

*ONCE UPON A TIME....
DAYCARE & AFTERSCHOOL CARE*



PARENT HANDBOOK

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Welcome to Once Upon a Time Day Care! This booklet was made for your information in order to explain our policies and to answer questions you may have.

We invite you to come and speak with us at any time. We would like to hear you any ideas, comments, questions or concerns that may arise. It is important to keep communication lines open between you and our childcare staff. We are working together to foster a family environment in which all will benefit (children & adults).

MISSION STATEMENT

At Once Upon a Time Daycare mission is to provide a safe, healthy and loving environment. We are a multicultural and inclusive daycare and afterschool. We strive to develop and implement a curriculum enhancing children's preparation for school and their community as they mature. Using developmentally and culturally appropriate practices we will enhance children's experience and knowledge of the world around them.

OUR PHILOSOPHY

Once Upon a Time Daycare believes that every child is a unique individual. All children have the right and opportunity to learn at their own pace based upon the child's interest and skill levels.

For our children, we will provide opportunities to develop friendships, growing confidence, self-esteem as an individual and group member.

Our role is to encourage and help the child to participate, communicate, dialogue, critique, compare, negotiate, collaborate and guide the child toward a positive resolution of a problem solve through group work, this is considered valuable and necessary to grow in an atmosphere of respect.

Our goal is to support children desire to be a life-long learners.

Our daily activities include: expressive arts, dramatic play, active play, crafts, library, sensory tables, music, blocks, manipulative, space for privacy, and reflection time are designed to provide appropriate experiences in the following early childhood development areas:

1. Social Development. - getting along in groups, learning responsible behaviour (sharing), respecting ethnic/cultural/age/sexual differences and expressing feelings appropriately.

2. Cognitive Development. - providing experience with math & science, building reading skills, fostering imagination, creativity, promoting children's curiosity by encouraging observation, exploration and experimentation.

3. Language Skills. -listening, speaking, following directions, children learning letters/numbers, reciting orally and classification skills leading to problem solving

4. Physical Development. - increasing body awareness, developing large and small muscle skills, improving eye-hand coordination, exploring rhythm and movement.

5. Emotional Development. - developing independence, initiative and trust, promoting positive self-image, fostering cooperation, experiencing art, music, drama and dance.

INCLUSION/DIVERSITY POLICY

Once Upon a Time Daycare believes this country has a variety of backgrounds. Therefore we support multicultural diverse and inclusive program. We accept and encourage all children with different nationalities, abilities, culture and tradition to help them to develop healthy awareness as well as respect for others. We will celebrate cultural and ethnic diversities through social events, and other activities we have.

FAMILY INVOLVEMENT/SUPPORT POLICY

Once Upon a Time Daycare will provide the resources and support for parent's involvement and family participation. We always welcome your ideas, concerns, comments, suggestions and participation. We have a listening box on entrance and parent communication books to have your inputs into policies and procedures to this program. We support families in accessing community resources; please feel welcome to ask the Director if you

need support. We like to work with families to provide learning opportunities, which coordinate with children own pace and style.

Your participation in our Centre is important as we can build secure relationships and create an environment that is comfortable, stable, safe and secure.

COMMUNITY INVOLVEMENT POLICY

Once Upon a Time Daycare will get involved with our community through inviting students from Grant MacEwan university, Public Health Nurse or Speech Pathologist to have a presentation for our children about nutrition, sports, health and safety as well the community fire department. For our Staff the development and training is a continuous process. The Staffs are encourage to attend school with classes relate to Child Development or minimum 2-3 Workshops per year. We also invite a professional to provide Workshops for parents and staff with different topics. (E.g. transition time, observation & documentation strategies, How to talk so Kids will listen, teaching self- regulation on my child etc.)

OPEN DOOR POLICY

Once Upon a Time Daycare maintains an “open door” policy, we encourage parents to call or stop by to talk to our knowledgeable staff about concerns they may have regarding the center, the child or how to become involved in our activities. We also like smooth transition special when we have new children we aloe staggered entry. There are a variety of ways to help in our centre such as, sharing special talents and knowledge, parties, field trips, sharing cultural heritage, social events.

ARRIVAL AND DEPARTURE

Our daycare hours are Monday thru Friday from 6:30 a.m to 5:45 p.m. We do ask that children **arrive at the centre no later than 9:30** as we have a routine, schedules and ratios that we need to abide by. If you are running late please be courteous and call the center as soon as possible and no later than 9:00a.m to inform staff.

