as quickly as possible and do a head count. They will then proceed to the emergency exit. When all the staff and children are out the door, the director or senior staff will do one last sweep of

the entire centre including bathrooms. Once confirmed that everyone is at the door, the group will then proceed out of the building to the sidewalk in front of the building. Another head count will be done now. The staff and children will then walk together to 9821-108 Street (Pots) and will wait there until parents arrive to pick their children up.

Procedures are practiced monthly to familiarize children with the routine. In the event that we may experience a real emergency, please let the centre know when your phone number changes and or place of business changes.

Power, Water or Natural Gas Failure

There may be occasions when the facility has lost its power, water and or gas supply. Our primary concern during these times is to keep the children safe and comfortable. Any disruption to the power, water or gas supply for an extended period (after 1 hour without service) could result in the need for the facility to close. In this situation, the parents must be contacted to pick up their children.

Severe Weather and Tornado

In the case of a Tornado Watch for our area, the staff will begin calling parents to let them know of the severe weather situation. At this point the parents will be given the choice of picking the child up or having the child remain at the center. In the event the Tornado Watch becomes a Tornado Warning; staff will move children to the back of the center away from the windows and provide appropriate activities for the children. Staff will continue to assess the situation through information from the local radio station and the internet. At this point, staff will ensure the children's attendance, emergency back packs, and flashlight. If a Tornado is imminent and the storm becomes severe, staff will move all the children to an area of the day care where there aren't any windows. If possible, parents and Emergency Response will be notified.

In case of a natural disaster, staff will follow the directions of the local emergency personnel. The daycare will most likely remain open during periods of inclement weather, such as snow storms. The daycare does not necessarily close if area schools are closing. That will depend on the severity of the winter weather and the advice of local authorities. If the daycare is forced to close due to unsafe driving conditions, a message will be left on our daycare phone. Parents will be notified on our Facebook page, or parents can call the daycare after 5:00am at 780 998 3505 for a recorded message.

Crisis Management

If the center receives a threat to the building or its occupants (example: bomb threat, bodily injury threat, etc.) law enforcement and the parents will be immediately contacted to advise them of the threat. Depending on the nature of the threat, evacuation and or closure may be required.

Missing Child Procedure

If a child is discovered missing, the teacher will notify the authorities, the parents and the center director. A staff member will be assigned to stay with the remaining children while another staff searches for the missing child. The RCMP will be notified and a description of the child will be given to them. The center director will notify the Licensing within 24 hours after the occurrence.

Personal Threats & Lock Down Procedure

If a person enters the building and acts in a violent or aggressive manner or appears to be under the influence of alcohol or drugs, staff should try to calm the person down, and to move the person away from the children. Other staff will usher the children away from danger and alert the Director and the RCMP by calling 911. All the windows and doors should be locked if the

assailant is not in the building. Staff should record all relevant details of the incident. Staff should remain calm and provide a calm environment for the children.

Fee Responsibility of Enrolling Parent

In the case where separated parents are both paying the fees, the enrolling parent will be responsible to make sure that fees are being paid in a timely manner. All fee payment notices will be given to the enrolling parent.

Fees and Payment Procedure and Late Fees

To help us provide the best possible care for every child, we ask that all parents pay their monthly fees in advance by the first day of the month. The monthly fees are as follows:

	Childcare Fee	Federal Affordability Grant	Parent Portion
• 0 months – 12 months -	\$ 1392.00	\$1065.75	\$326.25
• 12 months – 18 months -	\$ 1322.00	\$ 995.75	\$326.25
• 19 months – 3 years -	\$ 1058.00	\$ 731.75	\$326.25
• 3 years – 4 Years -	\$ 1002.00	\$ 664.75	\$326.25
• 4 Years to not attending Kindergarten -	\$ 991.00	\$ 588.75	\$326.75
• Children attending Kindergarten -	\$ 941.02	\$ 614.77	\$326.25
• Out of school care -	\$480.00 monthly and \$800.00 for July and August for full day in daycare. We will provide lunch at daycare.		

We also offer part time service on a daily basis. Part time is offered two ways: a set number of days per week or as you need care. If you require the set number of days per week choice, then your fees are calculated for the number of days agreed upon and paid in advance at the beginning of each month. No refund will be given for missed days. If your choice is the as you need care option, then we will require at least 24 hour notice or more of your child attending daycare and your fees are due before your child is left at daycare.

If you are part time and are on subsidy, then the full first month's fees will be due the first month. This is because subsidy will pay per the hour for part time (less than 100 hours per month).

Balances left owing to you will be carried forward each month and refunded to you on your last month. Please contact management for rates and information.

A \$50.00 late fee will apply on any fee not paid by the first. A further \$50.00 per week will apply on unpaid fees until they are paid in full.

