

Kids “R” Us Childcare



Parent Handbook

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**Kids'R'Us Daycare
Parent Handbook**

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Welcome to Kids 'R' Us

It is our desire to provide your child with high quality care in a safe and nurturing environment. Our philosophy and objectives are simple. We believe that the children come first, and they are the central focus of our program. This program is designed to offer developmentally appropriate activities and experiences for the children. We watch and listen to the children, offer them choices, expand their individual needs for optimum growth; then we seek to provide it at their particular level of developmental areas in social, emotional, intellectual, physical and creativity.

We offer two outdoor playgrounds: one for the younger children and one for the older children, this is done for safety and developmental purposes. We do not focus on academics and instead work to develop a positive sense of self and of the world around them as a supportive place in which they can succeed. By creating an atmosphere of love, acceptance and fun, we seek to foster both a curiosity and a love of learning. As well, our goal is to encourage children's learning experiences with self-respect, self-control, responsibility and independence.

Kids 'R' Us operate with both a Director and a Supervisor. Their purpose is to control not only the day to day operations of the center, but also the direction of program development. All of our enthusiastic staff members have previous experience in working with younger children and have an Early Childhood Development education background. They are provided with continual in- service workshops and training programs, including First Aid Child Care Certification. Most important of all, they share a love for young children and are dedicated to providing high quality care for your child. The following information discusses the policies and procedures of our program. If you have any questions, concerns or ideas please feel free to approach us at any time. At Kids 'R' Us, we think of ourselves as assistants to you, the parent, and we would like to make communication the cornerstone of our relationship.

If you have any inquiries, please contact us at 780-471-5437 or email us at

MISSION

Our daycare is aptly designed in a house setting so children will feel and treat it as their second home. Thus, it is our mission to offer and provide an environment for children where they will feel safe, secure and comfortable to pursue their learning experiences. We will strive to respond to their developmental needs, highlighting on the areas of social, emotional, intellectual, physical and creativity.

The staff is highly trained to serve the children according to the standards and guidelines set by the governing agencies in early childhood education and training. It is their mission to maximize resources geared towards a child's learning and developmental level; and to optimize the learning experience for future extension of activities.

To reiterate, our goal is to encourage children's learning experiences with self-respect, self-control, responsibility and independence.

Vision

The vision of the Our programs is to work in partnership with families and the community to enhance the abilities and skills of the whole child, including social, physical, intellectual, communication, and emotional (SPICE) development

PHILOSOPHY

Our philosophy is based on a holistic development of the child by giving them age-appropriate learning, interesting, fun and enjoyable activities that are based on their interests. We recognize that children have individual learning styles. Our program and philosophy are flexible according to the children's individual and families' needs. We believe in partnering with our parents to promote and enhance the child's growth and development.

How our program meets developmental needs of children: Physical - we have two enclosed big playground within the daycare property. Social - our program will be based on prepared activities and environment where we will foster children's moral development, self control, awareness of right and responsibilities. Creative - art activities will be planned according to the interest of children. Open-ended art materials will be provided all day. Intellectual - we will provide children specifically designed blocks of various color, shape and size. Sand and water equipment and accessories will be provided to teach children about size, color, weight, temperature, measurement etc. Emotional - staff will show interest in children's activities and pay attention to what they say. There will be a routine and clear limit for everything to make them emotionally strong.

Within age appropriate limits, our children are encouraged to make choices about their play, and explore their own interests. The children's interests are observed and documented to serve as the basic guide for weekly program planning. We also foster competence and independence in the planning areas.

During transitions, the teachers know that they must prepare or have prepared the next activity before they finish their current one. On clean-up times, we praise children for being respectful and kind to their toys. We believe that when we encourage appropriate behaviour, they will feel more comfortable and know what's coming next. It is our practice to give them a few minutes warning that they can finish what they are doing and prepare for the next activity.

We aim to make transition fun. Singing songs, becoming a mouse, frog, airplane, etc., is part of the creative movement planning to ease transition with no fuss. For children who tend to lose self-control during transitions, we partner up with them to build trust and reliability on the plan.

All of this, topped with our staff 's role-modeling functions, sets the tone for the mood and behaviour in each homeroom.

Community Resources-*We will invite grandparents into our centre to read stories to children on regular basis. We will display anything special happening in the community on our parent board. We will schedule field trips to nearest community centre if they will be offering something special for children, will invite music teacher or musician to entertain the children, or the community nurse to provide current, relevant information. We could also invite a veterinarian to bring in an animal and explain to children the responsibilities involved in having a pet. We have accreditation money to train staff by calling childcare professionals for training staff on how to have best interactions with children.*

Nature and Scope of Parental Involvement-*Welcoming a family into our program is an important part of creating a community in our centre. The parent or parents and child are*

always greeted upon arriving and departing. Our staff is highly-qualified to ease the transition of the child into the daycare routine. As well, we actively advocate for the parent's involvement with their children. We will invite parents to come in and read to the children, participate in field trips and special events. We will ask parents to share their culture and heritage with children by getting their help with food menu or bringing in special artifacts and clothing. We will ask them to bring a family picture to display in children's homeroom so that they can feel connection to their family all day. We will organize special breakfast or snacks on Mother's Day, Father's Day, Christmas Concerts, etc.

We have an open door policy for parents to visit the centre any time throughout the day. They are welcome to explore the different learning centers of the homeroom like the blocks area, dramatic play or house area, reading or quiet corner, water and sand tables and the arts. The materials in these areas are either rotated or changed on a weekly basis depending on the direction of the children's interests. We welcome parent suggestions as well. If a parent needs any kind of help we are always ready to give them help, as needed. We will listen to a special request of any parent and strive to comply with it. Parents shall be notified of everything that is happening in the centre including ongoing developments by either the teacher or the director.