When you arrive at our Day Care, **please bring your child and inform a staff member of their arrival. Please phone if your child is going to be absent for the day.**

When picking up your child, **please make sure that the staff is aware you are taking your child home.** If you are late for picking up your child after 5:45 p.m there is a late fee of \$1.00 a minute, it must be paid upon arrival of picking up your child (ren). Payment will be made directly to those staff that had to stay late.

Parents using provincial subsidy must comply with their required attendance hours. Full time enrolled children must attend a minimum of 100 hours/month to have the government pay full subsidy. Parents are liable for the difference in subsidy paid to the center and the full fee due if the 100 hours have not been completed.

Parents are required **to sign** the children’s attendance, time of arrival and departure for their child every day.

When someone other than you will be picking up your child, we **must** be notified, we will not release your child to anyone else without your consent. Please make sure this person is listed on the child’s registration form and ask them to bring in their photo ID each time they come to pick up your child.

HOURS OF OPERATION

Once Upon a Time Day Care & OSC

We will be CLOSED on the following holidays:

Christmas Day	Victoria Day
Boxing Day	Canada Day
New Years Day	August Civic Holiday
Family Day	Labor Day
Good Friday	Thanksgiving Day
Easter Monday	Remembrance Day

The Daycare will be closed all stat holidays as well, Please be aware that the daycare will also closed certain days throughout the year. A note will be posted in advance for all closures; the daycare fee remains the same. We will keep you inform on this matter.

Your child has had a long day! So we ask that you pick up your child as soon as possible after you are finished from work or school. We close at 5:45p.m. So we ask for your co-operation. If you are unable to pick up your child by 5:45p.m. please phone the center to make alternate arrangements.

If you arrive after 5:45p.m, we ask that you sign the attendance book and the parent/staff communication book as 'late day' and state the reason for your delay. We understand that unavoidable circumstances may arise from time to time. This sign out system helps to keep complete records. Repeated lateness in picking up your child may result in termination of services.

HEALTH AND SAFETY POLICIES

Nutrition Policy

- All Staff in Once upon a Time Day care will encourage children to eat healthy food and snacks in our program.
- Staff will serve the food and use Canada Food Guide for serving sizes. Menus will be done based on CFG
- Staff will be role models for children when they eat healthy snacks and avoid to eat or drink junk food in front of the children.
- We have a **"No Junk Food"** policy, so please do not bring or offer to children chocolate bars, chips, pop, energy drinks, cakes, candy, etc.
- Approximated time for a.m. snack is 8:00-9:00, lunch time 11:30-12:30, afternoon snack 3:15-3:45

Weather Policy

The outdoor weather policy ensures that children get the maximum benefit from the program while ensuring their safety.

- Staff will verify through the weather network the exact temperature and weather conditions.
- In winter, the children will remain indoors when the temperature outside reaches -11 C. The wind-chill would be factored into the equation.
- The following schedule might be applied when the temperature does not fell below -11 C:
-6 to -11 C 10 to 15 minutes maximum
0 to -5 C 30 minutes
- If there are adverse weather conditions such as a blizzard, the children will remain indoors regardless of the temperature.
- In summer, if the temperature exceeds 27 C, exposure to the sun will be limited. Sunscreen will be applied thoroughly and frequently to all children whenever outdoors, in accordance, with the UV index.

Clothing

An extra change of clothing is strongly recommended, especially for younger children. Please make sure your child always has extra cloths. Dress your child according to the weather. It is the responsibility of parents to ensure that children have the proper outdoor clothing for both winter and summer such as: hats, mittens, scarves, snow pants, and jackets; shorts, T-shirts, appropriate footwear, hats, and sunscreen.

Footwear

Each child must have a pair of indoor and outdoor shoes. We require a pair of indoor shoes to be kept at the Day Care at all times.

Outdoor Play and Space Policy

- The playground is attached and securely enclosed.
- All entrances to and exits from the outdoor play space that do not lead into the interior of the program premises are kept closed at all times while children are using the outdoor play space.
- All outdoors play structures comply with the standards outlined in the current edition of *A Guideline on Children's Play spaces and Equipment, CSA Standards*.
- Our outdoor play area is free of toxic plants. Outdoor sand box is clean from debris at all time. Sand box lid covering with not in use.
- Children have scheduled daily opportunities for outdoor play weather permitting, we will take turns each room twice a day (noted on our daily routines).
- Staff provides activities that support physical activities 15-20 minutes for infants, 30-45 minutes for toddlers and 60 minutes for preschoolers a day.
- Staff will support the interest of the children to explore and learn in natural settings also to facilitate their learning, staff bring out supplies to support children play.

