



# *Hello and Welcome to A Nana's Love Daycare & OSC*

Our Handbook has been designed for you to understand our Centre's policies, goals, and procedures. Please view it thoroughly and note that it is a living document and is subject to changes and updates at any time. When you have read through the handbook, please sign the form indicating you have understood the terms and policies of A Nana's Love Daycare & OSC.

## **INTRODUCTION:**

Welcome to A Nana's Love Daycare. Our Centre was established in 2017 to provide parents peace of mind, and high-quality care.

## **OUR PHILOSOPHY:**

We believe that every child is capable and unique. We believe that children learn best when they are engaged and motivated in an environment that is stimulating, safe, fun and inclusive. A Nana's Love supports the emotional, social, and intellectual development of our children through relationship building, and observation. Our Early Childhood Educators have embarked on a journey to a deeper level of thinking about how children learn their best. Each of our staff holds an ECE certificate, and ongoing professional learning and development each year.

## **PROGRAM:**

Our daycare is divided into 6 rooms, Infants/Babies, Toddler, Preschool A, Preschool B, Kinder and Out of School Care. We are committed to providing a safe, healthy, and high-quality learning environment that embodies a culture of inclusion and exploration. Nana's Love follows and implements the Flight curriculum. Programs are developed for each developmental level to ensure that children are given a nurturing, stimulating, and supportive environment. Our programming is centered around holistic goals for each child in the sense that children can use their everyday experiences and educators are able to interpret them into planning their curriculum.



## **HOURS OF OPERATION:**

Our Centre is open year-round, Monday-Friday from 7:00am-5:30pm. Our facility is closed on Government Statutory Holidays- Please see list below.

Please ensure that your child's day with us does not exceed 10 hours.

If your child has not been picked up by 6:00pm and neither a parent or emergency contact person can be notified, we will comply with Licensing Regulations and place the child with Children Services.

## **STATUTORY HOLIDAYS:**

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

## **ARRIVALS AND PICKUPS INCLUDING LATE PICK-UP POLICY:**

Children will start their day in an integrated room until their educators are in and can efficiently move the children if needed into their space. Morning snack is given between 7:30am(OSC) and 8:00/8:30am (Centre). Our drop off cut off time is 9:30am- if your child has an appointment, please inform us so that we know to expect them. This must be cleared with the Directors before bringing them in late.

Children are not permitted to be dropped off past 9:30am. Our Centre doors will be locked between 9:30am -2:30pm. If someone is picking up your child and they are not on the pickup list, please notify staff via phone or Hi Mama. Please note that the person picking up your child will be required to show ID before the child is released to them.



## **LATE PICK-UP POLICY:**

The Centre closes at 5:30pm and parents are kindly asked to please pick up your child by then to ensure enough time for getting dressed and ready to go. If you know you are going to be late, please notify staff via phone or Hi Mama as soon as possible. If a child remains past 6pm we will contact the emergency contacts on file. Any late pickups will be charged the rate indicated in the fees portion.

## **CUSTODY ORDERS:**

While it is preferable to avoid becoming involved in an access dispute, the protection and best interest of the child will always be our priority. We require notification of any changes of the custody, guardianship or care and control of the child. 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 child is only released to an authorized person.

## **CHILDCARE FEES:**

### **FULLTIME:**

INFANTS: \$1287

\*PT care is also available- please discuss for rates\*

BABIES: \$1210

TODDLERS: \$1056

YPS: \$1030

PREK/KINDER: \$1005 KINDER: \$875

OSC 6-12 YEARS OLD: \$550 SUMMER FEE: \$750

LATE FEE: \$1 per minute (after the first 5 minutes grace period)

Childcare fees will be charged on the holidays listed on page 2.

We do not give discounts due to vacations or illness.

\*FT children will be given priority. Children who attend PT care must be flexible and willing to change days as requested by Director\*

## **COLLECTION OF FEES:**

The monthly fees are due the first working day of the month. Payment can be made by e-transfer, credit, or cash. 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. Late payments will be charged \$50 on top of fees per month.



## **HOLDING FEE:**

Parents not wishing to use the Centre for a month or more vacation time but wishing to keep their child's space will be required to pay a nonrefundable fee of \$300 per child per month.