If for any reason, you encounter difficulties with the payment of the fees, please be sure to speak to the Director in advance. Failure to make such arrangements with the Director may result in the termination of services.

A deposit of the monthly fees and \$100 registration fee is required to hold a spot. This amount is non-refundable if your child does not show up; otherwise the money will go towards your 1st month fees.

If after 2 months your fees are not paid or up to date you will be sent to a collection agency. The late fees will apply until all fees are paid in full.

Fees are payable by cash, cheque, money order and e-mail transfer only.

If you are going on Vacation parent portion will be charged in full for the month to hold your spot.

Note: Families are responsible for the full day care fees, If due to any reason a child don't get grant parents are liable to pay full amount.

Non-Sufficient Funds

If a cheque is returned NSF to Little Wonders, a \$80.00 fee will be applied. After 2 occurrences, you may be required to pay on a cash only basis

Late Pick up Fees or Early Drop off Fees

The centre closes at 6:00 pm. If your child is not picked up by then there will be a \$10.00 minimum late fee for the first 5 minutes and \$2.00 per minute after the first 5 minutes that we are required to stay past 6:00 pm. This is payable to staff at the time of pick up, or added to your invoice at the end of the month then given to the staff member. The \$2.00 per minute also applies to early drop off (before 6:00 am).

Interactions with Children and Parent Policy

The relationship between the staff and each child and parent should be warm, responsive, respectful and supportive. Staff is appropriately affectionate with all children throughout the day. Responses to each child's verbal and non-verbal expressions of need are promptly and sensitively seen to. Children who are upset are comforted and reassured. Each child should have some one-to-one attention at some point during the day. When we talk with or to children, we will kneel, bend or sit at their level to establish eye contact, actively listening to children. Children are not interrupted when they are speaking. We will take the time to try to figure out what a child is trying to say even when the child's speech is unclear or very limited. We encourage the development of positive relationships among children, and encourage child-directed play. Equipment for children is set out to engage in group activities. Children are assisted to learn to respect each other's possessions and activities. Parents will be greeted in a friendly and courteous manner. Tact will be used when discussing a child's problem and limitations. Confidentiality will be maintained always.

Family Involvement Policy/ Child drop-off Policy

As a parent, you are our best resource in ensuring that the highest standard of care is provided for your child while he or she is in our care. We look forward to working with you in providing quality care for your child.

Here are few steps we require from you as parents:

- Please sign your child's IN AND OUT SHEET DAILY
- Please notify us by 10:00 am if your child will be absent.
- Failure to notify us by 10:00 am if your child will attend or not could result in your child being refused at the door.
- We will only assume responsibility for children from the time that parent have turned their child over to the staff. This means you have to make contact with a staff member. Drop offs on the parking lot are not acceptable and we cannot take responsibility if something happen to your child between the car and centre.
- If your child is absent due to a communicable illness, please include this info in your message when you call the centre.
- Please remove your footwear before coming through the main gate.
- Please accompany your child to their locker and remove coats & boots etc. to get them ready for the day.
- Families should inform the staff of any concerns about their child's allergies or health.
- Families should not put any medicines in children's cubbies, backpacks, or lunch bags.

- If a child contracts a communicable disease, you are requested to notify us immediately so that other families can be informed.
- Ensure that your child wears appropriate clothing for indoor and outdoor play, including footwear for inside.
- Any parent who feels they could lend their talents or gifts to a theme or occasion is greatly encouraged to do so. There is always opportunity to enrich a theme or special event with guests or visitors. Please let staff know if you would be interested in donating your time this way.

Programming and Program Planning Policy

Programming for school aged activities and outings are done on a regular basis by the staff working directly with the group.

All staff is given programming time daily. The staff has access to the internet, a wide range of resource books and idea files for programming ideas. The program coordinator is also available during that time for assistance, support and as a resource.

Programming is based on child observation, and reflects the children's needs, interests and abilities. Through the programming, children are given opportunities to explore topics related to diversity and to celebrate their different backgrounds.

Children and staff discuss the activities and outings for the upcoming month. The children can also write suggestions for activities and put them in the suggestion box.

Programming sheets reflect activities/outings for a given week. Each day at least one directed activity with a specific learning objective is planned. For the school-age program, there is a daily planned activity with its learning objective and materials needed for the activity as well as any references used to plan the activity / outing. Spontaneous activities are noted as they occur.

Child Involvement Policy

Children need time for a variety of activities, including play, creativity and rest etc. during the day. Our program is designed to meet their needs daily through planned and spontaneous activities.

We promote leadership, social skills, learning and problem solving through programming.

Children are encouraged to participate in clubs, to work on home work, and work in group activities.

Children have input into the daily, weekly and monthly programming.

