

Kids Choice

Parent



Handbook

Created on May 1 2010
Revised Feb 2016

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Kids Choice @ Castledowns has an ongoing commitment to provide quality child care to all children & families by treating all individuals with fairness and respect. We also understand that each family is a a unique entity and comes with there own strenghts and weaknesses and we are here to here to help, support and grow with them.

INTRODUCTION

Our **Objective** is to maintain, operate and conduct a high quality learning-through-play childcare program. We do this by providing good physical care, a sound educational program designed to meet the social, emotional, physical, creative and intellectual needs of pre-school children and in doing so to meet the standards set out by Children's Services for the Province of Alberta.

Our **philosophy** is to provide a caring, supervised environment for children. The Society provides childcare services which create a setting where parents and staff work together as a team towards meeting the individual child's physical, social, emotional, creative and intellectual needs. The Child Care Center is designed to maintain each child's individuality, including identity, dignity and human rights.

The **use of themes** is aimed at the development of specific concepts or skills such as parts of the body, the family, shape recognition, animals, etc. The themes are based on the children's interest and are based on observations of the staff or parental input. We also use themes to meet children's developmental development. The staff assists children to be self-reliant and to relate to others. Children partake in various activities such as arts, crafts, music, stories, science, outdoor play, drama and field trips to enhance their learning and development.

The facility welcomes children with special needs or disabilities. Every single child at the Child Care Centre is considered a unique individual with needs of their own and the staff accommodates to these needs as much as possible.

The Centre wishes to ensure that the experience of attendance by children is a positive and happy one for both parents and children. To this end, we ask for your co-operation and support.

Kids Choice operates with a zero tolerance of abuse and reserves the right to terminate child care if any parent or child does anything deemed as harmful to the Center and/or its participants.

Your signature on the contract provided indicates your willingness to comply with our regulations with the understanding that this agreement may be cancelled at any time by the Centre if this is in the best interests of the child and the Child Care Centre.

There is a 30 day Probationary Period for newly admitted children during which time the staff and the children's parents observe and decide if the Child Care Center is appropriate for the individual child's needs.

ATTENDANCE

CAPACITY ATTENDANCE

The Centre is licensed to accommodate a maximum of ninety-one children on any given day.

MAXIMUM ATTENDANCE

The maximum amount of time a child can spend in the Centre, or combined time in the Centre is two hundred and ten (210) hours per

month and/or 10 hours per day. Abuse of this policy will result in termination of this agreement.

INTAKE PROCESS

Orientation Policy

We require that the parent visit the daycare to pick up the Intake Package and bring the child in for a minimum of 2 visits prior to start date. We would like you to take advantage of this so that you and your child feel at home at your center.

As well we ask that the parent return the Intake Package at least 48 hours prior to start date with the \$40 registration fee.

During the intake process parents are required to give written consent to allow child specific information that will benefit the child.

CHANGE OF INTAKE INFORMATION

Any changes in address change of phone numbers at home or work, or changes and additions of information of any kind must be reported at once. All pertinent information must be given to the Centre prior to the child's commencement at the Centre.

Every 6 months an update or a new emergency form will be required to ensure all information is still the same.

FEE SCHEDULE

FEE PAYMENT

1. There is a one time registration fee upon admission of \$40.00. This fee is non-refundable.
2. Fees are due to the office on or before the first banking day of the month.
3. Fees may be paid by cash, money order or postdated cheques (6 months worth of cheques are requested)
4. Statutory holidays are **NOT** included in monthly fees.
5. Subsidized parents must pay the parent portion based on approved subsidy confirmation. Without subsidy confirmation the parent is responsible for the full payment of fees.

6. Payment that is not received by 5:00 p.m. on the first banking day will have a \$25.00 late fee applied to them.
7. Parent with fees outstanding by the fifth banking day of the month will have their child care suspended effective that day. Care will be reinstated upon receipt of full payment.
8. Childcare receipts for income tax purposes are kept on file until year end. These receipts will be issued once. There will be a \$5.00 charge per receipt for additional copies requested.

*Please note: All cash payments are to be made directly to the Program Director or Assistant.