ADMISSIONS

Fees and Funding

Daycare fees are due on the First Day of each month, payable on or before the first working day of each month. This comes without exception unless prior arrangements have been made with the Director. We accept cash or debit only. There may be an additional cost of \$15.00/month for late payment of fees. Postdated cheques are required to be left upon registration to avoid late penalty fees. We will charge a late penalty fee of 24% interest per year. There is a \$20 NSF fee for each cheque returned. Notices of late payment will go out on the 5th day of each month. Consistent failure to pay on time or non-payment of fees will result in immediate dismissal.

- A) Fees:
- 0-12 months old is \$1000
 - 12-19 month \$950
 - 19 months-3 years old is \$850
 - 3years-4.5 years old is \$800
 - 4.5 to 6 year old is \$750(if they are attending KG)

Kids 'R' Us provide maximum 10 hour service every day. Extra fee Apply if you required more than 10 hour services.

Any extra activities such as art classes, music classes, gym and field trips are not included in the regular monthly childcare fees. Parents will be required to pay these associated fees in addition to the monthly fee.

B) A program called Childcare Subsidy assists parents to pay childcare costs. You may qualify for subsidies if you are working, attending school, looking for work or have special needs (child/ parent). You will not qualify if you are on social assistance while looking for work. If you feel that you may qualify for subsidy, you are required to complete a daycare subsidy form as soon as you obtain a childcare space. Forms are available at Kids 'R' us and at the Daycare Subsidy Office. (7th floor 9942 108 St).

Our Subsidy Assessor will review your application and calculate how much subsidy you may receive. Their office will notify you directly within 10 working days of receiving the

application as long as you present all the required documents.

You can also apply on-line at www.child.gov.ab.ca/childcaresubsidy. Once you have applied you will know immediately if you are eligible for subsidy and the amount you will receive. You will then have two months to submit all documents required to extend your subsidy. You must hand in to Kids 'R' Us a printed computer copy of your acceptance of subsidy.

C) Parent Portion

The parent portion of the fee is the total fee, minus the amount you receive from subsidy. If you receive funding from support for independence (welfare), please give your social workers name, phone number, and office location to the Director. We will give you a letter to hand in to your social worker in order to arrange payments directly to the center; the director will also contact the social worker. If you are paying the parent portion yourself, these monthly fees are payable to the Director on or before the first working day of the month.

Hours of operation: *Our hours of operation are Monday to Friday, 6:300 am to 6:00 pm. We will be closed on all Statutory Holidays and other designated days. We will also be closed for the Christmas and New Year's Holiday, stretching to a period of one week. to 10 days.*

Admission Policy

Admission is open to children 6 month to 12 years old, whose individual needs and family needs can be met through our program. The children, space and staff ratio are always according to the guidelines set by the government. A registration form is to be completed and returned along with the \$50 non-refundable registration fee at least one month prior to start date unless otherwise stated by the director. The form will ask about basic background information of the child including medical and contact information. Any changes to address, contact phone numbers, emergency arrangements, family status, allergies or medical problems must be notified with the director promptly. As we are a small-scale daycare center, our number of spaces is limited; therefore, if we are full, we would put you on a waiting list and hold a space for you. We shall collect a non-refundable \$50 waitlist fee for this. For children leaving the center in summer or other extended period of time, space is not reserved or saved; unless it is being fully paid for. In line with this, children's names may be entered into the waiting list for re-entry should they decide to come back.

It is very important to us that you hand in a One-Month Written Notice when you withdraw your child from the center.

We also reserve the right to refuse care of your child. This includes any reason the Director and or license holder deems necessary. This could either be late fees, not meeting your child's needs, staff abuse by family, illness, etc. In such a case, you will be given a termination notice from the Center.

Custody Policy

We try to avoid involvement in access dispute of children, but if it does happen, we uphold the protection and best interests of the child first. Access disputes between parents or other family members may be complicated by the fact that legal custody has not yet been decided by the court or formal agreement such as a consent order.

The following guidelines will be applied regarding whether or not to release the child:

If you have any custody and access arrangements by way of consent or court order we request a copy for your child's records. However, it is not daycare responsibility to interpret, determine and enforce these orders.

If the child's mother or father that is listed on the registration form and/or that we have met comes to pick up their child, we will release that child to that parent. This will include anyone listed on the authorized pick up list on your child's registration.

If you have sole custody and can provide a document that clearly defines the non-custodial parent's access we will not release the child. Should the situation arise when a non-custodial

parent comes to pick up a child, we will ask for supporting documentation for access and contact the sole custodial parent and the Edmonton Police if necessary.

In these circumstances, it is very important to have regular communication with your child's teacher and with the director.

Arrival and Departure

Making arrival and departure a happy time for the child helps to set the mood for his/her day. Try to allow enough time and not rush your child or yourself.

On Arrival: Please bring your child into his/her room and make sure the teachers are aware of your child's presence. The parent must take charge in getting the child ready by removing the outerwear and shoes, then putting in their inside shoes. A parent must also sign his/her child in on a daily basis. You are encouraged to say goodbye to your child before leaving the centre.

Attendance: Please contact us before 10:00 a.m. if you plan to be late or will be delayed. If the child is not attending daycare for the day, or for a number of days, we require a phone call to the director so we can adjust staffing ratios. If you have not notified us of absences and we cannot reach you for more than a week, we will consider your child withdrawn from the center.

On Departure: Please make sure the teachers are made aware that the child is leaving the center. A parent must sign his/her child out on a daily basis. Also, a signature is required at the end of each week to verify your child's hours.

Late Pick Up:

Our center closes at precisely 6:00p.m. Any children picked up or leaving later than this time will be charged an additional fee of \$2 for every 2 minutes. This fee is payable to the Child Practitioner supervising your child. Continual late pick up will result in dismissal.