Fieldtrips Policy

Fieldtrips are planned for locations that are familiar to the staff. Additional adults (volunteers) will accompany the group to ensure that children are safe and well supervised. All children on a field trip must be able to understand and follow the safety instructions that are given. In keeping with developmental needs, children younger than three years of age will not be taken on field trips that require them to follow many rules. Parents will be informed of any fieldtrip and transportation to be used. In case we use the yellow bus parent's will bring the child's car seat that comply with Transport Canada Guidelines

Children should be prepared in advance for some part of the trip. Staff will let them know where they are going, what will happened, Whom they will see and who they need to listen also safety rules for crossing the street and staying in line holding the rope. As well getting on and off the bus should be practiced prior to the trip so that the children are more likely to remember the rules.

While on a field trip, minimum primary staff to child ratios is to be maintained at all times and if possible, there should be more adults than necessary (parents can get involve). The children should be divided into groups, with one staff member leading each group for more effective supervision.

Complete emergency cards for each child must be taken on all field trips. All full time staff must have a valid first aid certificate. A portable first aid kit must be carried on every field trip.

Volunteer's responsibilities will be to ensure children are safe and well supervise, keep head counting the children, never be alone with the group, always have a childcare staff to be accountable and follow instructions from the staff leader.

Staff will ensure that children's attendance should be checked before leaving the facility, before and after boarding vehicles, numerous times during the trip and upon returning to the centre.

The safety of the children must always be the prime consideration when deciding how they will get to the field trip site. Factors to consider are transportation, distance, age, and number of staff, number of children, volunteers, weather and first aid kit etc.

The parent's written permission is required in advance in order to take the child (ren) on a field trip. Field trips must be approved by the Program Director.

Sick Child/Medical Policy

Please do not send a sick child to the Day Care Program; it is unhealthy for the child and unfair to the other children. If your child becomes ill while at the Daycare Program you will be notified so that you may take them to see a doctor. In an emergency, the staff will take whatever steps are necessary to ensure immediate medical attention.

In the case of persistent illness, the Day Care Program Supervisor may require a letter from a doctor stating the child is well enough to attend the Day Care Program.

Also, if your child has a contagious disease, inform a staff member so that appropriate safeguard measures can be put into place for the other children and families attending our Program.

If a child has symptoms of an illness that might be spread to others the child will be remove from our center.

If a child is ill that results in a need for care that is greater than the staff can provide without compromising the health and safety of other children in the program. Staff will contact the child's parent and must ensure the parent arranges immediate removal of the child.

If any of the following conditions are observed in a child at our facility, **the child will be sent home immediately.**

(Parents are responsible to take a child to see a doctor)

- **Fever 100 degrees (38 C)**
- **Lethargy**
- **Eye Infection (i.e. pink eye, eye discharge)**
- **Difficult Breathing**
- **Coughing a lot**
- **Quickly spreading rash**
- **Excessive diarrhea**
- **Irritability**
- **Any form of untreated infestation (i.e. scabies, head lice, mouth diseases etc.)**
- **New cough with fever**
- **Persistent abdominal pain**
- **Vomiting 2 or more times during the previous 24 hours**
- **Stools that contain blood or mucus**

Administration of Medication

Medication must be supplied by parents in original containers. (This includes acetaminophen or ibuprofen) and we require their written consent in order to administer it. The medication forms must be completed. The bottle or container must display:

1. Child's Name
2. Times to be administered
3. Amount to be given
4. Doctor's Name

Note: Without these items, we are unable to give the child any medication.

Staff will be informed if a child uses emergency medications (see Registration Book). All medications including emergency meds and herbal remedies must be located in the black box inside the staff shelf on each room. The medication has to be out of reach of children and instruction on how to administer them if necessary.

Staff must observe the child carefully for at least 10min. after receiving medication for any allergic reaction.

Require parents to provide information in the medication form about medications and/or herbal remedies that were given to the child prior to arriving at the centre. Staff should return medications and herbal remedies to families when the authorized period has ended, Staff should pass the individual medication form completed and signed to the Director to keep a record in the child's file.