N.S.F. AND RETURNED CHEQUES

There will be a **\$40.00 charge for the first N.S.F.** After receipt of the first N.S.F. cheque, only cash will be accepted. The N.S.F. charges are payable immediately along with the amount of the cheque. Parents will be given 24 hours to pay their fees and charges. If fees and charges are not received, child care will be suspended and suspension due to non-payment rules will apply as follows:

- a). If a child does not return to care, a non-payment termination fee that will be equal to 5 days of care will be charged to the parent.
- b). If a child returns to care, the full month cost of fees must be paid.
- c). All fees and charges must be paid prior to re-entry to the program. Should the child not make the required amount of hours for subsidy the shortage will then become the parent's responsibility.

d). Child spots will not be held until payment is received.

TERMINATION OF CARE

TERMINATION OF CHILD CARE BY *THE CENTRE*

The first 30 days is a Probationary Period and at anytime during this period a termination notice may be given in writing at the discretion of the Director.

At any time a child is registered with Kids Choice and they put the safety of other children or staff at risk; an additional probationary period may be issued in writing by the Director or termination of childcare immediately.

Kids Choice operates with a zero tolerance of abuse. If a parent fails to abide by the contract, is found to be abusive or disrespectful to staff or other members, or does anything deemed as harmful to the daycare or OSC , termination notice will be given.

TERMINATION OF CHILD CARE BY *THE PARENT*

The first 30 days is a Probationary Period and at anytime during this period a 10-day termination notice may be given by the parent.

The Child Care Centre Director must be given **ONE MONTHS WRITTEN NOTICE** of a child's termination of care.

HOURS OF OPERATION

STATUTORY HOLIDAYS

The Child Care Centre is closed on the following days:

<i>New Year's Day</i>	<i>Victoria Day</i>	<i>Thanksgiving Day</i>
<i>Family Day</i>	<i>Canada Day</i>	<i>Remembrance Day</i>
<i>Good Friday</i>	<i>Heritage Day</i>	<i>Christmas Day</i>
<i>Easter Monday</i>	<i>Labor Day</i>	<i>Boxing Day</i>

When one of these days falls on a weekend, the Centre will be closed either on the day(s) prior to or immediately following the weekend—please watch for notices. The yearly schedule is posted by the front entrance.

Monthly childcare fees do not cover statutory holidays.

ABSENCE OR LATE ARRIVAL

If a child is absent from the Centre, or will be arriving late, the Centre staff must be informed by 10:00 a.m. or it will be assumed that the child will not be attending that day and staff schedules will be adjusted. The staff can refuse to accept your child for care if proper notice is not received.

LATE PICK-UP

The Center's hours of operation are 6:30a.m. to 6:00 p.m., Monday to Friday. **A charge of fifteen dollars (\$15) per child for every 15-minute or portion thereof will be levied for late pick-up of children.** If late twice without permission or excuse not acceptable by the Director, the child will be terminated from the Centre with 10 days' notice. If your child is not picked up from the Centre by 6:05 p.m. and no contact has been made by the parent, the staff will contact the Emergency Contact Person to pick up your child. If unable to contact the Emergency Contact Person(s), Children's Services will be contacted by 6:15 p.m. Also the director or designate will be contacted.

CHILD ARRIVAL AND DEPARTURE

Each child must be escorted into and out of his/her playroom each day by a responsible person (parent, older sibling (at least 14 years of age), other relative or designated person). Ensure that a staff person is aware of the child's arrival or departure. This promotes safety and security for the child.

Sign In and Out Sheets are located in each room and must be completed twice daily by the responsible person with a full signature at the end of the month.

If a parent (or designated person) is impaired, staff is instructed to advise that parent to call a cab. If the parent, in the opinion of the staff present, is in no condition to drive, but refuses the above suggestion and leaves with the child, the police department will be notified.

We **MUST** receive phone confirmation from the parent/guardian informing us if someone else will be picking the child up from the Centre.

If the person picking up the child is unknown to staff, they are required to present picture ID before the child will be released. No child will be released to a cab driver or someone other than the designated person or persons listed on the intake form without phone confirmation from the parent/guardian.

SUPPLIES

CLOTHING

All children must be fully and properly clothed on arrival at the Centre.

A pair of **indoor** non-skid soled shoes are required.

Extra changes of clothing must also be provided.

