

A NANA'S LOVE DAYCARE



PARENT HANDBOOK

570 St. Albert Trail

St. Albert, Alberta

T8N 5Z1

(780) 470-4001

OUR PHILOSOPHY

We believe that learning through play helps a little person understand their role as creative beings and teaches them how things work in the real world.

Our daycare is committed to providing parents peace of mind and assurance that their little person is receiving the best social, emotional, intellectual, creative and physical development.

PROGRAM

Our daycare is divided into 5 rooms, Infants & Babies, Toddlers, Younger Preschool, Older Preschool, Kinders and Out of School Care.

Programs are developed for each level to ensure little people are given a nurturing, stimulating and supportive environment. Teachers will recognize each little person's interests and needs while still having fun. The program will provide little people with independence and social skills. Our older little people will also be provided with school readiness skills.

Our program is planned according to the needs and interests of the little people, allowing them to be actively engaged with objects and experiences in their everyday environment. Classroom themes and toys change on a bi-weekly schedule to ensure little people have a variety of toys and learning experiences.

DEVELOPMENTAL NEEDS

At Nana's Love Daycare will meet the developmental needs of the little people by the program rooms being programmed around the little people's interest and needs. The program will provide weekly themes and activities in various play centres to meet the little people's physical, social, intellectual, creative and emotional needs. There will be indoor and outdoor, as well as individual and group activities. Each little person will be treated with respect and affection. We celebrate birthdays, cultural and ethnic holidays and any other occasion suggested by the little people and their families.

HOURS OF CARE

Our Daycare is open Monday to Friday, commencing at 6:30 am and closing at 6:00 pm. We believe that our daycare does not replace your family, so please ensure your little person's day with us does not exceed 10 hours.

If your little person has not been picked up by 6:30 pm, and neither a parent nor emergency contact person can be notified, we will comply with Licensing Regulations and place the little person with Children Services.

We recognize all statutory holidays as listed below.

HOLIDAY CLOSURES

ALL PROGRAMS WILL BE CLOSED ON THE FOLLOWING DAYS:

New Year's Day
Family Day
Good Friday
Easter Monday
Victoria Day
Canada Day
Civic Holiday (August)
Labor Day
Thanksgiving
Remembrance Day (if on a weekday)
Week between Christmas and New Years

PARENT RESPONSIBILITY

Leaving a little person in our centre means you know they are in good care, but you still have extra responsibilities too. Below is a list of items, in no order, which will ensure your little person's safety and comfort while in our care.

Make sure to follow the Fee Payment Policy. Fees are due on the first day of each month.

Keep a full set of extra clothing available every day. This should include socks, diapers/underwear, pants, shirt, shorts and a sweater. Please label all your little person's clothing and personal belongings with their first and last initials or name in permanent ink. A set of shoes or hard soled slipper needs to be left at the centre for your little person to wear indoors. This is for their safety and in case of fire evacuation. Flip Flops are not allowed on outdoor play or climbing equipment.

Dress your little person according to the weather as we try to spend at least half an hour outside every day. Please ensure your little person has the following apparel for each season: Spring, Summer, Fall (jacket with hood, rubber boots, 2 pairs of mittens and a toque), Winter (ski jacket with hood, snow pants, snow boots, 2 pairs of mittens and a toque).

Parents are responsible for supplying diapers, wipes, formula, and baby food for their little person. If a little person must borrow a daycare diaper, there will be a \$1.00 charge per diaper.

Notify staff of changes in family circumstances (phone numbers, addresses, emergency contacts etc.).

Keep a sick little person home. They will be more comfortable.

OPEN DOOR POLICY

At our centre we have an open-door policy for all families. This means you are welcome at the centre anytime, whether it is for volunteering on a field trip, coming in to spend the day with their little person, or attending a special event. We encourage all families to participate in our open-door policy.

If you have a question, concern or comments that will take more than a couple of minutes of staff's time, please ask for an appointment as we do not want to distract staff from supervision for a long period of time.