Ensure that staff responsible for a child who requires health care (addition to giving medication) are trained in the proper method of administering the type of health care required by the child and the training certificate is documented in the staff's file and the child's file.

Supervision Policy and Practices

- Staff will observe children's play and behaviour by: closely monitoring and directing activities, anticipating and preventing danger, listening closely to children and being aware of any area. Staff will position strategically to supervise of entire group of children, monitoring children's health to identify early signs of fever, illness or unusual behaviour and participating in children's play to ensure that children are playing safe.
- To ensure that staff are aware of the indoor and outdoor physical environment every morning we will do a playground checklist in a regular basis to remove hazards, position equipment and arrange the environment to supervise the children's play, rest and toilet areas, know which individuals are authorized to pick up a child from the program, ensure that attendances are signed by parents and times are accurately recorded. Staff will always ask for I.D. for someone is coming to pick up the child for first time and make sure it's in the registration form. Staffs need to remember where medications, first aid kits, and emergency contact number are kept and most important monitor children at all time.
- To promote child safety on and off program when arriving or leaving the daycare or entering and leaving a vehicle. Staff will use a consistent system of head-counts during all transitions make sure the attendance were signed in and out recording actual time being more attentive when children are outside playing or field trips. Maintain staff child ratio at all times.
- The Effective Supervision meet the children's developmental needs when the staff are actively participating and guiding children's activities, helping children to get along in groups, while being attentive and listening to the children's ideas, promoting children curiosity and helping the child to develop independence, initiative and trust.

Distal Supervision Policy

DSP will allow children age 10-12yrs old to be on their own for short bits of time while in and around the area of the centre specific activities which the center has designated. It is meant for those that can handle the responsibility and is adapted only for a specific time at a specific place or specific reason. The children will be checked at regular intervals (every 5-10mins.), but will not be directly supervised at every moment. The maximum

time per event is 30 min. This is to allow the older children some freedom and responsibility while the staff members are needed with the operation of the center and others in the center.

Accident Policy

An accident is a situation in which a child has been physically hurt and medical attention is required.

In case of an accident or serious illness involving a child, the attending staff will make sure that:

1. The child's parent is notified immediately by a phone call and the child receives medical attention if necessary. If emergency services are necessary, the person in charge will designate a person to dial 911. In an emergency, the staff will take whatever steps are necessary to ensure immediate medical attention.
2. An accident report form will be filled out in duplicate as soon as possible when events are still fresh on the writer's mind. One form should be given to the parent and another kept in the child's file at the Centre to inform License Office.

Emergency-Incident Procedure Policy

An incident means a serious illness or injury to a child that occurs while the child is attending a program, any other incident that occurs while a child is attending a program that may seriously affect the health or safety of the child.

In case of an emergency-incident:

1. In an emergency situation that an evacuation is needed, such as fire, flood or natural disaster every staff must be prepared and will be responsible for the safe and orderly evacuation. Every staff member will take all children under their care out through the closest and safest possible exit. Staff must take the children's portable emergency records to contact the parents immediately about the situation.
2. In case of an intruder on the program premises, every staff member will take all children under their care and bring them to the safest place to protect them.
3. A child cannot be release from the program to a person without written parent/guardian consent.
4. In the event of an injury requiring taking a child to the hospital, we use the nearest available hospital (I.E Northeast Medical Center). Parents will be contacted immediately to inform them of the situation.
5. A lost child or a child left on the premises after operating hours will be reported to licensing staff.
6. An error in the administration of medication by a program staff resulting in the child becoming seriously injured or ill and required first aid
7. A lost child or a child left on the premises after operating hours will be reported to licensing staff.
8. In the case of a serious incidents (such as a death or a serious injury) must be reported immediately to our licensing officer (or regional office if you are unable to make contact)

All incidents will be reported immediately to licensing office and will be analyzed annually and report using the prescribed form.

CHILD GUIDANCE POLICY

Once Upon a Time Daycare believes in a safe and loving environment that respects the needs and individuality of each child. We also believe that with age appropriate interaction, effective communication and a dynamic program, children tend to cooperate and be happy.

Staff shall be aware of differences in a child developmental stage and experiences and set up reasonable limits. Occasional conflicts between children are unexpected and natural occurrence.