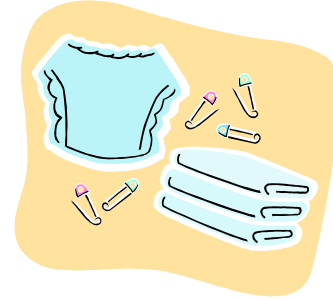
The clothing must be **LABELED** or placed in a bag that is LABELED with the child's name.

The staff will assume responsibility for the child's clothing and effects as long as they are labeled while at the Centre, but cannot be held liable for loss/damage unless this is due to gross negligence.

ADDITIONAL

Upon registration, parents are requested to provide the following:

- ☺ at least 6 disposable diapers (and baby wipes) per day
- ☺ a nutritious lunch with 3 food groups we supply water at lunch (no juice boxes)
- ☺ One Waterbottle
- ☺ for infants: bottles, soothers, sippy cups, any items that give them comfort all must be labeled
- ☺ Family picture to post in the room



REST TIME

REST/QUIET TIME

Daycare licensing requires that the developmental needs of all children are met, including their physical needs. They recommend that all children in daycare have a half hour per day of rest time on a mat and that they be allowed to wake up on their own. Once your child is register in the kinder room rest time is optional.

Anyone unable to sleep after half an hour of rest will be allowed to play quietly under supervision.

The rest period is approximately 2 hours. After this time, staff will begin to engage children in the daily planned activities.

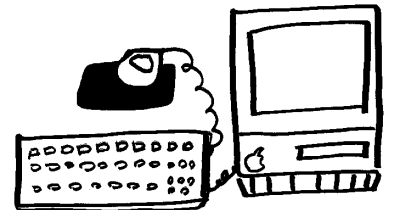


CENTRE ACTIVITES

TV/COMPUTER POLICY

The use of television and movies in the centre will occur occasionally for intentional use in keeping with the rooms programming themes. Movies are "G" rated and viewed by a staff member prior to being played for the children.

Computer usage or other technology is at the staff's discretion and will not exceed $\frac{1}{2}$ hour per child on any given day.



PICTURES

Child Care Centre staff continually takes new photographs of the children for in-Centre use. When the media is involved, special permission will be required for the child's photograph to be taken.

OUTINGS & FIELD TRIPS

Centre staff makes every effort to take the children outside everyday, either to play in the playground, or to go for a walk **WEATHER PERMITTING**. Signing of the Playground /Walk Permission Forms gives permission to the Centre staff to take the children on such outings.

The playroom's Planning Sheets will identify any up-coming field trips and you will be required to sign a field trip form. Field trips are a privilege not a right and if your child is not showing safe behavior in the center they will not be able to attend.

The field trip may be cancelled on short notice if there is a lack of the appropriate number of adults to accompany the children.

Children should be dressed in appropriate attire for the fieldtrip (comfortable walking shoes, coat, hat etc.) and when the fieldtrip occurs over the lunch hour parents must provide a brown bag lunch and drink.

The centre provides T-shirts with identifying information for the children to wear on fieldtrips.

Bicycles and Tricycle safety Policy

Wear a properly fitted bicycle helmet.

Make sure the bicycle or tricycle is the right size.

Toes should be able to touch the ground on both sides of the bike. You will need to adjust the handlebar and seat height as you grow.

Use reflectors on bikes and clothing at night.

Inspect the brakes; tires and chain regularly to make sure they are in good working order.

Scooters

Wear a properly fitted bicycle helmet, kneepads and elbow pads.

Adjust the handlebars so you do not lean over.

Skateboards

Wear a properly fitted skateboarding helmet, kneepads, elbow pads and wrist guards.

New skateboarders should use small boards with small wheels.

Inexperienced skaters should not attempt stunts.

In-line Skates

Wear a properly fitted skateboarding or bicycle helmet.

Also wear kneepads, elbow pads and wrist guards.

Make sure skates are the right size.

Created June

BIRTHDAYS

2014

CHILDREN'S BIRTHDAYS AND CULTURAL CELEBRATIONS



The staff will celebrate children's birthdays during p.m. snack time. Parents may provide a **STORE BOUGHT** birthday cake or cupcakes. Home made items are not acceptable due to health regulations and licensing standards. Please see your room staff for allergy restrictions.

Parents are encouraged to inform staff of cultural celebrations so they can be included in planning activities.