COMMUNICATION POLICY

Our staff will speak with you daily, relaying information about your little person's day and sharing expectations and concerns. We encourage you to stop and chat with the staff; ask questions concerning your little person and his/her development.

DROP OFFS

A Nana's Love Daycare accepts responsibility of your little person during our program hours of 6:30 am to 6:00 pm.

Little people are not permitted to be dropped off between 9:30 am and 2:30 pm. Centre doors will be locked during these times.

Accompany your little person into the centre every day, place their belongings in their cubby, personally advise a staff member that you are leaving your little person. Try to allow enough time in the mornings and evenings so you do not need to rush your little person. Upon pick-up, make sure staff knows you are taking your little person home.

If someone other than parent or emergency contact person is picking up the little person, written notice from the parent is required. That person will also be required to show photo ID before the little person will be released into their custody. A phone call will not be accepted.

CUSTODY ORDERS

We strive to provide an environment in which your little person feels safe. As such, we require notification of any changes of the custody, guardianship or care and control of your little person. A copy of any agreement or court order pertaining to the foregoing is to be left with us. This will assist us in attempting to ensure your little person is only released to an authorized person.

LATE PICK UP POLICY

A late pick up fee will be applied under all circumstances. We will allow you a 5 minute grace period and after that a fee of \$10.00/per little person for next 5 minutes, and \$1.00/minute per little person thereafter, will be assessed. The program clock will be used as the standard time. Staff will issue a Late Pick Up Notice to family involved and to Director.

If three late pick-ups occur within a year, a warning letter will be sent. If five late pick-ups occur within a year, a month's notice of termination of service will be given.

TERMINATION OF CARE

We reserve the right to terminate care of your little person if any of the following occurs:

- Your little person exhibits regular, aggressive actions/interactions.
- You are late picking up your little person more than 5 times within one year.
- Your little person care fees are not paid in full by current month's end.
- It is deemed necessary for the safety of other little people and/or staff, termination will be immediate, no refunds will be issued.

CHILD CARE FEES

If you require us to hold a spot for your little people prior to entering the program, a \$50.00 per family registration fee is required. This fee is non-refundable.

Full time Daycare Fees are broken down into the following age groups and prices vary depending on your little person's age.

Infants 0-12 months	\$1200.00
Babies 12-19 months	\$1125.00
Toddler 19-30 months	\$975.00
Younger Preschool 2.5-3.5 years	\$950.00
Older Preschool 3.5-4.5 years	\$925.00
Kinders 4.5-5 years	\$850.00
OSC 6years- 12years old	\$550.00 Summer Fee \$750.00

COLLECTION OF FEES

The monthly fees are due the first working day of the month. Payment can be made by e-Transfer, cheque, cash or credit card. If fees are not paid by the end of the month or arrangements approved by Director have not been made, parents/families will lose their program space.

SUMMER HOLDING FEE

All parents of daycare little people not wishing to use the centre during July and August but wishing to keep their space for September will be required to pay a non-refundable fee of \$300.00 per little person, per month and OSC holding fee is \$200.00 per month, per little person.

NSF PAYMENTS

Payments returned NSF are payable within 5 days and a \$50.00 charge is assessed. If 2 NSF payments occur within one year, all payments will then be accepted in e-Transfer or cash only.

TAX RECEIPTS

Receipts for income tax purposes are issued after year end in January. Should you withdrawal from our centre prior to year-end, please ensure that we have your current address so that your receipt can be mailed to you.

CANCELLATION OF OUR SERVICES

Our centre requires a full 30 days of notice for withdrawal from the Daycare Program. Notice must be given in writing to the Director. Failure to provide proper withdrawal notice could result in the next month's child care fees being charged in full.

RE-ADMISSION

If a little person is withdrawn from the centre at any time during the year for a period of 3 months or less a non-refundable fee of \$100.00 will be charged in place of the registration fee. If withdrawn for more than 3 months, the \$50.00 registration fee applies.