- They decide whether to do homework here or at home.
- To participate in planned activities, center of their choice or free play
- To become a member of clubs that meet weekly
- 3 children will be chosen to be the junior staff who will be responsible of some duties given to them, according to their job description.
- On the venue for local fieldtrips within the community

The children are asked to offer opinions on their environment regarding room decorations, room arrangement and center setups. The center will post the weekly and monthly schedules so children are aware of activities that are happening.

Administration Records (Childs)

An up-to-date enrolment form must be kept on the premises at all times. Parents are to provide any changes to their information as soon as possible. Each record must contain:

- The child's name, date of birth and home address;
- A completed enrolment form;
- The parent's name, home address and telephone number;

- The name, address and telephone number of a person who can be contacted in case of an emergency;
- If medication is administered,
- The written consent of the parent required to administer medications
- The information required to administer medications
- The particulars of any health care provided to the child, including the written consent of the child's parent
- Any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any.
- All children's records mentioned above must be available at all times for inspection by the director, and by the child's parent at reasonable times.

Administrative Records

Up to date administrative records containing the following information must be maintained on the premises always.

- Particulars of the daily attendance of each child, including arrival and departure times;
- Particulars of the daily attendance of each primary staff member, including arrival and departure times, and hours spent providing childcare.
- With respect to the program supervisor and each primary staff member, evidence of the supervisor or member's child care certification, and a current first aid certificate, where applicable.
- Each staff member and each volunteer must have verification that a mandatory current criminal record check has been provided to the licence holder.

These records referred to above must be available for inspection by the director at all times, by the child's parent at reasonable times, and retained for a minimum period of 2 years.

Portable Records

Staff must maintain a portable record of emergency information, for each child, which includes the following:

- The child's name, date of birth and home address;
- The parent's name, home address and telephone number;
- The name, address and telephone number of a person who can be contacted in case of an emergency;
- Any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any.
- The telephone numbers of the local emergency response service and poison control center.

These files must be updated every 6 months to keep information up to date, or as soon as information changes.

Child Abuse Policy

Law requires it for any persons who suspects (or knows of) child abuse, to report it immediately. Therefore, any case of suspected abuse of a child or disclosure of abuse by a child attending the centre will be documented and reported to the Director and Child Protective Services.

Supervision Policy

We at Little Wonders strive to maintain a safe environment for your children.

We do this by:

- ensuring that the minimum staff to child ratio as outlined in the Child Care Licensing Regulations is maintained at all times

- being near, watching, listening and instructing children to ensure their safety
- being proactive to help reduce or prevent accidents from happening and intervening when potential risks may happen
- ensuring all staff are aware of supervision strategies put in place at all times
- acknowledging when extra supervision is required for high-risk activities and to provide that extra help i.e. group diaper changes, preparing meals and bed making time
- encouraging staff not to have their backs to children but to position themselves to see and hear every child in their care and to make themselves available to assist with problem solving techniques
- knowing the number of children in their care at all times and to do frequent scans to ensure the head count is the same especially before and after transitions
- tracking the number of children in our care by using the whiteboards while in the centre
- knowing who is authorized and not authorized to pick children up
- setting up equipment for optimal supervision and set expectations for how equipment will be used
- keeping children's developmental charts up to date so everyone is aware of children's capabilities
- organizing activities ahead of time for transition times so children do not have to wait
- participating in children's activities and play to minimise the risk of injury or harm
- encouraging school age children to establish safe limits of play. When they assist with decisions, they realise the reason for such limitations
- supervising children at all times while they are in the washroom yet still providing privacy for them
- maintaining a scanning position while talking briefly to children, families and another staff member

Child Release Policy

Children will be released only to pre-authorized persons. Please notify staff if anyone other than yourself will be picking up your child. Even if your child is being picked up by someone on your contact list you may still receive a call from us. All pick-up persons who are not known to the staff members working at the time of pick-up will be asked to show photo identification.

If the person picking up a child is, in the judgment of day care staff, impaired (under the influence of drugs or alcohol) and unable to adequately care for the child, the staff will not release the child to that person.

Restraining Orders or Custody Agreements Procedure

Parents have the legal right of access to their children unless otherwise ordered by a court of law. If your family has any such access restrictions placed upon a family member, then the centre requires official up to date documentation to that effect, such as court order or a restraining order, to be kept in a confidential file. Without proper documentation, we cannot deny a parent access to their child.

The staff cannot become involved in the marital or custody issues of our families. Our professional role requires that we stay completely impartial as we often work closely with both sets of separated parents. The staff will only be accountable to the enrolling parent, who will provide the day care with all relevant information and documentation.

If an unauthorized parent comes to visit or pick up their child, we will request that he or she leave. In case of difficulty, we will call the police and have the parent accompanied away from the centre. If an unauthorized parent forcibly takes his or her child, we will not attempt to physically restrain him or her. We will call 911 and the other parent immediately. The reason for this policy is that we cannot risk the other children and staffs' safety by a physical confrontation.