The Daycare staffs strive to consistently model appropriate and acceptable behaviour amongst themselves and with the children. Each child is encouraged to develop self-respect, self-control and respect of others and their property. (Toys and equipment must be treated with care, so that all children can use them in our program).

Developing self-control and learning social behaviours are essential to a child's social development. The staff at Once Upon a Time Daycare will guide and help children to develop respect for themselves and respect for others.

Guidance's techniques are used to assist children as they develop the social skills needed in a group environment. These include prevention and intervention.

Child Guidance Policy for Infant/Toddlers

As staffs is aware that infants do not possess the same developmental or linguistic levels than older children who are able to express themselves more effectively, emphasis is placed on careful and consistent supervision of infants and observation of their behaviours and activities as PREVENTION to avoid potential incidents. This may include program set up to avoid conflict and promote interaction (Ex. Duplicate toys accessible for children; smooth transitions; staff responding quickly to problems). Staff will ensure that each child has activities to be involved and create a safe and joyfully environment.

Staff will use positive method of discipline and shall intervene when necessary to redirect a child from a negative situation to a safer area or appropriate activity in the room. Staff will engage the child in play and encourage peer interaction. Staff will also give attention when children are behaving well (I.E. Staff smile, participate, watch).

Staff will assist children learn to use communication rather than aggression to solve problems (Explain child's anger when his block structure is knocked down).

Staff will record any misbehaviour that occurs regularly or is extreme, and parents will be informed of such occasions.

Child Guidance Policy for Toddlers

Prevention:

- Staff will model appropriate behaviour
- Staff will encourage verbal children to use their words and provide words for non- talkers
- Staff will give frequent attention when children are behaving well
- Staff will plan a program appropriate to the ages, levels of development and interests of the children.
- Staff will constantly observe/supervise children to recognize difficult times during the day or situations, and plan accordingly to prevent problems
- Staffs ensure that the physical space, schedule and materials/equipment are safe and interesting.
- Staff set clear limits and assist the children to be successful.

Intervention:

Intervention techniques vary, based on the developmental level of the children and the issues being addressed. These are used when undesirable behaviours occur and children need to be stopped or redirected.

The following intervention methods may be used:

1. Praise and attention. Notice behaviour you want. Give verbal or non-verbal recognition.
2. Move close to the child to help him gain self control; kneeling down and placing your arm around him may provide needed reassurance. It may take several minutes to calm a child (and yourself) before you can talk to him and resolve the situation.
3. Offer choices. Tell child what he/she may do. Suggest changing tool, time or location to find acceptable behaviour.
4. Active listening to acknowledge feelings and support the child. Active listening is non-judgmental, asks no questions and gives no advice.
5. Reassure the child, physically and verbally, that she is valued and cared about, in spite of her behaviour. A hug and smile work wonders.
6. Re-Do-It Right. When the child uses unacceptable behaviour help the child re-do the situation using appropriate behaviour. "No hitting. Touch gently." Take child's hand and move it gently along other child's arm.
7. Redirect or distract a younger child with a new activity or toy. If necessary, remove the child from the situation altogether.

Problem Solving:

Staff will assist children in discussing issues, expressing their feelings, and making choices with other children. Consistency is an important factor in achieving appropriate behaviour.

Child Guidance Policy for Preschoolers / Kinder garden

Prevention:

- Staff will model appropriate behaviour and problem-solving techniques
- Staff will respect each child's individual needs and interests
- Staff will plan transitions and give warnings between activities
- Staff will establish clear limits and be consistent
- Staff will focus on what to do, rather than on what not to do.
- Staff give frequent attention when children are behaving well
- Staff plan a program appropriate to the ages, levels of development and interests of the children.
- Staff will constantly observe/supervise children to recognize difficult times a day or situation, and plan accordingly to prevent problems
- Staff ensures that the physical space, schedule and materials/equipment are safe and interesting.
- Staff encourage children to learn problem-solving techniques so that they can develop a sense of responsibility for their actions, strengthen their decision-making Skills, and avoid potential conflicts.

Intervention:

Intervention techniques vary, based on the developmental level of the children and the issues being addressed. These are used when undesirable behaviours occur and children need to be stopped or redirected.

The following intervention methods may be used:

1. Praise and attention. Notice behaviour you want. Give verbal or non-verbal recognition.
2. Move close to the child to help him gain self control; kneeling down and placing your arm around him may provide needed reassurance. It may take several minutes to calm a child (and yourself) before you can talk to him and resolve the situation.