SUBSIDY

The Provincial Child Care Subsidy Office handles subsidy for daycares. This office stipulates how many hours a little person must attend per month to be eligible for subsidy. It is the parent's responsibility to know how many hours their little person must attend and ensure their little person attends the minimum hours. Parents are responsible for applying for and renewal of subsidy prior to expiry. If subsidy is not received, the parent will be required to pay the outstanding fee or bring an approval letter from subsidy. Applications can be completed on line at:

www.child.gov.ab.ca Subsidy inquiries can be answered by calling: 780-427-0444.

NUTRITION

The centre provides a morning snack, lunch and afternoon snack for the little people every day. Kitchen staff will be aware of little people with special dietary needs or food allergies.

Menus are posted on our website and parent board. If your little person cannot have our snacks/meals due to diets and/or food allergies, you are encouraged to provide prepared snacks for your little person.

On special occasions you may want to bring in snacks or treats for the little people, please ensure they have been bought and not prepared in a home environment as this is an Alberta Health Services regulation we must follow. Please also check that the products do not contain any trace of nuts.

NAPPING

All little people are entitled to an afternoon nap. Nap time will be between 12:30 pm to 2:30 pm daily. The length of time a little person naps is to be determined by the family. Soothers/pacifiers are acceptable during nap time at the parent's request. Soothers will be washed after nap and placed in a Ziploc bag with the little person's name on bag. Each little person will have their own sleeping cot and bedding will be washed weekly. If the cot and bedding are soiled, they will be washed immediately.

HEALTH AND SAFETY

Procedures are in place to protect and maintain the health of each little person and the centre staff. Much illness risk can be reduced by following hygienic practices. You will be asked to provide your little person's Health Care number as well as your doctor's name, office address and phone number. Each staff member shall be trained in First Aid and CPR. Each classroom has a fully equipped portable first aid kit.

IMMUNIZATION

In order to keep your little people and all the little people in the centre healthy, all little people attending our centre will be required to have been immunized according to the Alberta Immunization Schedule. Proof of this immunization will be required. Little people who are not fully immunized may not be allowed to enroll at the centre.

ILLNESS

A little person that becomes ill while in our care will be separated from the group and kept comfortable under direct supervision. A crib or cot with a sheet and blanket will be provided for the little person. The parent will be contacted and must then make arrangements for the little person to be taken home. After the little person has left the centre, crib/cot will be disinfected, and the sheet/blanket washed. Little people prefer to be in their own surroundings when ill.

Please do not bring your little person to the centre if they have any of the following symptoms:

- Communicable disease (Chicken Pox, Mumps, Measles, Head Lice, etc.)
- Vomiting or Diarrhea
- Discharge from eye, ears or nose
- Productive cough or dry cough lasting longer than 1 week
- Fever of 99 degrees or more
- Unexplained rash or sore
- Purulent conjunctivitis (defined as Pink Eye) until examined by a physician. Alberta Health Services requires little people be kept out of group care for 24 hours after first commencement of treatment. Little people may be readmitted earlier upon physician's written notification that your little person's condition is not contagious

ACCIDENTS

At Nana's Love Daycare we are committed to providing a safe environment for your little people. Accidents do happen even when every precaution has been taken to ensure the safety of little people.

Where an accident does occur the injured person(s) will be attended to immediately in accordance with current first aid practice ensuring that no other person is put in danger. Nana's Love Staff will comfort the little person and reassure him/her. As all staff will have current first aid to treat minor accidents. If medical advice or attention is required staff will obtain it immediately.

When a serious accident occurs, staff is instructed to call other team members immediately to assist them in attending to the situation. If an injury requires immediate medical attention staff will call 911 and then notify the parents. When a little person needs to be taken to hospital for care an ambulance will be called, the parent will be responsible for any charges incurred.