Grievance Policy

To maintain a pleasant working environment for your child we have provided you with the following grievance procedure

- Relay concerns with your child's primary caregiver and then they should acknowledge and try to implement a solution according to the centers policies.
- If a resolution cannot be agreed upon between the parent and staff member a parent meeting with the Director will take place to discuss and try to resolve the matter.
- Notes regarding complaints will be recorded on CONTACT SHEETS.

Termination Policy

Families: Families are required to provide at least one month's notice when they withdraw their child from the centre. More notice is preferable if the family can give it. In lieu of notice we require one month's payment.

Little Wonders Child Development Centre can terminate its services to a family under the following circumstances:

- If fees for services are not paid in full, on time and suitable arrangements cannot be agreed upon.
- If the centre is unable to satisfactorily resolve a problem with a family.
- If a family member harasses, threatens or commits a violent or unlawful act toward a staff member, child or other family involved in the program.
- If a family picks up their child late three times or more without having made previous suitable arrangements.
- If, in the assessment of the day care staff, a child is unable to manage safely in a group of children within the given adult-to-child ratio. In this case, termination of services will be a measure of last resort.
- If the centre is not able to meet the needs of the family or the child, for example staff are not equipped or trained to deal with specific behaviour or disability. Little Wonders Child Development Centre and Little Wonder Afterschool care will strive to access the best possible resources and attain the appropriate training necessary but this may not always be possible. Should the director feel that Little Wonders Child Development Centre is unable to meet the needs of the children and the family, there will be a meeting between the parents and director to discuss the concern. The parent may be asked to voluntarily withdraw and find alternate care or a notice of termination will be given to parent.
- The inability of the child or parent to comply with Little Wonder Child Care policies and procedures including but not limited to inappropriate behaviour.

Food Handling & Nutritional Policy

Little Wonders Child Development Centre will serve breakfast, lunch and an afternoon snack to all registered children. Meals and snacks will be nutritious and well balanced based on the nutritional needs of developing children and the most recent version of the Canada Food Guide. Children enrolled in our out of school care program will be served breakfast prior to leaving for school and will receive a snack after returning to the centre after school. All non-school days will follow schedule below for breakfast and snack timings, there will be an additional charge for lunch. Menus will provide children with at least 2/3 of their daily requirements as recommended by Canada Food Guide.

Meals and snacks will be provided to children at appropriate times (breakfast will be available to children until 9:00 am, lunch at 11:00 am, and afternoon snack at 3:00 pm), and in sufficient quantities to satisfy children's appetite. These times are guidelines only and if children require food or drink outside these times it will be provided.

Menus will be posted in every room, the kitchen, as well as in the front entrances. Monthly menus will be provided with calendar and newsletters. Additional copies will be made available to parents upon request.

Children will be fed in a manner that is appropriate to their age and level of development. Meals and snacks are eaten sitting down calmly with staff present.

We will make adjustments and substitutions to the menu for children having dietary restrictions based on medical, cultural or religious reasons. Please discuss these restrictions and any food allergies that your child has with us at registration.

**** Please be advised that it will be the parent's responsibility to provide a lunch or snack to the children should they not like what is on the menu. ****

Manner of Feeding

No beverages will be provided to infants while they are napping. Children will be encouraged to sit at the table while eating or drinking. All cups and feeding bottles will be labelled with child's name.

Hand Washing Policy

Caregivers and children will wash their hands with soap and water at the following times:

- After using the toilet, and after wiping noses, coughing or sneezing.
- Before and after eating.
- Upon returning from outdoor playtime.
- Before and after food preparation.
- Before and after touching a sick or injured person.
- After handling garbage.
- Before and after water, sand and messy activities.

Hands will be dried with a single use paper towel or an air blown hand dryer.

Potential Health Risk Policy

When a staff member knows, or has reason to believe that a child may be exhibiting signs or symptoms of illness the child's parents must be notified and ensure that the child is removed from the program premises immediately, and not returned until the license holder is satisfied that they do not pose a health risk to others within the program. A staff member will check the child's fever, and monitor their activity level in determining whether they are able to participate in the program. Return to the program is allowed if the child remains symptom free for 24 hours, has a doctor's note and the license holder is satisfied that the child poses no risk to others on the program premises.

Our program will call the parents first, then the emergency contacts to arrange for the removal of the child. If arrangements cannot be made the child will be removed to an area away from other children and emergency health care called if required.

Parents are made aware of these policies through the reading of the parent handbook.

General Health Care

We will allow for the provision of health care to a child only if written consent of the child's parent has been obtained and that the health care provided is first aid.

Medication Policy

For the protection of your child, yourself and our staff, strict regulations regarding the administration of any medication will be followed at our centre.