DROP OFF & PICK UP POLICY Revised July 2nd 2010

All Parents/Guardian are required to Sign In/Out the children everyday & mark their signature on the form at the end of the week. Remember to Sign In when you arrive, and please make sure to hand in your child to the staff. Upon departure, remember to Sign the child out.

All children must be dropped off by 10 a.m. and picked up by 6 p.m. It is important to make a personal contact with a staff member. Remember to close room or fence door upon drop-off & pick up times. Only designated pick-up person(s) on file will be allowed to take a child from daycare. Any change/s to the designated pick-up person (s) on file must be submitted in writing. We will NOT Release your child to unauthorized persons.

Note: Even with Authority, if we are unfamiliar with the person picking up your child from daycare, picture identification will be requested. A phone call will be requested as well. A phone call is made if the childcare provider is still in doubt.

Kids "R" Us#2 has no legal Authority to refuse the Release of a child to either parent except in the case of legally served court order. A copy of a Signed court order stating custodial assignment must be in a child file to refuse release to a parent. Any Additional information or question regards these and related matter should be discussed with the director.

Releasing Children from Kids 'R' Us

Children are released from the center only to their parent. If you wish to have someone else pick up your child, we require written permission, or inform the director of the full name. When that designated person comes, we shall require a photo id for identification before

releasing the child. The same shall apply if you are unexpectedly delayed. The phone call

made to the director will serve as the official release. Your child will not be released unless these conditions are met.

Withdrawals

We require a written notice, one month in advance; or a one full month's fee is required if your child is leaving the center.

FOIP Policy

All information provided on your child's registration form and during your enrollment will be confidential and shared in accordance with the Alberta Government daycare licensing requirements and accreditation policies.

ADMINISTRATIVE POLICIES AND PROCEDURE

CHILD GUIDANCE POLICY

Our philosophy at the centre is to encourage the children's positive behavior by allowing them to be part of a kind, loving, sharing environment. We endeavor through positive reinforcement, such as a word of praise, loving gesture and redirection. We believe this encourages the children to follow the pursuit of positive behavior. We also ensure that the children are treated in a manner that they maintain their self respect and positive reinforcement of self-esteem.

GENERAL GUIDANCE FOR TEACHERS

Our philosophy at the centre is to encourage the children to use positive behavior by allowing them to be a part of a kind loving, sharing environment. We endeavor through positive strategies, such as word of praise, loving gestures and redirection. This encourages the children to follow the pursuit of positive behavior. We also ensure that the children are treated in a manner that they maintain their self respect and positive reinforcement of self-esteem.

General guidelines for teacher in centre are:

- Staff should help children understand the effect of their actions on others.
- Give reason for everything you talk to children about.
- Staff to give children the language they might use to help them out of a difficult situation
- Help children work through their problems and think of solutions
- Staff will plan activities to help children understand social situation.
- Staff will extend children's play to ensure they are not bored.
- Staff will facilitate and guide children's exploration and discoveries.
- Visual supervision of children will often help you to see when something is not going so well with children and they may need your assistance.
- Staff will treat each child with respect and consideration.
- Position yourself to always be in view of the children.
- Always tell children what you liked about their behavior.
- Role model appropriate behavior, such as problem-solving, flexibility, respect and kindness to one another.
- Any kind of Abuse will not be tolerated; it will cause the immediate Dismissal of the abusive staff.

TRANSITIONS

Prepare your next activity before they finish what they are doing. Give a verbal warning that it will be time to change what they will be doing in the routine. Make transition fun. Sing songs, role play while doing the activities.

Help children be successful in the transitions. If there are 2 staff in room do Transition in small group. Make sure children never have to wait to start an activity or for their food to be served.

INFANT CARE POLICY

Our first Concern is infant safety, both physically and emotionally so be consistent and predictable at all times to establish a safe & loving Relationship. Always provide safe, clean and Healthy Environments.

Always praise positive behaviour, ignore inappropriate behaviour. Offer explanation using simple word. Of course they need lots of constant love and affection.

Guiding the Behaviour for Infants and Toddlers

Security, comfort and trust are best formed with this age group through consistent touching and nurturing. The following guidelines are what we use to encourage bonding and trust with infants and toddlers:

- 1. We give infants and toddlers attention on an individual basis throughout the day. Doing so develops a relationship and plants in the infant's mind as if he/she were the only one. Diaper-change time or even feeding /meal times are excellent opportunities for bonding.*
- 2. Planning or setting-up the room that minimizes traffic and displaying pictures or toys within eye level. We also make room decors simple and in big letters if applicable.*
- 3. We always do a weekly planning for activities in all learning centers. Play materials and opportunities match the children's ages, abilities and interests.*
- 4. Establishing routine with this age group is recommended and we alternate the quiet and active activities. Transitions are used as opportunities to support children in making changes in the daily routine.*
- 5. Each staff member is instructed to meet the infant's/toddler's needs promptly to develop a healthy, strong and trusting relationship. Sufficient play materials are provided so children can play together or alone.*
- 6. Ensuring a close, firm relationship with parents is recommended to solicit pertinent information regarding their children.*
- 7. When infants/toddlers are playing, the staff knows it is the best time to interact for encouragement, and reinforcement of positive behaviours. In line with this, the staff can then set clear limits and be consistent in explaining reasons for limits to encourage effective communication skills.*
- 8. We teach infants by focusing on what he/she can do, rather than what he/she cannot do. Active listening is used to acknowledge their feelings.*
- 9. If any infant/toddler needs help with behaviour, we use redirection.*