3. Offer choice. Tell child what he/she may do. Suggest changing tool, time or location to find acceptable behaviour.
4. Active listening to acknowledge feelings and support the child. Active listening is non-judgmental, asks no questions and gives no advice.
5. Consequences. State rule and what will happen if it is broken. Consequences are related to behaviour and low energy.
6. Re-Do-It Right. When the child uses unacceptable behaviour help the child re-do the situation using appropriate behaviour. "No hitting. Touch gently." Take child's hand and move it gently along other child's arm.
7. Clear Limits. Let children know what is acceptable behaviour, create age appropriate rules, state rule clearly (positive and specific). Establish consequences follow through!
8. A Better Way. To find a solution that is acceptable to both state your preference and the child's preference, and ask the child what is a better way?
9. Reassure the child, physically and verbally, that she is valued and cared about, in spite of her behaviour. A hug and smile work wonders

Redirection:

If a child persists in unacceptable behaviour, staff will encourage the child to choose a safer area or activity in the room. Staff should engage the child in play and encourage interaction with peers...

Problem Solving:

Staff will assist children in discussing issues, expressing their feelings, and making choices with other children. Consistency is an important factor in achieving appropriate behaviour.

Natural Consequences:

Staff will allow the child to experience the natural consequences of actions when appropriate – (i.e., artwork is left on the floor consequence it may be put in the garbage).

Logical Consequences:

Staff will direct the child to take responsibility for his/her behaviour with reasonable consequences connected to the action (ex. child may be expected to repair a book that was intentionally damaged).

When difficult behaviour persists:

- The child will discuss the problem with a staff member supervisor
- The situation will be discussed with the parent and an action plan will be agreed.
- If the problem cannot be resolved to the satisfaction of the administration, the parent will be asked to remove the child from the Centre.
 - Any staff inflicting physical or emotional harm to a child will be dismissed immediately and will be reported to the necessary authorities.

Child Guidance Policy for OSC

Prevention:

- Staff model appropriate behaviour and problem-solving techniques
- Staff will respect each child's individual needs and interests
- Staff will plan transitions and give warnings between activities
- Staff will establish clear limits and be consistent
- Staff will focus on what to do, rather than on what not to do.
- Staff give frequent attention when children are behaving well
- Staffs plan a program appropriate to the ages, levels of development and interests of the children.
- Staff will constantly Observe/supervise children to recognize difficult times a day or situation, and plan accordingly to prevent problems
- Staffs ensure that the physical space, schedule and materials/equipment are safe and interesting. -
- Staffs encourage children to learn problem-solving techniques so that they can develop a sense of responsibility for their actions, strengthen their decision-making skills, and avoid potential conflicts.

Intervention:

Intervention techniques vary, based on the developmental level of the children and the issues being addressed. These are used when undesirable behaviours occur and children need to be stopped or redirected.

The following intervention methods may be used:

- Active listening to acknowledge feelings and support the child. Active listening is non-judgmental, asks no questions and gives no advice.
- Consequences. State rule and what will happen if it is broken. Consequences are related to behaviour and low energy.
- Re-Do-It Right. When the child uses unacceptable behaviour help the child re-do the situation using appropriate behaviour. "No hitting. Touch gently." Take child's hand and move it gently along other child's arm.
- Clear Limits. Let children know what is acceptable behaviour, create age appropriate rules, state rule clearly (positive and specific). Establish consequences follow through!
- A Better Way. To find a solution that is acceptable to both state your preference and the child's preference, and ask the child what is a better way?
- Reassure the child, physically and verbally, that she is valued and cared about, in spite of her behaviour. A hug and smile work wonders.
- Praise and Accept Differences. Motivate children notice behaviour you want. Give verbal or non-verbal recognition.
- Offer choice. Tell child what he/she may do. Suggest changing tool, time or location to find acceptable behaviour.

Problem Solving:

Staff will assist and be a mentor for children in discussing issues, expressing their feelings, and making choices with other children. Staff will also follow all steps in a conflict resolution policy. Consistency is important factor in achieving appropriate behaviour.