Toys From Home

We encourage the children to leave their personal toys at home. This reduces the risk of damage or loss to personal items. Please speak to a staff member should you feel that your child needs to bring an item from home.

NUTRITION

***JUNK FOOD ITEMS AND PRODUCTS
CONTAINING NUTS ARE NOT PERMITTED.***

MEALS

The Centre will provide a morning snack and an afternoon snack. Parents will be responsible for providing a healthy lunch. This lunch will be offered to the children in a way that promotes independence and decision making. Please provide a variety of healthy choices for your child to choose from (see samples on next page).



The centre is a
"NUT FREE"
area at all times. Please be sure there are no nut
products in your child's lunch.

The centre operates under a
"NO JUNK FOOD POLICY".
Please be sure there are no junk food items in your
child's lunch.

List of foods ***not to be served*** according To Health Regulations,
including but not limited to...

Nuts and seeds	Caramels/toffee
Hard candies	Chewing gum
Popcorn	Gumdrops
Jellybeans	Chips, nacho chips & pretzels
Snacks made with toothpicks or skewers	

* List of ***Caution Foods*** for children under the age of 10

- Whole grapes - slice lengthwise or quartered
- Hot dogs and sausages - slice lengthwise
- Hard vegetable pieces - shred or chop
- Hard fruit pieces - shred or chop
- Fish with bones - remove bones
- Fruit with pits - remove pits before sending (i.e.: cherries & peaches)

Sample Healthy Lunch Ideas

Lunch #1	Lunch #2
Sandwich with meat	Whole Wheat Crackers
Cheese String	Mozzarella Cheese Cubes
Yogurt Tube	Sausage Slices
Sliced Apples	Broccoli Florets
Raisins	Rice Pudding

Lunch #3	Lunch #4
Macaroni and Cheese	Leftover Pasta
Peas and Corn	Red Pepper Slices
Apple Sauce	Yogurt with Fruit
Vanilla Pudding	Sliced Pears
Cereal Bar	Nut Free Granola Bar

ILLNESS

CHILDRENS ILLNESS

When a child is too ill to participate normally in the Center's TOTAL program (outdoor play included), that child should not be brought to the Centre.

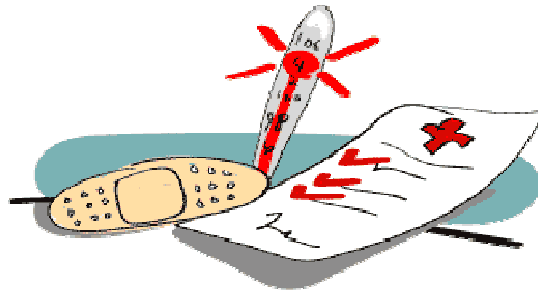
The Centre staff have the authority to request that the parents pick up their child from the Centre or not sign them in for care if the staff determine that the child is too ill to remain at the Centre.

If illness develops while in care at the centre the child may be removed from contact with other children while awaiting pickup. If

you are not able to pick up your child an emergency contact person will be notified and we required picking up your child.

During cases of diarrhea, when a second episode of diarrhea occurs while in care at the centre, the parent will be notified to pick up the child. If your child has a new rash it needs to be diagnosed by a Dr before they can enter the center.

Children need to be free of episodes of diarrhea, vomiting or viral illness for 24 hours prior to returning to the centre.



COMMUNICABLE DISEASES

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A child suffering from a communicable disease or infectious condition can not be brought to the centre. This includes but is not limited to the following diseases:

Chickenpox
Tuberculosis
Pertusis (whooping cough)
Mumps
Diphtheria
Encephalitis
Hemophilus Influenza Type b



"Is it contagious, doctor?"

Rubella (German measles)
Poliomyelitis
Hepatitis
RSV
Meningococcal

Rubella (measles)

The above diseases must be reported to the public health centre under the Public Health Act. The day care staff must also be informed of these conditions.

Other infectious conditions that should be reported to the public health clinic include the following:

Conjunctivitis (pink eye)

Pediculosis (lice)

Influenza

Scabies

Ringworm

Impetigo

The above diseases and conditions are **HIGHLY INFECTIOUS**. The day care staff must be informed if these conditions occur. The child must remain at home until the infectious period is over or antibiotic treatment has been in effect for a 24 HOUR PERIOD. If a child has lice they can not return until they are treated.