Guiding the Behaviour of Three, Four, Five and Six-year olds

- 1. As with infants and toddlers, we develop a relationship by treating them as if he/she were the only child in the center.*
- 2. Room planning that minimizes traffic and discourages running is a must.*
- 3. This age group's curiosity levels are increasing so we prepare and put out interesting activities in all centers, with each child's current level of achievement, interest, ability and needs in mind.*
- 4. Establishment of a routine is still necessary, alternating quiet and active activities.*
- 5. Close parental relationship is all the more encouraged as the child is growing.*
- 6. Consistent guidance and reminder to children about usage of materials and equipment is recommended for their age to help their awareness about their physical limits and body functions.*
- 7. We will encourage behaviour we want with words of praise.*
- 8. As well, we set clear limits and consistent in our ways.*

9. *We focus on what the child can do, instead of what he/she cannot do.*
10. *If any undesirable behaviour occurs, we will redirect the child to another activity as an opportunity to change that behaviour. Staff members always explain in a language the child understands.*
11. *If however, the child continues to perform the undesirable behaviour, we shall give the logical consequences of his actions. We apply problem-solving approaches that encourage self-control, a sense of responsibility and recognition to the needs of the others.*
12. *Aggression, fighting, hitting will be intervened and stopped immediately. The staff is trained to teach and help them solve the problem without hitting or any harmful physical contact. As well, active listening is practiced to acknowledge feelings.*
13. *If any child loses control of his emotions and throws a temper tantrum, our priority will be to ensure his/her safety and deal with the situation once they have calmed down or let go of their negative behaviour.*

Inclusion and Diversity

Currently, we are fortunate to have children of various cultural backgrounds from around the world. That is why, cultural heritage is integral into the program planning of our staff members. The children are free to bring some cultural toys or any items for days when there is a show and tell. We encourage parents and families to always share with us their traditional celebrations and special occasions. In this way, everyone can take part in the activity and a way to ensure that our materials and toys are culturally diverse. Please note however, that, we are not responsible for the loss or damage of these items, so please consider this when choosing items to bring.

HEALTH AND SAFETY

Nutrition Policy

Nutrition is an important part of the daily program. In our center, children receive 2/3 of their daily requirements as specified by the Canada Food Guide. This is provided daily with two snacks and a hot meal at lunchtime. Sufficient quantities of food are available for children. Extra servings are made available to satisfy the children's appetites.

The menu is carefully planned to ensure that the children's nutritional needs are adequately met. We also take into account the recommendations of the most recent version of the Canada Food Guide, the children's ages, cultural and religious practices and any allergy/ies that a child might have.

The weekly menu is posted on the parent bulletin board. In case of severe allergies, we ask that you provide the meals. We are a nut free childcare center. We provide the morning open snack between 8:40am to 9:30 am. An afternoon snack is between 2:45 to 3:40 pm while lunch time is at 11:15 am.

Until your child is 12 months of age, it is your responsibility to supply their meals. Whenever families provide food and drinks for their children while at the centre, please follow the recommendations of the Canada Food Guide.

In the event that families bring meals for their children and it does not meet the Canada Food Guide, the centre will provide a nutritious supplement.

The first day after every weekend (Monday or Tuesday) we ask that you bring 1 piece of fruit per child to contribute to our fresh fruit basket.

Food Handling Policy

Staff members who are responsible for food storage and preparation have completed a food-handling course. They ensure that hot foods are kept hot and cold foods are kept cold until meal times. Food preparation, surfaces and serving utensils are sanitized after each use. We have four guidelines to keep food safe:

Clean – wash hands and surfaces often

Separate – don't cross-contaminate

Cook – cook to proper temperatures

Chill – refrigerate promptly

The director personally does the grocery shopping and foods that are past the "sell-by", "use-by" and other expiration dates are avoided. Likewise, meat or poultry that is torn or leaking is not bought nor cooked for meals. As soon as the groceries arrive, the perishable items are immediately frozen or refrigerated with correct labels. The perishable items such as meat and poultry are wrapped securely to maintain quality and prevent juices from contaminating other meat products.

Our refrigerators have appliance thermometers to monitor the temperature. They are at 40 F or below and the freezer at 0 F or below. We freeze and cook fresh poultry, fish, ground meats and variety meats within 2 days; while beef, veal, lamb or pork are within 3 days.

Canned foods are stored in a cool, clean and dry place. Dented cans such as a bulge or rust are discarded right away. We are guided by the rule that canned food such as tomatoes; grapefruit and pineapple are stored on the shelf only between 12-18 months. The low-acid canned food such as meat, poultry, fish and most of vegetables are kept within 2, or at most 5, years for as long as they remain in good condition.

We discard any food left out at room temperature for more than 2 hours, or 1 hour if the temperature was above 90 F. Any leftover foods are consumed by staff members only within 2 days.

Use of Pesticides Policy

We are always informed of the current pesticide use by the City of Edmonton. Likewise, we do not use any pesticides in the center unless absolutely necessary. When this happens, it will be done in a very safe manner that will not endanger the children's health and safety. It will be conducted after daycare hours, and we follow the city's recommendation of avoidance from 48 hours to 72 hours.

As well, we restrict the use of aerosol sprays or products in the children's playrooms while children are in attendance.

Appropriate Clothes

Our center is an active and busy place. Your child may be involved in messy play activities. We ask that you dress your child in play clothes and putting on those that are very special to you.

Outdoor play

We are fortunate to have two playground areas outside the center and a neighborhood park within a short walking distance. The children will play outside at least once a day, weather permitting. The children remain indoors between 11:30 a.m.-2:30 p.m. during hot sunny days.

To help make their outdoor play more enjoyable, we ask that:

- The children come with appropriate outdoor clothes. (Ex. hat, mitts, and warm jackets for cold weather, etc.)

If we feel the need to cancel outdoor play due to weather conditions, our staff members are

instructed to write down the temperature figures to justify cancellation of the outdoor play. Currently, we do not go out if the temperature is at -15 Celsius or below, including the wind chill factor.