**** ABSOLUTELY NO EXCEPTIONS WILL BE MADE ****

- Any prescription drug that is to be given to your child while under our care must be in the original pharmacy container with the label on it. It must be of recent date, and must clearly state the name of the patient, the name of the drug and be administered according to labelled directions. Prescription medication can only be administered to the child whose name appears on the label.
- All non prescription medications (Tylenol, cough syrup, cough drops and herbal remedies etc.) must come to daycare in their original containers. Medications will only be given with parental written consent. They will be administered following the instructions on the label. Medications will be administered for three days, after that we will require a doctor's note approving that the medication can be given past 3 days. No expired medications will be given.
- Any drug can only be administered on the parents or guardians written authority. Authorization slips are available for use from any of the staff members. Parents will be required to fill out a medication form, which must include the name of the medication, the time it is to be administered, and the amount to be given and to sign this permission form on the first day the medication is required to be taken.
- A staff member with first aid will administer medication and will record the name of the medication, the time it was administered, and the amount administered and signs the medication form.
- Staff will observe the child after receiving medication to ensure there are no adverse reactions.
- All medications will be stored in a lock box in the refrigerator or in a cabinet out of children's reach.
- Medication that may be needed in an emergency (ie Epipen or Asthma Inhaler) will be stored in a container up in a cabinet that is easily accessible to staff and inaccessible to children. Emergency medication will be taken with staff when they leave the premises with children.
- All unused medications will be sent home for disposal. We will not dispose of any medications.
- No medications should be left in child's backpacks or locker; they must be handed directly to a staff member to be placed in the appropriate lock box.
- Little Wonders, at the discretion of the director, may decline to administer medication or a procedure for which the staff does not have the expertise or training to administer.

Health and Safety Policy

This policy is designed to promote health and safety for our families, employees and children using the daycare and out-of-school care program. To promote good hygiene practices:

Children are encouraged to:

- Wash their hands after going to the washroom
- Before participating in any activities related to food
- After cleaning their nose
- Wear weather and seasonally appropriate clothing

Employees must:

- Take preventative measures to ensure good hygiene
- Protect themselves and others
- Wear gloves when administering first aid
- Not come to work when showing symptoms of communicable diseases

- Maintain proper, hygienic food handling techniques when preparing food
- Take appropriate measures for effective supervision during outdoor and indoor play
- Use equipment in a safe manner

Parents must:

- Advise the program when a child has a contagious illness
- Be contacted by the staff if their child becomes ill
- Advise the staff if a child needs treatments of any kind, e.g. diabetes, asthmas etc.

Children feel more secure in a safe, secure and healthy environment. To provide this, we enforce the following

- Fire drills are done monthly
- Aerosol sprays are prohibited
- Regular health inspection checks are done
- Appliances are in good working condition
- Attendance sheets and head counts are done regularly
- Our centre is smoke free
- Every child's culture is respected

Medical Attention Policy

When an injury occurs, or is noticed by a staff member medical attention will be provided depending on the type of injury and when proper cleaning can take place: i.e. if injury occurs while away from the daycare it will be cleaned with soap and water upon arrival at the daycare. Any injury that results in the skin being broken must be cleaned with soap and water (including bite marks), and a cold compress must be applied to reduce any swelling. An incident / accident report must be completed on any injury to a child, even if the injury does not happen at daycare.

Supervision of Sick Children

A child that becomes ill during the day will be separated as far away from the other children as practicable, and given a mat and blanket so they can rest in comfort. A primary staff member will directly supervise the child. Parents will be notified and be asked to pick their child up immediately. It is important for a name of an emergency contact person to be available in case of a problem contacting the parents. If your child has any medical conditions, please be sure to discuss them with the director. If your child becomes ill at school parents must pick them up directly from school.

Exclusion Period from Little Wonders for Illness Policy

There is a minimum period of exclusion from center for the following

Antibiotics - First 24 hours.

Chickenpox - Minimum of 5 days from appearance of the rash.

Conjunctivitis (Pink Eye) - 48 hours after medication started and until the redness and discharge are gone.

Cough (new & unexplained) - Until authorized by your Doctor.

Diarrhea - 24 hours after the diarrhea has stopped.

Fifth Disease - 3 days.

Food Poisoning - Until authorized by your Doctor.

Hand, Foot and Mouth Disease - Until rash has resolved – 3-5 days.

Impetigo- Until the skin has completely healed.

Measles - Minimum of 5–7 days from the onset of the rash.

Mumps- Until all swelling has gone – a minimum of 10 days.

Head Lice -Until appropriate treatment given & child is nit & lice free.

Whooping Cough- Minimum 21 days from onset of cough.

Rash (new & unexplained) - Until authorized by your Doctor.