## **TAX RECEIPTS:**

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

## **WITHDRAWAL OF CHILDREN:**

Written notice of permanent withdrawal must be given **ONE MONTH** in advance or full program fees will be charged in lieu of notice.

Our Centre has the right to terminate services if:

1. Policies and procedures are not being followed
2. Childcare fees are past due
3. Your child is being picked up late more than 10 times a year
4. While it is our Centre's policy to provide an inclusive environment for all children, a plan of withdrawal may be discussed if safety become an issue for the child or his/her peers.

\*Termination will be immediate- no refunds will be issued\*

## **SUBSIDY:**

The provincial Child Care Subsidy Office handles subsidy for daycares. This office stipulates how many hours a child must attend per month to be eligible for subsidy. It is the parent's responsibility to ensure their child meets the minimum hours. Parents are responsible for applying for and renewal of subsidy prior to expiry. An approval letter from subsidy is encouraged if we have not received it. Applications can be completed at: [www.child.gov.ab.ca](http://www.child.gov.ab.ca) and inquiries: 780-427-0444



## **ORIENTATION/TRANSITION:**

The Centre will provide opportunities for transition into the program to allow children to be gradually introduced to, become familiar with the classroom routines, activities, Centre personnel and their peers. This experience is an essential part of ensuring that your child is comfortable during their first week of care. Orientation sessions are usually held between 9:00am and 11:00am daily based on availability, gradually moving up to half a day through nap time (2:30pm)

## **FIRST DAY: WHAT TO BRING**

- a) Indoor shoes (these are required to stay at the Centre)
- b) Nap bedding A blanket– we do provide but it is your choice
- c) Diapers, wipes and diaper cream if applicable (ensure they are clearly labeled)
- d) Spare clothing & Weather appropriate clothing
- e) Milk (if special type required) – please ensure this is labeled with child's full name
- f) Hat and sunscreen in the spring, summer and fall
- g) Family picture
- h) Medication/ Epi Pen form (if required)

## **WHAT NOT TO BRING:**

- Toys from home
- Cell Phones and Electronic Devices
- Outside food (Unless your child has allergies etc.) Please clear with the Director

## **NUTRITION: We are NUT FREE Centre**

The daily menu is posted on each of the parent information boards and on Hi Mama so that you will know what your child will be eating during the day. Children are served a full, well-balanced lunch, a mid morning and mid-afternoon snack. The daycare follows guidance via Canada's Food Guide. Kitchen staff hold their Food Safety Certification and will be aware of any special dietary needs or food allergies. If your child is unable to have snacks/meals due to diets/food allergies, you are encouraged to provide prepared food for your child.

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

There may be times where we need to change or switch the menu days, but it will be posted for parents to view. When we have special theme days it will be noted on our Daycare calendar that is sent home at the beginning of each month.



# **MEDICATION:**

## Prescription Medications:

All staff are trained in standard First Aid and CPR, and Centre Director, Assistant Director or designates are responsible for administering medications, except for emergency medications, which can be administered by all staff. If your child requires medication, you must complete a "Medication Form" detailing the information needed to administer.

1. Medication must be in its original container clearly labelled with the child's name, date prescribed, name of medication, instructions for storage and instructions for administration.
2. Parents are to provide written authorization including dosage and times to administer medication on the authorized medication Med form.

All medications 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.

## Non-Prescription:

The Medication Form must be completed for all medications including over the counter medications such as Tylenol, Advil, etc. Medication must remain in its original named container and clearly labeled with the child's name, dosage and specific instructions to administer and contain a Pharmacy Label or prescription by a Doctor.

Emergency Medication such as: Epi Pens, or Puffers are not stored in a lock box. They are always stored in the child's room accessible by an educator in the room's emergency backpack.

### Long Term Medications:

Parents must provide a letter from the Doctor stating that the medication is to be given over a long period of time. Forms must be reviewed by the Parents every three months. Parents must advise program staff of any possible side effects of the medication.