Please remove the drawstrings from their jacket hoods. We want to avoid having these getting caught when they are using the playground equipment. Also, please label all clothing items as children do have similar belongings.

Playground Guidelines

Children are wearing their outside shoes when in the playground. The staff members are instructed to change the footwear of the children as they go out. During the summer months, we do not allow flip flops as this may cause tripping. We do not tolerate foul language, swearing and name calling from the children. Any child that displays this unpleasant behavior will be brought up to the director and the parent notified.

Playground Safety

We have two playgrounds located on both sides of the center. The play structures comply with CSA standards is free of toxic plants and cushioned by sand all over. Our staff members always conduct a safety inspection before children are allowed to get inside the playground. We remove any broken toys, garbage and other hazards.

Indoor Play Safety

In our daycare center, we make sure that playtime is fun and full of learning experiences. While we do this, we take steps to ensure that everyone is safe and that the room is free of obstructions and hazards that pose a risk or danger to the children.

We have smooth floors and non-skid surfaces. All rugs in the rooms too are skid-proof. All toy shelves and bins are within eye level and easy reach for children. Toys are not stacked on top of each other. The toys are arranged according to the learning center and are again sorted according to size. All toys are disinfected and sanitized daily, if not weekly; especially those that have been chewed on or put on the mouth.

Our rooms are wide, clear and arranged so as not to create “runways” for children. All electrical outlets have safety covers, the fridge and cabinets with child-proof locks. Any spilled liquid is immediately wiped and cleaned. Regular lighting is bright enough for good visibility in each room. Commercial art materials are stored in their original containers out of children’s reach.

As well, all staff members can easily view all areas used by the children.

Naptime/Rest Policy

Children start their naps or rest time from 12:00p.m. Until 2:30p.m. We encourage children to play quietly in their beds until they fall asleep. For those who don’t take naps anymore, we encourage a quiet play time in their beds. We appreciate parents who send a special blanket or stuffed toy for their child that can be of use during this time.

Rest is an important part of a child’s growth and development. If you do not wish your child to have a nap or rest time, then our daycare program may not be what your family needs or see fit.

Handwashing

Handwashing is very important and effective in the prevention of spreading illness. The staff has songs and activities to teach children the proper handwashing procedures. The children

know that they are to wash their hands during the ff: before and after eating, after using the bathroom, before and after diaper change, after sand and water play, and messy art activities.

In addition, the staff knows he/she must wash hands after wiping noses and before/after diaper change. Handwashing is required as well before and after handling of food, giving medications and assisting children with toileting.

The staff also knows to perform proper handwashing after any contact with potentially infectious materials such as nasal discharge especially bleeding, vomit, feces, wounds, infected eyes and after contact with animals.

Cleaning and Disinfecting

We have a very good, systematic and effective policies regarding the cleanliness of the center and disinfecting of all toys and equipment. We use a solution that is ¼ bleach and ¾ water.

The next pages will show you the utmost care that we take to ensure the safety and prevention of illness to children in the center.

Toy Safety:

- 1. Our toys are smooth, non-absorbent and easily cleanable, especially those used by diapered children.*
- 2. All toys used in the facility are examined before and after use for safe construction, small parts, breaks and cleanliness.*
- 3. Bringing toys from a child's home are discouraged, unless the toys will not be shared by other children and stored in a locker if not in use.*
- 4. Books that cannot be cleaned are stored in a dry area.*

Recommended Arts and Crafts Products:

- 1. Only non-toxic arts and crafts products are used in child care facilities. The products should bear at least one of the following labels:*
 - CP (Certified Product) Seal.*
 - AP (Approved Product) Seal.*
 - Health Label (Non-Toxic) Seal of the Art & Creative Materials Institute, Inc.*
 - Crayons should have "non-toxic" on the label.*
 - Products bearing the CL (Cautionary Label) or Health Label (Caution Required) – may be used with supervision.*

Face Painting:

- 1. Only products designed for use on the body can be used for body art and face painting.*
- 2. Crayola crayons, Sharpie markers and any other products not designed for skin contact SHOULD NOT be used for face painting.*
- 3. We consult the Environmental Health Officer or Health Canada for more information.*

Leaves:

1. We avoid using leaves that may have chemicals from insecticide spraying on them.
2. We visually inspect the leaves for insects and larvae. These may still reside on the leaves, especially if the leaves are still soft and moist.
3. We are aware that bacteria, molds, dust and mites on the leaves may cause respiratory problems for children with allergies.

Scissors:

1. We use safety scissors that can cut paper, cardboard and stiff plastic, but cannot cut hair, clothing or fingers.
2. Toddlers are especially given a blunt-edged, colorful scissors but are still useful in cutting through recycled papers or construction papers.

Snow:

1. Although food colouring can make spectacular snow balls, snow may pose a health hazard. Snow may contain air pollutants, road salts and a variety of chemicals. We ensure that children do not eat snow used for arts and crafts.

Styrofoam:

1. Care is taken in the use of Styrofoam. We are aware that young children may choke on small parts if swallowed.

Toilet Paper or Paper Towel Rolls:

1. Use is acceptable if not wet.

As a precaution:

1. We throw out costume jewellery that may contain lead.
2. We throw out costume jewellery that is peeling or broken.
3. We do not give children adult jewellery to wear or play with, it may contain lead.
4. We do not allow children to suck or chew on any jewellery.

General Recommendations for Playdough:

1. Playdough is not used during a diarrhea or vomiting outbreak in child care facilities.
2. Children wash their hands before and after handling playdough.
3. Toys used in conjunction with playdough are cleaned and disinfected after the play activity

Home-made playdough must:

1. Contain salt or other preservatives (borax or other plant extracts) to prevent the growth of bacteria (the salt acts as a preservative and to discourage children from eating playdough).
2. Be stored in the refrigerator after use.