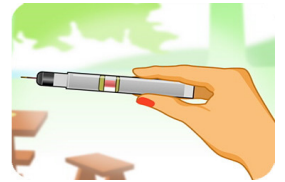
When a child is absent because of a communicable disease or chronic illness, Centre may be letter of medical doctor. **MEDICATION** returning to the contingent upon a clearance from a

When children need medicine/herbal remedies, parents must leave the original container with the prescription number affixed to it, and make sure it is communicated to the room staff.

Parents must also fill in and sign the Medication Form before any medication is administered to any child. The Medication Form must contain the following information: name of pharmacy, name of the doctor prescribing the medication, dates medication is to be given, name of medication and prescription number, name of child for whom medication is intended, dosage, if the child has received the medication before and any other information including expiry date, side effects and storage instructions.

Designated room staff are responsible for administering the medication in the amount stated on the prescription label. The staff must have first aide.

Staff must indicate on the Medication Form, the time and the amount of medication given and note any observations of reactions or allergic reactions. Each administration procedure must be initialed by the staff member. The parent must also initial the sheet when picking up the child at the end of the day.



All medication must be stored in a locked container that is inaccessible to the children. NO medication is to be stored in cubbies, or lunch bags. If Inhalers or Puffers are required for emergent situations i.e. asthmatics and /or **EPIPENS** they will be kept in the designated spot marked with the emergency medication sign.

Medications prescribed for short term use must be taken home daily.

No medication is to be administered if the prescription label is missing. Medications such as Tylenol and cough syrup must be in the original container with a prescription label including the child's name and dosage. No medications will be given on an as needed basis.

ASPRIN and/or outdated medications will not be administered in any instance.

SPECIAL HEALTH CARE

When special health care is required, i.e. the administration of inhalers, epipens, tube feeds, etc. the parent will work with the Director to arrange for orientation of staff for the specific procedures required. The Special Health Care form will be completed and signed by the appropriate parties and placed on the child's file. A copy of the form will also be placed in the appropriate staff members file.

STAFF REQUIREMENTS

The daycare/OSC requires that all employees are trained in Standard Child Care First Aid CPR Level B and follow Canadian Red Cross guidelines of recertification every three years.



GUIDANCE

A positive approach to discipline is essential for building the child's self esteem. Staff will strive to provide a consistent, nurturing, safe environment for the children. All children will be treated with dignity and respect and learn self- discipline/problem solving skills.

GUIDELINES

Prevention:

Use of positive messages, positive way of wording requests with "I" messages (i.e. "I like the way you put away your toys when you were finished playing"... or "lets all help to pick up the blocks"...)

Stimulating, interesting programs which invite the children to become involved in worthwhile activities.

Re-direct or replace inappropriate behavior to an acceptable activity by giving choices.

Prepare children for change by pre-warning them. Allow children the time to follow through.

Staff model appropriate behavior:

- Speak calmly and firmly
- Manage feelings acceptably
- Display positive examples to follow
- Respond to defiant behaviors appropriately

Expectations -Setting of Limits

Use of developmentally appropriate, clear, consistent expectations.

Center's rules are based on three principles:

1. Health & Safety- is the child's behavior unsafe or unhealthy?
2. Respect of others-is the child's behavior interfering with the rights of others
3. Respect of property-is the child's behavior damaging property

The following procedures are followed when limits are tested:

Children ages 12 months -3years

- 1) Redirect the child to an acceptable activity by giving choices and /or suggesting an activity.
- 2) Interrupt inappropriate behavior with verbal guidance (i.e.: stop the hitting and say, "hitting hurts").
- 3) Provide support and positive guidance to help the children follow through on age-appropriate expectations.

Children ages 3-6 years old

- 1) Interrupt inappropriate behavior and re-direct child.
- 2) Reinforce Center's rules- "we use walking feet in the classroom".
- 3) Initiate problem solving -children involved in conflict are encouraged to think of alternative solutions.
- 4) Present natural/logical consequences and follow through.

Other Techniques

Calm Down/Time Away- used in situations when children have lost control, are aggressive, or are unable to reason with. Not used as a punishment but time for the child to relax and calm down. This can also be a time for the staff and child to talk about feelings-after the child has calmed down: an adult presence can help an angry child.

Ignoring inappropriate behavior- Used in situations when a child misbehaves in order to get attention in an unharmed way.