Ringworm - Until skin lesions have resolved – minimum 7 days.
 Roseola - Until skin rash has resolved.
 Rubella (German measles) - Minimum of 4 days after appearance of the rash.
 Scabies - Until treatment is complete, usually 24 hours.
 Scarlet fever - Minimum of 48 hours along with antibiotic therapy.
 Strep throat - Minimum of 48 hours along with antibiotic therapy.
 Shingles- Minimum of 7 days after appearance of the rash.
 Temperature / Fever (100F or higher) - 24 hours after being sent home with fever and fever free without the use of medication
 Threadworm - Excluded from the center until treated.
 Thrush & Candida diaper rash - 72 hours from the start of medical treatment.
 Tonsillitis - Minimum of 48 hours after starting antibiotics.
 Typhoid fever - Until declared free from infection by your doctor.
 Vomiting - 24 hours after the vomiting has stopped and they are medication free
 Any child having or displaying any other illness or symptoms that the staff member knows or believes may pose a health risk to the program or persons on the program premises, is unable to participate in the scheduled activities of the centre, or requiring greater care than can be provided without compromising the care of the other children should be excluded and alternate care found. Licensing requires that after school care requires a separate staff therefore children that do not feel well are not permitted to stay in other rooms within the daycare.

Accident or Illness Procedure and Policy

In case of an accident or illness requiring medical attention, the license holder will ensure that the parents or an emergency contact person will be contacted by phone as quickly as possible. Your child will receive medical attention as soon as possible if necessary. A staff member will accompany your child to the doctor's office or hospital if necessary. We will make every effort to have your child seen by his or her family doctor if possible. If an ambulance is required, one will be called, and once again a staff member will accompany the child. Ambulance costs are the responsibility of the parent.

In case of any accident or incident not requiring emergency aid as stated above, first aid will be administered and you will be notified by phone at the time of occurrence. Upon arrival at the centre you will be asked to sign an accident / incident report to confirm your awareness of the accident / incident.

Incident Reporting Procedure

Any unexpected program closure or emergency evacuation, an intruder on the premises, an illness or injury to a child that requires the program to request emergency health care and /or requires a child to remain in hospital overnight, an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid or the program to request emergency health care and /or requires a child to remain in hospital overnight, abducted child, an unexpected absence of a child from the program (i.e. a lost child), the death of a child, the removal of a child from the program by a non-custodial parent or guardian, an allegation of physical , sexual, emotional abuse and / or neglect of a child by a program staff member or volunteer, the commission by a child of an offence under an Act of Canada or Alberta, and / or child left on the premises outside of the programs operating hours will be reported to licensing officials immediately using the prescribed form, and are analyzed annually and submitted to the regional child care office.

Biting Policy

Biting is very common behaviour among toddlers and usually stops around age 3 to 3 ½. Children bite to cope with a challenge or to fulfill a certain need: i.e. frustration, the need for personal space, or for oral stimulation. (Ref. zerotothree.org)

To ensure the safety of the children in our care we will take the following steps if biting occurs:

- Acknowledge the bite by saying “biting hurts our friends” or “biting is not ok”
- Console and give first aid (let the wound bleed gently (if the skin is broken), wash area with soap and water to clean and prevent infection, then apply a cold compress to prevent swelling (Alberta Health Services)
- Inform the injured child’s parents by phone that their child was bitten and the severity of the wound
- The biter will be encouraged to express in words what led to the frustration that caused them to bite.
- Give a child who is teething an appropriate object to bite on
- Never give a “time out”, isolate or bite a child back
- Complete an accident / incident report for both children’s parents to sign and acknowledge that the bite occurred
- Shadow the biter to prevent bites before they happen
- Teach the biter non-biting techniques
- Call Alberta Health Services @ 1 866 408 5465 so they can review the biter’s status for confidential health concerns i.e. HIV, hepatitis or TB etc.
- As a last resort if it is deemed to be in the best interest of the child, centre and other children written notice will be given to the biters parents to find alternate care

Smoking Policy

No person shall smoke on the program premises, or 5 meters from any window or door. And no staff member shall smoke at any time or place where childcare is being provided.

Social Networking and Media Policy

There are times when parents wish to post photos of a child at play in the Center on a social networking site to share with others.

To respect the privacy and confidentiality of other enrolled children, parents are not at liberty to post photos of other daycare children on social networking sites, even if those children are photographed during play with their own child. No one can post identities or personal information regarding staff, children, or parents on any social networking site.

We are aware that parents/guardians may be familiar with staff outside the daycare; however, we ask that you refrain from using personal messaging and social media to contact employees with regards to your child to respect the professionalism and privacy of our employees.

No public discussions are to be held or comments made on social media sites regarding the daycare children, staff or business or that could be construed to have any impact on the daycares reputation or that would offend any member of staff or parent using the daycare.