3. *Be stored in sealable containers (zipper style plastic bags or clean yogurt type containers with lid) and labeled, and*
4. *Discarded after 1 week (or, after each use if the dough contains ingredients such as honey or peanut butter).*

Water Play Tables Guidelines:

1. *Water tables are not used during a diarrhea or vomiting outbreak in child care facilities (see “detecting and reporting outbreaks” section).*
2. *Children wash their hands before and after using the water play table.*
3. *The water tables have a drain and no connection to the water and sewage system if it is too large to be emptied manually.*

Sand Table Play Guidelines:

1. *Sand tables are not used during a diarrhea or vomiting outbreak.*
2. *Children wash their hands before and after using the sand table.*
3. *Spilled sand are swept and thrown away. They are never put back into the sand table.*
4. *Staff members are strictly supervising children during playtime to ensure sand is not thrown towards each other, especially on the face of clothes pockets.*

Safety Inspections

The staff member tasked to open the daycare completes the indoor and outdoor safety inspection prior to opening it for the day at 6:30a.m. All safety concerns are reported to the Director and documented in the staff handbook and corresponding checklist. Any toy or equipment removed from a homeroom is reported to the director as well.

Head Lice Policy

In case of a head lice breakout, we immediately notify health authorities so they can come and support us in eradicating and preventing the problem. Each staff member knows how to screen each child every day for signs of any head lice. 5TH First Monday of each month staff of each room will check all children hair. Should we find any on your child, we shall contact you to pick your child from the center. If you also find any on your child, please notify us so the problem can be rectified without making it worse. We ask that you treat the head lice problem, including the nits, before your child can resume attending the center. When your child comes back, we shall make another screening to ensure that all nits are eliminated (this is because facts show that treatment of the head lice kills only 80% of the nits. That means you must make a thorough check of your child’s hair and remove any spotted nit). There is a second treatment to follow after the first one and you must apply this. We shall then request the confirmation after 7 days. As well, we ask that you complete any additional treatment to prevent re-infestation.

MEDICAL EMERGENCY

In case of a medical emergency, the parent or emergency contact person will be contacted immediately. If neither is available, the child will be taken to the nearest medical facility depending on the nature of their injury, either Royal Alexander Hospital (10240 Kingsway Ave) or to the Medic Center Downtown (11807 Jasper Ave). A staff member will escort the child and is tasked to contact the parent or the emergency contact person if the situation calls for a procedure requiring parental consent. If the child requires an ambulance, it will be at the cost of the parent.

ACCIDENT and ILLNESS

Upon enrollment of the child, parents are asked to fill out a medical history portion that asks for medical status of the child, up-to-date immunization records and any known allergies or medical conditions.

Any child who have fever, diarrhea, vomiting, undiagnosed rash/skin condition, obviously infected discharge, lethargy and irritability, persistent pain, cough and communicable diseases as listed in Schedule 1 to the Communicable Disease Regulation (AR 238/85) should be kept at home.

If the child has a fever, diarrhea or vomiting, please keep your child at home for 24 hours after all symptoms are gone without the aid of Advil, Tylenol or other fever-reducing medication.

Medication Policy

- Medication is not to be left in child's bag or locker. It is to be brought to kitchen area and given to staff member.*
- We are not allowed to administer outdated medicine, medication with another person's name on it, or more than the prescribed dosage unless with Doctor's permission.*
- Medicine is to be in the original container listing the child's name, dosage, time to be given, name of medication, name of prescribing doctor and name of pharmacy.*
- Patent medicating will only be given for 3 days, if it is more; a Doctor's approval is required.*
- All medicine must be properly signed in on the medication form in order to be dispensed. Failure to properly sign in medicine will force the staff **NOT** to dispense medicine to your child.*
- Please write your child's name, prescription name and number, dosage, time to be given, and your signature on the medication form each day.*
- Parents are required to provide information in writing to the centre about when medications and herbal remedies were given to the child prior to arriving at the centre.*
- Parents are required to take medication and herbal remedies to families home after the authorized period has ended. As well, the staff is required to return it to the parents after the authorized period has ended.*
- The staff will observe children carefully for 15 minutes for allergic reactions after receiving medication or herbal remedies.*
- All staff members are informed which (if any) children use emergency medications, where the medications are stored, and how to administer them if necessary.*

A guideline to follow in determining in bringing your child to the center:

If they are unable to participate in a group or if they require one on one, they should not be

in our care.

If you have any questions regarding these policies feel free to ask us. It's better to know before the situation arises.

Accident Report

Parents will be required to sign an accident report whenever children receive First Aid treatment at the center. The staff member prepares the report as soon as the First Aid is administered and the child is comforted. We do not see every injury that a child receives, especially when a child does nothing to draw our attention to the injury. If you have concerns, please feel free to bring them to our attention. These reports will be kept on file for up to one year.

Please note that every staff member is required to check any type of marking like a bruise, cut or discoloration on every child's skin upon arrival. The staff shall deal with this in a professional, friendly and non-accusing manner. If we find any, we shall ask the parent about it so we are properly informed and we can administer treatment should it require any. If however, the mark is noticed after the parent has left; the staff member shall ask another staff member for awareness purposes, thereby providing a witness.

Accident reports are also used in the following circumstances:

- Any type of negative encounter with a parent;
- Any type of serious negative behavior by a child;
- If a child has bitten and been bitten;
- A child has had to be put for a quiet time in order to calm down;
- A child has spoken about any type of pain that they feel on the body.

Any critical incidents will be reported to the licensing officer same day & in writing within 2 working days. This may include an emergency evacuation, program closure due to an emergency, an intruder on the program premises, a child removed from the program by a person without parent/ guardian consent, an injury requiring medical attention, a lost child or a child left on the premises after operating hours etc.