## **TECHNOLOGY POLICY & MOVIE USE:**

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

- All materials used in the program are developmentally appropriate, nonviolent and culturally sensitive.
- All materials used in the Centre are to support and extend the children's current interest and experiences.
- During movies, quiet areas will be offered also for children who have no interest in the movies. Movies are to be chosen "age appropriately" and must be approved by Director before watching. Children may choose to watch one of the movies in our movie library.
- Any movie rated higher than PG will require parental consent via permission form.
- Movies will be allowed 1-2 times per month for special occasions or programming purposes.

## **CLOTHING & POSSESSIONS:**

Your child is expected to come to daycare dresses in clothing that is suitable for active and sometimes messy play. Non- skid footwear is recommended for indoor use, and any shoe with no back strap will not be permitted for outdoor play due to safety reasons.

### Winter months:

- Snow pants
- Hat/Mitts
- Boots
- NO SCARVES

### Summer months:

- Hat
- Sunscreen/Bug spray
- Bathing suit
- Towel

### Please Provide:

- Extra change of clothes including underwear, & socks
- Diapers/pullups and wipes if applicable
- The daycare will not be held responsible for lost clothing. Please LABEL all your children's clothing, bottles, pacifiers etc. We reserve the right to search if needed through the child's belongings if there is a concern/legitimate reason.

## **HYGIENE:**

Strict handwashing procedures are in place. When running water is not available children will have access to hand sanitizer. We ask that all parents and staff sanitize upon entering.



## **POTTY TRAINING POLICY:**

We strive to support and encourage potty training at home right through into daycare. Please look for these signs of readiness:

- The child can pull down and up their pants and underwear/pull-ups on their own with little or communicate to you when they need to go to the bathroom
- The child's diaper is dry after nap times and for long periods during the day
- The child can hold their bowels and bladder until they get to the potty once they realize that they need to go

If your child has more than 3 pee accidents and or 1 bowel movement, they must be put into a pull up due to AHS health recommendations.

## **NAPS & QUIET TIME:**

Nap time is usually between 12:00pm to 2:00 daily. The length of nap time is dictated by the family as they see fit. Soothers and stuffies are allowed and will be placed in a labelled bag. Each child will have their own sleeping cot and bedding will be washed weekly unless it becomes soiled.

For other age groups, our daily schedule incorporates a balance of active and quiet play, including a rest period. During this time, children are encouraged to sleep, rest, or engage in quiet activities, according to their needs.

## **ILLNESS:**

Our Centre follows a strict exclusion policy for children who are ill or are showing signs of illness. This is for the protection of your child, children around them and staff. If your child falls ill while in our care they will be separated from the group and kept comfortable under direct supervision. The parent will be contacted and must then arrange for the child to be picked up.

Your child must stay at home if they have the following symptoms or will be sent home if these symptoms develop:

1. Fever of 38c or higher
2. Sudden or persistent cough
3. Discharge from eyes, ears or nose- Conjunctivitis: AHS requires children to be kept out of care for 24 hours after first commencement of treatment.
4. Unexplained rash or sore
5. Communicable disease (Chicken pox, Measles, Lice, Mumps etc)
6. Vomiting or Diarrhea

Regarding COVID-19 we follow AHS guidelines as well as our policy we have in place. If your child has any symptom of Covid please keep them home until it subsides or have them tested. If a person in your household is testing for Covid we ask that you keep your child home until a negative test is confirmed and they have no symptoms. We understand that guidelines are always changing, and we strive to keep you updated with any changes.

## **IMMUNIZATION:**

In order to keep everyone safe and healthy in the Centre all children attending will be required to have been immunized according to the Alberta Immunization Schedule. Proof of immunizations will be required.

Health & Safety:

- Daily Health check must be completed upon arrival to the Centre.

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

## **INCIDENTS:**

Even in the safest environments accidents and injuries occurs

Nana's Love is committed to providing a healthy, safe and stimulating 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 child. All incidents require reporting, and the attending staff will complete an incident report and you will be asked to sign it to verify that you have been informed and its details. First aid that was administered is also recorded. If the injury is serious, the staff member will call the parents to inform them of the accident and the outcome (large bumps, scrapes, etc. Especially on the face.) You may request a copy of the form for your records. The original form will be kept in the child's file in their classroom.