Upon enrolment, you are asked to provide information about where you can be contacted during the day in case of an emergency. You must also provide the name, telephone number(s) and address of two relatives or friends who may be contacted if you are unavailable. It is your responsibility to ensure this information is always current and correct.

All accidents require reporting. The attending staff person will complete an accident form and you will be asked to sign it to verify you have been informed of the accident and its details. The original form will be kept in the little person's file in the little person's classroom. As the parent you may request a copy of the form for your records.

INCIDENTS

Nana's Love daycare is committed to providing a healthy, safe, stimulating and well supervised environment in each of its programs in order to minimize the possibility of incidents.

An incident includes anything, which is not an accident that could have an adverse effect on a little person.

An occurrence or event; for example, a little person does not come to care after school and the parent has not informed the program he/she is not attending. This is considered a missing little person and an incident; a relatively insignificant event that might have serious consequences; a public disturbance.

All incidents require reporting. The attending staff person will complete an incident form and you will be asked to sign it to verify you have been informed of the incident and its details. The original form will be kept in the little person's file in their classroom. As the parent you may request a copy of the form for your records.

If you are concerned about an incident you should bring your concerns to the attention of the Director.

All inspection reports (e.g. fire, health, licensing, and accreditation) are available for viewing on the parent information board in the main entrance hallway of the daycare.

FACILITY CLEANING AND SANITATION

Playroom staff will ensure that all toys and equipment are cleaned and sanitized once a week. Janitorial service cleans facility on a weekly basis. Playrooms will be cleaned as per Cleaning Schedule.

Each little person will have a labeled cot or crib, as well as individual sheet and blanket. Sheets and blankets will be laundered weekly or as required.

Proper hygiene procedures will always be followed by the staff and little people. Diapering routine will follow the Centers for Disease Control (CDC) which is posted in diapering areas. Toilet seats and sinks will be disinfected between each use. Hand washing before serving snack and meals for staff and little people. Tables will be disinfected before and after meals. Hand washing or sanitizer after sand/water play and play dough. Hand washing or sanitizer after nose wiping or coughing.

LICENSING

The Provincial Government Department, Alberta Child and Youth Services, requires a Child Care Licensing Officer to visit and complete a monitoring and evaluation form two to three times per year. The reports can be found on the parent board. The Child Care Licensing Regulation sets out the minimum standards that must be met in a licensed child care program to ensure that the health, safety and developmental needs of little people are met.

The Child and Family Service Authorities (CFSA) license monitor and issue enforcement actions.

Should you have any questions or concerns that have not been satisfied, after following the appropriate grievance procedures, please feel free to contact our local CFSA office.

Edmonton and Area CFSA

7th Floor, 9942 –108 Street

Edmonton AB T5K 2J5

Telephone: 780-427-2250

Email: Region6.CFSA@gov.ab.ca

Web: <http://www.edmontonandareacfsa.gov.ab.ca/>

A license is required under the Child Care Licensing Act to operate a child care program that provides care for seven or more little people. A copy of the day care's license can be found in the front entrance. For more information on the Alberta Child Care Licensing Act please search the following website: <http://www.child.alberta.ca>

OFF SITE ACTIVITY

A little person's parent/legal guardian will be advised of the activity, including transportation and supervision arrangements with respect to the activity. A Nana's Love Daycare will obtain written consent to the little person's participation in an off-site activity. Staff members are required to take the portable records for each little person with them when little people are taken off the program premises for an activity.

As a parent you are welcome to come on any fieldtrip with the daycare. Please indicate your desire to attend on the permission form and also speak with the Program Coordinator in your little person's classroom.