Illness

A) Exclusion from the Center Due to Illness

Your child should remain home if any one of the following occurs:

- The child's temperature is 38.5 C/ 101.3 F or greater
- The child is vomiting frequently
- The child has diarrhea
- The child has a communicable

disease B) Sudden Illness

Any child who becomes ill (one of the above occurs) at the center will be cared for as well as possible to ensure his/her comfort. You will then be called and advised to take your child home and to consult a Health Professional.

If a child is sick with a contagious disease, the child will be kept in an available room separate from the other children. The child will be directly supervised by a primary staff or program director. Until the parent or guardian comes to pick up, the meantime primary available extra staff or director can read a story, fix puzzle or some other quite and relaxing activity with child.

C) Returning After an Illness

- The body temperature returns to normal.
- The vomiting and diarrhea has subsided for twenty-four hours.
- The child has been on a prescription medication for a minimum of twenty-four hours
- The contagious period for a communicable disease has passed.

OFFSITE ACTIVITY AND EMERGENCY EVACUATION

The childcare facility is structured to provide a safe place for children to explore. However, other environments off-site aren't child friendly. We deem it important to make outing as safe as possible while allowing children to learn from their experiences in a variety of settings.

Procedure and practices:

- *KIDS "R" US #1 daycare will notify parents in advance of all field trips requiring transportation and any other special arrangement necessary.*
- *A Parent or legal guardian will sign an informed consent form for all field trips requiring transportation and will be responsible for any fee.*
- *A well stocked first-aid kit along with the children's emergency contact number will be taken during the off-site activity.*
- *At least one staff person with a current first aid and CPR certification must accompany children on offsite activities.*
- *Field trips will be planned as part of the overall curriculum or children's interest and will provide learning opportunities through hands-on participation. Whenever possible the caregiver will visit the site ahead of time to determine the safety of location, what experiences the children may gain along with age-appropriateness and to plan the route of transportation. Additional staffing may be needed to provide adequate supervision and will be scheduled ahead of time for these off-site activities.*
- *Children will be counted before leaving the centre, during the field trip, and again at the time of departure for return to childcare to ensure that all children are accounted for.*
- *At least one staff member will have a cell phone in case of emergency on all off-site activities.*
- *A specific caregiver will be assigned to each group of children. A staff member will always accompany children to public restroom.*
- *While on walking trips the caregiver will model pedestrian safety and teach the children to only cross at the corner, when traffic signals indicate it is safe, and only after looking left, right and left again.*
- *Caregivers will keep younger children together on walking trips with the aid of a travel rope (a knotted rope) that the children hold onto which is stretched between 2 caregivers while they walk. Children may also hold the hand of an adult or use other mean that keep the child physically connected to an adult at all times.*
- *If a child has medication, the primary staff of group will be responsible to take and administer the medication as needed.*

When the policy applies:

This policy is enforced anytime children are away from the property of the childcare program. Kids 'R 'Us daycare will cover policies, plans and procedures with all new staff during orientation training. They will sign that they have read, understood, and agreed to abide by the content of the policies.

During enrollment, this policy will be reviewed by the program director with the parent and have the parent sign that, they have read, understood, and agreed to abide by the content of the policies.

Daycare Bus/Van Policy

These safety rule will be used while children will be transport from and to school-

- stand in a group while waiting for the van or bus. No pushing or shoving.*
- Stay out of danger zone until driver let you know it's safe to get on. If you can touch the vehicle you are too close.*
- Once the school van or buses arrive, line the children up with the smaller children in front.*
- Children or adult get on a bus one at a time, take their seat, put belt on and stay seated until reach at school or childcare.*
- Face forward and don't throw things inside the bus or out of windows.*
- Talk quietly and keep head and arm inside the vehicle.*
- Always listen to drivers-they are in charge and they may have additional rule*

EMERGENCY EVACUATION

An emergency evacuation happens during: program closure due to an emergency; an intruder on the premises; a child removed from daycare by a person without parent/guardian consent; an injury requiring medical attention; and a lost child or left on premises after operating hours wherein it will be reported to a licensing officer within 24 hours.

Once a month, a surprise fire drill is conducted. The Child Care Practitioners have an established Evacuation and Fire Drill Procedure. This procedure is posted on the Parent Board for your review.

At least once a year, an inspector from the City of Edmonton Fire Prevention Division checks that the drills are done on a monthly basis, ensures the correct procedures are followed, and that the staff is aware of their duties; including knowing that all electronics are functioning properly.

In the case of an emergency evacuation, we will immediately walk the children to the meeting place, which is the in daycare parking lot. Once we have done the headcount, the director will then walk everybody to the relocation site, which is the Kids'r'us#2 located three block to the of the proposed center. Parents will be contacted as soon as possible.

EMERGENCY EVACUATION PROCESS

The daycare's procedures for emergency situation are as follows:

Upon the sounding of the alarm, all primary and support staff members are responsible for the children in their group. They ensure that all children are calmly led out of the centre. Enrollment is verified with the sign-in sheet and head count list. The room supervisor is responsible for ensuring that a copy of the children's emergency card and the sign-in/out sheets are collected in their rooms. The acting Director is responsible for the general coordination of the evacuation, ensuring that all the children are evacuated in a safe and organized manner. This means that the director shall double check to make sure that all children are accounted for before leaving to the emergency re-location site. She will also ensure that the relevant authorities are contacted and that the office's set of emergency information is collected. The relocation site is Kids'R'Us#2 on 10504-118 ave. phone number is 7804715437 The daycare's evacuation procedures and relocation site are clearly posted on the wall next to the office in the daycare. This posting includes all relevant information

pertaining to emergency procedures and relocation site. A copy of the site plan showing emergency exits is attached.