Natural Consequences:

Staff will allow the child to experience the natural consequences of actions when appropriate – (i.e., artwork is left on the floor it may be put in the garbage)

Logical Consequences:

Staff will direct the child to take responsibility for his/her behaviour with reasonable consequences connected to the action (ex. child may be expected to repair a book that was intentionally damage)

When difficult behaviour persists:

- The child will discuss the problem with a staff member supervisor
- The situation will be discussed with the parent and an action plan will be agreed.
- If the problem cannot be resolved to the satisfaction of the administration, the parent will be asked to remove the child from the Centre.
- Any staff inflicting physical or emotional harm to a child will be dismissed immediately and will be reported to the necessary authorities.

Bullying Policy for KG/OSC

- Bullying will not be tolerated
- Immediate action will be taken in all situations.
- Children will be removed from the proximity of others and parents may be called if needed to discuss the situation and remedy.
- We will stop the child and use peer mediation to alleviate the situation
- If bullying behaviour is ongoing we will request the parent to remove the child to protect others.

Relaxing Time Policy

Our daycare program requires a relaxing and quiet time for rest. Every Child will use her own bed and be labelled. Not all children are required to sleep; however, they must have a period of either rest or a quiet time activity. In the event of resting only, the child will be on their bed with lacing cards, book or puzzle. Children who do not sleep might be allowed the use of a separate area for more quiet time activities.

Toys

We discourage children from bringing toys to the Day Care Program because they often get lost or broken. The Centre is well equipped with play toys that your child will learn to share and enjoy.

TRANSPORTATION POLICY

Kindergarten

Children will be escorted according to their scheduled to outside of our facility by the front door that is the bus stop by a Staff. At afternoon Staff will be waiting for the children to come back from school and escort them back to the room and sign them in.

Out of School Care

Children will be release by 8:10 and escort them by staff to take the transportation parents arrange. Staff will mark attendance and head count when drop off and entry our center.

Transportation

Parents are responsible to arrange for the yellow bus services. If you wish your child being transported, your child might attend the 6 designated schools (Father Leo green, Saint Francis of Assisi, North Mount, Kildare, NEE Christian school and Sifton School) We are willing to receive from other schools as long as the school open the route for children.

Unexpected Absences

Kindergarten/School –Age children. For your child’s safety it is crucial that parents advise us their child absence, to notify please ensure that you contact by 8:00a.m

At the end of school day, if a child does not arrive at the meeting point within 5 to 10 minutes and there has been NO CALL from parent/guardian indicating alternate arrangements Staff will check with the school to confirm the child’s attendance. If the child was in attendance, the Staff will immediately contact the Director to notify them of the situation, and Parents will be contact immediately.

CHECKLIST FOR PARENTS

- ✓ Please, remember to sign you child in and out in the mornings and evenings;
- ✓ When collecting your child in the evening, make sure that a staff member is aware your child is leaving;
- ✓ Bring daily **indoor shoes and change of clothes** (2 sets please) Make sure your child is properly clothed
- ✓ **Bring a light blanket**
- ✓ **Infants (12-19m) need to bring their own diapers, wipes, lotion, milk (if different than cow milk).**
- ✓ We do not want to take any risk when it comes to children and because of the chances of allergies your child must bring their own food if she/he has a different diet than we serve in our menus.
- ✓ **Toddler (20-36m) child also need to bring diapers and wipes daily; unless they fully potty trained**
- ✓ Do not send a sick child to the Centre (I.E fever, diarrhea, vomiting, communicable diseases, obviously infected discharge (nose, eyes), lethargy and irritability, persistent pain, cough, frequent bouts, lice, etc. Upon the arrival to the centre if a staff suspects any of these symptoms they can request a doctor's note before the child can return to the daycare.
- ✓ We must be informed immediately of any changes in your address, place of employment, home and work phone numbers to make sure your child's information is always current;
- ✓ If someone else is picking up you child, please phone and double check that they have done so and not forgotten;
- ✓ Pay fees regularly on the first business day of each month. Arrears may involve exclusion of your child from the Centre;
- ✓ Please, remember that we cannot administer any medication to your child unless we have written approval from you. Medication has to be in the original container prescribed.
- ✓ Summer time please bring sunscreen, hats and bugs spray (optional)
- ✓ Wintertime please bring boots, hat, mittens, snow pants, winter jacket

FAMILY'S RESOURCES

We provide resources information that you may need. Please be sure to ask any question to our Director at any time after your child's registration.