EMERGENCY EVACUATION PROCEDURES

In case of fire, the following procedures will be followed. Activation of alarm by activating the manual pull station (located at each exit), Director will call 911, teachers will lead the little people to the nearest exit and confirm number of little people in their room. Supervisors of the area pick up the daily attendance sheets and room backpack which contain portable emergency cards, first aid kits and emergency medications. Meeting place for facility is across the parking lot, under the daycare sign. Director of the daycare checks all the rooms to make sure no one is left behind in the daycare. Director then proceeds to meeting place. Director and staff will start notifying parents. No one shall re-enter building until fire marshal give permission to do so.

We have a fire alarm system installed in building. When the alarm goes off, little people are taken out of building to muster point where a head count is then taken to ensure all little people are accounted for. Monthly fire drills will be held so teachers and little people are used to requirements of a fire drill. Staff are to take each room backpack which contains the little people's information, emergency medication and first aid kits. Emergency numbers are posted in each room, all entrances and in backpacks. Staff will also be trained on how to use the alarm system in case of an emergency. Doors will be locked during the hours of 9:30-2:30. There are doorbells at front and back entrances for staff and parents arriving during these hours. Only director, owner or designated staff assigned to assume the responsibilities of the program supervisor are to open doors during locked hours.

GUIDANCE POLICY

At Nana's Love Daycare we accept little people as individuals and encourage bonding and trust between little people and caregivers. Through various guidance techniques we will guide them to develop a sense of responsibility for their actions, to begin to understand other's needs and to strengthen their decision-making skills. Each little person is supported in developing independence and is encouraged to care for others. When negative and/or aggressive interactions/actions occur, staff will intervene promptly. Little person guidance is essential in supporting little people through learning and all rooms are arranged to provide opportunities for positive experiences through age appropriate toys and activities. Staff will not at any time deny or threaten any necessities or use or permit the use of any form of physical restraint confinement or isolation at any time. Physical punishment, verbal or physical degradation is not allowed at anytime.

INFANTS/BABIES

Infants are given attention on an individual basis throughout the day. Their needs are met promptly. The classroom is arranged so everything is at the little person's level with staff sitting on the floor to encourage play and positive interaction with both quiet and active activities.

TODDLERS

Positive reinforcement is used with words and gestures putting the focus on the positive not the negative. These little people develop social and problem-solving skills through simple reminders they can understand.

YOUNGER & OLDER PRESCHOOL

Appropriate behaviour is reinforced through words and gestures putting the focus on the positive not the negative. Little People will be redirected to other activities allowing them the opportunity to change their behaviour.

KINDERS and OSC

Our program reinforces appropriate behaviour through words and gestures putting the focus on the positive not the negative. We will redirect little people to other activities to give them opportunity to change their behaviour. The room arrangement provides opportunities for positive experiences through choices, age appropriate activities with interests of the little people. Staff interacts positively and guide the little people to problem solve and take responsibility for their actions.

CHILD DISCIPLINE POLICY

At Nana's Love Daycare, we believe in an environment that respects the individuality of each little person. Staff will use a variety of guidance techniques to solve problems. Physical contact in disciplining a little person is not allowed unless it is necessary to restrain the little person from harming themselves or another little person. Staff will be aware of problem-solving techniques and actively assist the little people in the recognition and development of problem-solving skills. Staff will record misbehavior which occurs regularly or is extreme and parents will be informed of the behavior. Open communication will be maintained between parents and staff. If A Nana's Love staff are unable to resolve a serious problem with a little person's behaviour after following approaches in the Child Guidance Policy, the Program Coordinator will request a meeting with parents and Director to discuss the problem. Staff will not at any time deny or threaten any necessities or use or permit the use of any form of physical restraint confinement or isolation at any time. Physical punishment, verbal or physical degradation is not allowed at any time.

MEDICATION POLICY

Prescription Medications

Staff will ensure all medications are stored in a locked box at recommended storage temperature listed on the container. All staff administering medications will have a current first aid certificate.

Medication must come in the original container and be clearly labeled with the doctor's name and phone number, the little person's name, times to be administered, and amount to be given. Parent must complete a medication authorization form for each day medicine is to be given. Parent must advise, in writing, of any possible side effects of the medication their little person is taking. All drugs must be given to a staff member immediately upon arrival. Staff will record the details of the administration of the medication on the appropriate medication form.