In circumstances where the child has lost all control and poses a physical threat to themselves or others the following steps will occur:

- a) Observations and demonstration of the child's behavior and incidents he/she was involved in.
- b) Meetings and discussions with the Program Director, Staff and Parents with the purpose of finding positive child guidance strategies (based on observations) that worked with this particular child.
- c) Program planning developed to encourage positive behavior.
- d) Resources including articles on child development and guidance provided to Staff and Parents.
- e) Initiate a file with Early Childhood Options/ Community Options/ CASA (depending on needs) to get some support for child, parents and/or staff.

DISCIPLINE

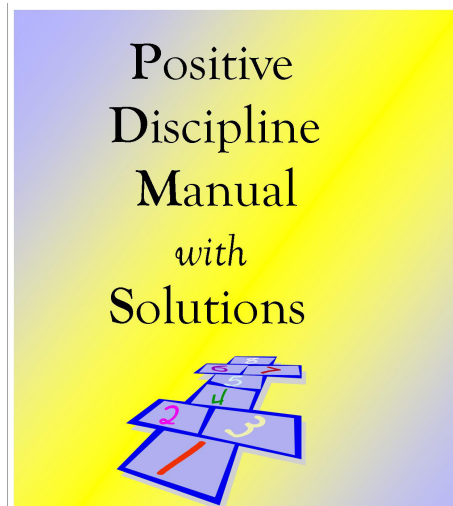
Prohibited Discipline

The following forms of discipline are not under any circumstances permitted in the Centre:

CORPORAL PUNISHMENT including the following will not be tolerated:

- Striking a child directly or with any physical object.
- Shaking or shoving
- Spanking or any other forms of aggressive contact.

HARSH, HUMILIATING OR DEGRADING RESPONSES of any form, including verbal, emotional or physical.



EMERGENCY

EVACUATION PLAN

In the event of a disaster, i.e. floods, gas leaks, fire or any other emergency of this nature, the evacuation plan of the Centre will be followed and our alternate placement for safety will be at

YMCA at 1151-153 avenue phone number 780-476-9622.

From here all parents will be notified of the situation.

ACCIDENT/INCIDENT/EMERGENCIES

In the event of a minor accident/incident/emergency, the following procedure will be followed:



A written account of the incident/accident will be recorded by the staff that observed the incident/accident. She/he will complete the Incident/Accident Form, which gives the time and nature of the incident/accident, a description of where and how the incident/accident occurred and any first aid that was administered. The parent will be asked to sign this form when picking up the child.

In the event of major accidents, the nature and degree of severity of the child's injury will be assessed; if necessary an ambulance will be called and the parents will be contacted immediately. A "Permission to Seek Medical Attention Form" must be signed by the parent upon registration. This form states that it is agreed and understood that the Centre will engage in medical assistance where necessary and absolve the Centre staff from any liability, which may arise there from. The parent is responsible for any costs that may be incurred from any such action taken.

COMMUNICATION

PARENT/STAFF INTERACTIONS

Parents are encouraged to communicate to staff concerns or findings regarding their child(ren)'s health and progress.

We operate under an "**OPEN DOOR POLICY**". We encourage parents to feel welcome to come and visit their child/ren throughout the day, based on individual child's reactions to this.

The baby and toddler room staff will complete communication sheet daily providing



information to parents on how their child's day was. If you would like a communication folder for your older child please let your room staff know.

Parents are welcome to call the centre to check on their children any time during the day.

Our licensing reports are posted in each classroom for parents to see.

CONCERNS

COMPLAINT PROCESS

It is important to try to follow the process as set out below:

- 1). Discuss concern with Child Care Center staff
- 2). A discussion between parent and Assistant or Director
- 3). The following is the address and phone number of the Regional Day Care Services office where complaints can be lodged regarding non-compliance's to the Child Care Regulations:

Alberta Children's Services
Day Care Licensing

108th Street Building, 7th Floor
9942 - 108 Street
Edmonton, AB T5K 2J5
Phone: 427-0444

The identity of the complainant is not divulged to the license holder or Director. All complaints submitted by the parent of a child enrolled in the Centre will be responded to in writing by the Regional Licensing Officer indicating whether the complaint was verified and the appropriate action has been taken. Complaints can be anonymous.