Video Surveillance Policy

To protect all of the children, parents, staff, and visitors as well as the security of the facility Little Wonders is equipped with 24hour surveillance cameras in all classrooms and outdoor play area. Washrooms are not recorded at any time.

Because we respect the privacy of children, staff, and parents in our center the viewing of camera footage will be for internal purposes only. No images will be sent over the internet to third parties with the exception of proper authorities i.e. Children’s Services, Police and Licensing etc.

Footage from the cameras can only be accessed from the Directors.

Every effort has been made to ensure the effectiveness of the cameras we can not guarantee that they will detect every incident that takes place.

Clothing, Diapers and Other Needs

You are asked to dress your child suitable for the weather. All clothing must be labelled with your child's name. Two to three extra sets of clothing must be left in your child's locker in case of accidents. Each child is required to have a pair of indoor shoes to be worn always. If a child is in diapers, families must make sure that there is an adequate supply of diapers and wipes every day as well as the diaper cream ordinarily used, clearly labelled with your child's name. Wet or soiled clothing will be bagged and put into the child's locker for families to take home and launder. If left in locker staff will dispose of it.

Please do not send toys or other valuable articles with your child. We assume no liability for lost or broken items.

Diapering Policy

Caregivers' hands are always washed before and after a diaper change, the child's hands are washed after a diaper change, and the changing surface is cleaned and disinfected after each use. There are cubbies around the changing table for the storage of your child's diapering supplies. Gloves will be worn for all diapering, and will be disposed of in the proper garbage. All soiled diapers will be disposed of and will be placed in the diaper garbage. Wet underwear will be placed in a plastic bag in your child's cubby. Our staff will NOT wash out soiled clothes & underwear. If the item is not taken home in one day it will be disposed of. Toileting areas will be sanitized daily.

Toilet Training Policy

Toilet training requires a combined effort on the part of the parents and caregiver. When you feel, your child is ready for toilet training; we ask that you begin this training at home during a weekend or vacation. We will follow through and encourage your child while in our care. The child must be showing signs of readiness. When a child is ready, the process should go quickly. The child will be kept in pull-ups always until your child can and will announce that he or she needs to use the bathroom and control their bladder and bowels for a few minutes beyond the announcement. We also ask that you ensure your child has an adequate supply of clean clothing to get through the daily training phase. This should consist of three complete outfits including socks.

Rest Time

All young children need an afternoon rest even if they do not sleep. This gives the children an opportunity to nap or relax and unwind after a stimulating morning. All children rest from 30 – 60 minutes per day. Those who do not nap will have a variety of quiet activities to keep them busy while others are sleeping. Children under three must nap as it is essential for their wellbeing. Please advise preschool staff if you do not want your child to sleep. We provide a sheet and blanket for rest time. If a child has a special blanket, pillow or nap toy, parents can send them. We do our best to keep track of children's special things; however, we accept no liability for lost articles.

Field Trip and Offsite Excursion Policy

Children may be taken to an activity off the program premises when the child's parent has been advised of the activity through our monthly program calendar, newsletters, and permission form. The child's parent has consented in writing to the child's participation in the activity, by signing a field trip permission form. All parents are invited to attend any field trip or activity. When the entire centre is going on a field trip except your child, you will need to find alternate care. Rules will be discussed with children prior to any off-site activity. We often take walks around the

neighbourhood to enjoy the scenery and see how the seasons change familiar landmarks. If we take a walk around pick-up time, we will leave a message with one of the staff members or post a note on the door so you know where we are. We will ensure that in the case of an activity off the program premises or an emergency evacuation a staff member takes the portable record in respect of each child. We will also a first aid kit with us as well as a cell phone or walkie-talkies to remain in contact with the centre.

Parents will be responsible for picking up their child from a field trip if their behaviour becomes an issue or if they are experiencing an illness. Children may be excluded from field trips at the staff 's discretion due to poor behaviour. Parents will be informed with due notice if this situation occurs so they may make alternate arrangements for their child on these days.

Distal Supervision

The goal of distal supervision is to enhance a child's ability to function responsibly and independently of direct adult supervision. Little Wonders Afterschool Care offers the following supervision area of within the day care building for a short period of time to give and retrieve items from other rooms; at no time will a child be left unsupervised outside the building.

Volunteer Policy

Little Wonder will accept Volunteers throughout the year; all volunteers will be supervised by the staff on duty and will not be considered in ratio. Volunteer's duties may include helping setup snack, lunch, activities and maybe run an activities or group game. All volunteers like staff, are expected to interact and engage positively with children. All adult volunteers are required to have clear criminal record check prior to volunteering.

Bullying Policy and Procedure

We are committed to provide a safe, caring, and friendly environment for all the children. We will not tolerate any bullying of any kind.