1. Parent's Handbook
2. Daycare Policy Manual
3. Licensing office (780) 427.0444
4. Canada Food Guide
5. Pamphlets for child's development from Alberta Health Services.
6. Referrals for Speech Language Pathologist & Developmental needs

FEES

Parent fees are payable to **Once Upon a Time... Day Care Inc.** and are due on **the first day of each month**; however, if for any reason you are unable to pay your fee on the first day, or are behind your fees, please contact the Director. We accept cash, e-transfers or cheques. In case we found NSF cheque the penalty fee will be \$45 extra and after you will be allow paying only in cash. You may claim childcare expenses as a deductible item on your income tax. Fees are reviewed from time to time, and parents will be notified at least one month in advance for any fee changes.

If you are applying for subsidy, you will be required complete the proper documentation form(s) from the City of Edmonton. Parents eligible for partial subsidy will still be responsible for a portion of the fee. We have no authority in determining when a family is eligible for subsidy .

It is your responsibility to inform the Subsidy Office of any changes; (changes in your income, pay, address, job, divorce, marriage, etc.)

When your child is away or sick you must still pay your fees, as we must maintain our staff ratio.

Full tuition fees are charged even if you take vacations or we are closed for a few days for Christmas in order to ensure your child's space in the center.

The Daycare hours are from 6:30.m to 5:45 p.m a late fee is in effect after 5:45 pm. fee is \$1.00 per each minute. It will be made directly to those staff that had to stay late.

We require 1 month notice must be given in case of termination. If notice is not given, you will be charged the FULL FEE amount for the month.

Communication Policy

Registration/ Orientation

A registration book and informative tour is given to families upon admission. A Parent handbook is provided to take home and review; containing all policies relevant to the child and family. A Check list for parents is given to provide a list of supplies and actions required by the Centre.

Communication

Memo, notes, reminders, postings, verbal chats, e-mail, staff meeting and notes, letter, telephone, text messages.

Complaint Procedure and form

Any parent who is uneasy about any aspect of the Once Upon a Time provision talks over, first of all, his/her worries and anxieties in private with the Director and an extra staff as a witness for liability. If the parent needs a complaint form will be written down by parents/guardians. We expect Respect from parents when complaining formally, zero tolerance for yelling, arguing, verbally or physical attacking, swearing, physical contact or harassing any staff member.

Regular News Letters

Created and Posted every 2-3 months. Copies can be made for the families if requested. In the newsletter, families are kept informed about changes, events, volunteer opportunities, family recreational ideas, and administrative information.

Notification of Absence

The days the Centre is closed is posted as well as provided in the Parents Handbook. Parents are required to call in if the child will be absent from the Centre or not returning to the Centre on the School Bus. Arrival and Departure times of between 6:30AM-5:45PM are strictly enforced. Please arrive 5 minutes before 5:45PM. If the child will be absent, parents are requested to call the Centre by 9:00 AM. Children arriving after the cut-off time of 9:30 am will only be accepted for extenuating circumstances or with a Doctor's note.

Change of Information

Families are required to keep all children's information up to date. If address, phone numbers, guardianship, or health concerns/ allergies changes; the Centre must be informed immediately. The Children's Emergency Cards will be created upon admission and updated as needed. The staff will periodically review all information on the cards with the families to ensure accuracy.

Child Custody

If the parents or guardians of the child are separated, a current copy of the official Custody / Visitation agreement Court order must be kept in the Child's file at the Centre. Please be aware that without a Court order, we are not allowed to deny pickup from a Parent. The family's Social Worker's name and contact number must be included.

Sharing Child Specific Information

The Centre follows all Code of Ethics and FOIP acts. Sensitive information will only be shared with persons of authority and families. All information collected is confidential.

Staff/Child Interaction Policy

- ✓ Staff will greet each child at the door every day and say good morning (NB)
- ✓ Staff must always keep eye level while talking to children...(IE)
- ✓ Staff will be warmth, respectful through verbal and non-verbal communication (NB)
- ✓ Staff will play, smile and laugh with children (IE)
- ✓ Staff will engage with children when playing, and also will interact with them (DB)
- ✓ Staff needs to know a child needs and abilities (NB)
- ✓ Staff will use calm, positive and supportive tone of voice (GA)
- ✓ Staff will get connected with each child to build a relationship (GA)
- ✓ Staff can show affection by giving children hug or high five for affirmation (RS)
- ✓ Staff will offer choices to the children (RS)
- ✓ Staffs shall be attentive to child's conversations; from the stories Staff will expand their interactions. (NB)

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