When a serious accident occurs, staff are instructed to call on other team members immediately to assist them in attending to the situation. In an emergency staff will call 911 and notify the parents immediately and arrangements will be made to travel with the child to the hospital. Parents will meet the child at the hospital and all expenses incurred will be the responsibility of the parent.

Upon enrollment, you are asked to provide information about where you can be contacted during the day in case of emergency. You must provide the name, telephone numbers and address of two persons who may be contacted if you are unavailable. It is your responsibility to ensure this information is always current and correct.

If you are concerned about an incident, you should bring your concerns to the attention of the Director. All inspection reports (example: fire, health, licensing, and accreditation) are available for viewing on the parent information board in the main entrance hallway of the daycare.

## **OFF SITE ACTIVITY:**

A Nana's Love Daycare will obtain written consent to the child's participation in an off-site activity. Details including transportation and supervision arrangements will be included in the permission form. Educators are required to take the portable records for each child with them when they are taken off the premises for an activity.

You are welcome to come on any field trip with the daycare. Please indicate your desire to attend on the permission form and speak with the Program Coordinator in your child's room.

## **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 and engaging play environment for children of all ages. It is our belief that establishing an active lifestyle at a young age will eventually lead to healthier lifestyles. At the Centre children are provided with daily outdoor time.

Outdoor play will only be cancelled when the temperature is colder than -20 with/out the windchill, extreme wet days with/out lightning, and days that are hotter than +28 and UV higher than 5. When outdoor time is limited, indoor physical play will be set up and provided. Please ensure that your child has appropriate and proper clothing and footwear for all seasons.

There will be times where the children will have the opportunity to participate in tobogganing, swimming, sprinklers, sand, grass and cement play.

## **EMERGENCY EVACUATION PROCEDURES:**



In case of a fire, the following procedure will be followed:

- Activation of alarm located at each exit
- Director will call 911
- Teachers will lead the children to the nearest exit and confirm number of children in their room
- Supervisors will pick up the daily attendance sheets and room backpack which contain portable emergency cards, first aid kits and emergency medications
- The muster point for the facility is located across the parking lot under the daycare sign
- Directors will check all the rooms to ensure no one is left behind and then proceed to the meeting place
- Parents will be notified
- Until the Fire Marshall gives permission to re enter no one shall enter the building
  
- Fire drills are held once a month. The children and staff will have no prior warning and staff will guide the children to the proper destination. Indoor shoes are very important.

## **CHILD BEHAVIOURAL GUIDANCE:**

We are inspired by children, and we seek to see the world through their eyes in any way we can. All educators play a fundamental role in assisting children to develop positive social interactions as well as problem solving skills. All staff and parents will model positive, appropriate, and non-threatening approaches to problem solving. Guidance provides the children with positive and encouraging models of behavior and helps them to develop self-awareness, self-regulation, self-confidence, and sensitivity as they learn and grow. The staff are aware that prevention is as important as intervention. Communication between children and communication with children is a vital component to problem solving alongside their parents/guardians. We accomplish these tasks by using our child guidance procedures and through redirection in a warm, and responsive manner. 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, verbal or emotional degradation is prohibited.

### **INFANTS & BABIES:**

Infants are given attention on an individual basis throughout the day while their needs are met promptly. The room is arranged so that everything is at the baby's level with staff sitting on the floor to encourage play, positive interaction and role modeling empathy towards others.

### **TODDLERS:**

Positive reinforcement is used with words and gestures while giving the children the opportunity to develop thinking skills and language. The toddlers are met with appropriate and simple reminders they can understand.

### **YOUNGER & OLDER PRESCHOOL:**

Appropriate behavior is reinforced through words and gestures putting the emphasis on the positive and giving purposeful and supportive feedback that allows for self reflection, awareness and development.

### **KINDERS & OSC:**

Educators are to practice their work and curriculum with the children through meaningful relationships and allow for children to make their own decisions to build their confidence. The room arrangement provides opportunities for positive experiences through age-appropriate activities with the interest of the child in mind.

Our Centre maintains a high standard for positive interaction, communication and role modeling for children. Family involvement and insight in behavior is encouraged and welcomed. On a day-to-day basis A Nana's Love requests that families share any important and relevant information to better care and understand the children and their dynamics. We use an app called Hi Mama to communicate your child's day and update you on any information.