Long Term Medications

Long term medications will be administered at the program. Parents must provide a letter from the doctor stating that the medication is to be given over a long period of time. The medication must come in the original container and be clearly labeled with the doctor's name and phone number, the little person's name, times to be administered, and amount to be given. Parent must complete a long-term medication authorization form. Forms must be reviewed and updated by Parent every three

months. Parent must advise program staff of any possible side effects of medication their little person is taking. All drugs must be given to a staff member immediately upon arrival.

TECHNOLOGY POLICY

A Nana's Love Daycare recognizes how children are exposed on a daily basis to a wide variety of media sources (i.e. computers, TV, hand held devices, music etc). These sources can give children many opportunities to learn and to be entertained. A Nana's Love Daycare is also aware that too much technology can impact a child's development.

We have developed the following guidelines for child care professionals to assist in the use of any technology and media materials in the program.

- All materials used in the program are developmentally appropriate, non-violent and culturally sensitive.
- All materials used in the center are to support and extend the children's current interest and experiences.

MOVIE USE

Child care professionals can set up a movie for the children once a month. Exceptions can and will be made when it is to enhance our current program and is learning/educational based. The following details the guidelines that the child care professionals follow in terms of movies.

- When there is a movie being offered to the children all areas in the center are to remain open for the children to have choices.
- The center will only play PG rated movies and they will be watched by a staff prior to the children viewing the movies to ensure it is appropriate.
- Any movie rater higher than PG will be written parental consent prior to watching the movie. This applies to all movies being viewed in or out of the center.

PHYSICAL ACTIVITY POLICY

Outdoor play is an integral part of our daily programming and occurs in all seasons. We believe in creating an environment that fosters healthy, physical active play environment for children of all ages. It is our belief that establishing an active lifestyle at a young age, it will continue to foster healthy choices as children get older. It is our responsibility at A Nana's Love Daycare to ensure that children are provided with daily outside play and/or physical activity.

Outdoor play will only be cancelled when the temperature is colder than -20 with or without the wind chill, very wet rainy days and days that are just too hot. When temperatures are hotter outside than normal shade will be provided. With cold temperatures and hot temperatures time outside will be limited. When time outside is limited due to weather the center does provide other inside physical activities for the children.

For outdoor play please ensure your child/children have proper outdoor clothing and footwear for all seasons, to ensure that they can fully participate in our outdoor activities. Some outside activities we do are, tobogganing, swimming, sprinklers, playing in the snow in puddles, sand play, cement play and grass play.

STAFF / CHILD AND FAMILY / STAFF INTERACTION POLICY

At A Nana's Love Daycare, we strongly believe that one of the most single important parts of quality child care is positive interactions between staff / child and families / staff. The following details the expectations on staff / child interactions and are expectations on staff / family interactions.

- Staff will work positively with children and their families
- Each child and family member will be treated with respect
- Interactions and communication with children and families are positive and supportive.
- Staff are actively engaged in children's play and learning
- Staff are actively engaged in learning about families.

INCLUSION POLICY

Inclusion comes from the meaning of "to include". To hold, embrace, involve and to count among. An inclusive child care setting strives to find ways to include all children and remove barriers that prevent children from actively participating.

All children have the right to be cared for in environments within their own community, that can meet their needs and help them grow and develop to their fullest potential. Every child at A Nana's Love daycare are cared for the same:

- To grow, develop and learn
- Friendship building
- Social inclusion
- Parental employment
- Support

A Nana's Love Daycare strives to find ways to include all children while meeting their individual needs and assisting in their overall growth and development. An inclusive program in which all children, child care professionals and families work together, to promote an environment of acceptance, appreciation for diversity and respect for all as individuals. Without families support in our program, the process would not be successful.

Revised November 2018