Procedure

- Report any bullying to any staff member
- All cases are documented
- Parents are informed of the incident through incident reports
- The seriousness of the incident will be assessed and appropriate action will be taken
- Mediation between the children and staff will take place to try to end the cycle
- A group sitting will take place with the children to discuss bullying and the effects it has on each other.

Utilization of Indoor & Outdoor Play Space

Indoor space is allotted at a measurement of 3 square meters per child, washrooms and fixtures are conveniently located and easily accessible to children and the area is conducive to the effective supervision to children. In Toddler room the diapering area allows for appropriate supervision of children. In Preschool room the children are taken to the washroom to be changed and a staff member remains in the room with other children. Adequate space is allotted for staff and a locked office is available for administrative work. Outdoor play area can accommodate up to 80% of our licensed capacity. We also have a separate fenced area at level of no less than 2 square meters per child under 19 months of age, and not less than 4.5 square meters for each child that is 19 months or older. Outdoor is a part of program premises; the outdoor space is securely enclosed.

School and Community Partnership Policy

Little Wonders maintains a partnership within the school and community through

- Verbal and email communications
- The school sends us their monthly newsletters
- A staff member will try to attend a school function
- The community mails and emails brochures regarding community events to us
- A school information checklist was developed for each child attending school
- A community info board located in room

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- A community info board located in room
- Incorporating the library, swimming pools, fire, ambulance, police, Boys & Girls Club into our programming.

Daily Cleaning Policies

Building

All playrooms, kitchen, washroom floors are swept and disinfected each day. They are cleaned at the end of the day and during the day when needed.

Washrooms

All washrooms are sanitized at the end of the day. The closing staff is responsible for maintaining an adequate supply of paper towels, soap, toilet paper, etc.

Kitchen

The floor is swept and mopped with scrubber daily with disinfectant. The counters and sinks are cleaned daily with disinfectant. Stoves, fridges and cupboards are cleaned weekly. An approved 'three sink method' with bleach is used to clean all dishes and utensils.

Garbage

Garbage is removed twice daily, once at lunchtime and at the end of the day. The staff in each room is responsible for their own garbage, the closing staff double checks to ensure there is no garbage left at the daycare overnight. There is a dumpster located behind the daycare where the trash is disposed.

Toys and Equipment Cleaning

Toys and play equipment are disinfected weekly or sooner if they become soiled. Toys that the children have placed in their mouths are sanitized daily. Shelves and children's cubbies are disinfected weekly.

Playground Area

All staff members are responsible for ensuring that the children tidy up the toys in the play area prior to coming inside. Paved areas should be swept weekly and the yard should be litter-free.

Toxic Materials, Plants & Appliances Policy

Our centre does not use any aerosols, pesticides or any toxic arts and crafts supplies. All appliances used in our centre meet safety requirements are in good working condition. There are also no toxic plants kept on the premises.

Media and Technology Policy

Movies must be theme related and educational. Staff will sit with the children while they watch the movie. There are also other activities available if the child does not want to watch the movie. Time limit of ½ hr will be placed on play base learning and a sign in & out sheet will be required to be filled out by the children.

Fundraising Policy

The centre usually participates in one fundraiser per year. This is entirely voluntary. All the proceeds are used to buy new equipment for the children at the centre, support summer programming and donations to local charity.

Super Hero Play and Toy Weapons Policy

Many young children enjoy pretend play and love to imitate action heroes, at Little Wonders super heroes play will not be discouraged. Super hero play will only occur if staff is available to directly supervise the play. We recognize the important role that this type of creative drama plays in the healthy development of children, not only can this be a way to get rid of excess energy, it is also a wonderful way to express their imagination. At no time will toy weapons be allowed at Little Wonders, however should the children's play lead to the building of pretend weapons using material found at the center staff will use their best judgment to monitor and ensure that the play is appropriate. Little Wonders strives to have children learn through their play and experiences. It is our hope that by allowing these freedoms children will develop problem solving skills, social skills, empathy as well as learning to set boundaries with others.

Photo Policy

We spend a lot of time participating in public and community events where outside media agencies and other participants will be present and taking photos of the event and of the people involved. Please be advised that your child's picture may be taken and published or printed. Photos taken by staff members may be used on our daycare Facebook page.

Program Evaluation and Handbook Review Policy

There will be a yearly revision to this handbook and the accompanying contract. All families will sign a new contract each year. We reserve the right to make changes in rates and policies, as we deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give as much notice as possible regarding changes.

Parents are invited to participate in family surveys. Input from parents is always welcome and will be discussed by staff at meetings.

Tax Receipt

Child Care fees are tax deductible. An official tax receipt will be given annually prior to tax deadlines. Please retain this receipt for your records. If you require a replacement, **it will be issued with a \$100.00 administration fee.** If you will be leaving the center prior to the receipts being made available, please contact the center to arrange pick-up of receipts.