PROGRAM DESCRIPTION

Staff Qualifications

Working with children in a group setting requires specialized skills and knowledge to ensure that programming and interactions are positive and challenging. All of the Child Care Practitioners at the center have been formally trained in Early Childhood Development from an accredited college. They have been certified by the Government of Alberta and have First Aid in Child Care Certificates as well as clear security checks.

There are 3 levels of staff certification: 1-Child Development Assistant; 2-Child Development Worker; 3-Child Development Supervisor. For every 4 staff members, a level 2 or higher is required to be on site during operational hours.

The program director has a level 3 or exemption and may or may not be counted in ration all day.

Program Planning

Weekly themes for program planning are always based on the children's interest and are spread out on all the learning experiences. Naptime is dedicated to the staff members devoting effort to plan their ideas, activities and free play opportunities. This is also the period when they can write on the children's portfolios about prior or recent observations, organize the children's files and review the parents' communication notebook.

All staff members have one hour per week to meet and discuss program planning as a team

Hiring Process

Every staff member is thoroughly interviewed and references are checked before becoming officially hired. During the interview process, a copy of the child care certification level, references, first aid and criminal record check is required.

The hiring process is non-discriminatory and encourages multiculturalism to address the diversity of children in the daycare.

Personnel Policy and Procedure

The director is responsible for the orientation of the staff members and introducing them to the children's families. Orientation is conducted on the first day of work to set the expectations right and begin a beneficial working relationship. They are given a Staff Handbook, as well as the Policy and Procedure Manual. Each staff member is asked to sign a form stating that they read and understood all policies and procedures, sign the Confidentiality Agreement, Code of Conduct Agreement and the Code of Ethics Agreement. Each staff member has a personal file, including evaluations conducted and observations by accredited government agencies for quality purposes.

Staff Confidentiality Policy

Staff members are not allowed to discuss with fellow staff members, spouses/friends or other families any of the following:

- 1. Issues involving any form of abuse, including that of a child at the center or of a staff member.*
- 2. Accidents, whether inside or outside, involving children. All accidents are documented and reported to the director.*
- 3. Private matters like payroll and position within the centre. All staff members come from various working experiences, training and background. Therefore, it is not possible for everyone to be on equal footing in terms of pay rate. This also*

- includes any private discussions or agreements entered by the staff member with the director.*
- 4. Children's behavior, especially with parents of other children. Only the parent of that specific child is to be informed of the behavior.*

Staff/Child Ratio

We recognize that children need continuity and stability. Our Practitioners are responsible for the same group of children each day. To best meet the needs of the children in our care, we adhere to staff/child ratios at all times. There are also times when we exceed the requirements by having support staff or additional staff to help out different rooms. The following is the staff/ child ratio for each age group:

- 0-12 months = 1:3*
- 13-18 months = 1:4*
- 19-35 months = 1:6*
- 36-54months =1:8*
- 54 months and up - 1:10*

Development

Each of the children in the center from all rooms (infant, toddlers and preschoolers) has a portfolio containing their arts and crafts and progress report notebooks. These are always open for the parent or guardian to check and made available by the staff members.

Technology

We have a television and VCR available for use on special occasions. It is not part of our programming, but for special days like birthday celebrations, pajama days, multicultural days or rainy days.

Partnership with Families:

Toys

We encourage parents to bring one comfort item for the child such as a favorite stuff toy or blanket for quiet time; but not their favorite toys as this could get lost, broken or damaged. If it is brought in, we put it in the child's cubby inside their backpack or bag. Toys brought in without proper notification to the staff member is not our responsibility should it be lost, broken, damaged or stolen.

Clean-up Fridays

We appreciate the parents' help in cleaning the center by taking home all of their belongings on Friday. These may include their blankets, stuff toys, etc. Any items unclaimed in the rooms shall be put in the Lost and Found bin, and are donated every 3 months.

Communication

In line with our Open Door Policy, we also promote open communication lines between the owner/director, staff members, children, families, community and school members. Every room has a Parent Communication Handbook where staff members write on parent's instructions or concerns. The parents as well are invited to put down any comment they might have. Information in this handbook is passed on from the one staff to the other in case of shift changes. We also have a monthly newsletter that contains important reminders, events and activities that the children have enjoyed doing including field trips.

As well, as we offer a variety of arts and crafts activities, we need a steady supply of arts and crafts materials. We appreciate any donations of the following: craft materials, paper, ideas, stickers, markers, crayons, etc.

Family volunteer opportunity & get together time

You are encouraged to visit and participate in our program whenever possible. This could be as simple as staying to read a story, or as exciting as joining us on a fieldtrip. We encourage Participation at a level that you feel comfortable with. Families are encouraged to participate in special events throughout the year. Our daycare host seasonal events, which include Summer Barbeque & Christmas for the whole family. Ask Director about upcoming celebrations

Newsletter

Kids'r'us distributes a monthly newsletter containing information of interest to families. This may include special events, monthly program planning, requests or other interesting tidbits. Your suggestions and comments are always welcome.. we send it by e-mail to our 99% Families. If you would like to receive the newsletter by e-mail please speak with your child teacher or Director.

Kids'R'Us Daycare Partnership Policy

Families and child care professionals must engage to better understand their children's childcare service. Engagement with the parents also helps staff learn useful information about their child in regards to improving their childcare strategies. The bridge of communication between the parents and the centre's staff helps improve and maintain the quality of service provided at Kids'R'Us. An understanding of all the various cultures, traditions, and background information is what brings Kids'R'Us ahead of other childcare centres.

Daycare policies including this Partnership Policy are all structured to hit main points that help us provide quality care service for all families attending Kids'R'Us Daycare. The points that we would like Kid'R'Us to reach re as follow:

- Families are provided with regular information about their child's experiences and achievements while in care.*
- Families are invited to share information about their child's experiences and interests outside of the service.*
- Child care professionals seek advice and ideas from families about their child*
- Families can participate in decision making about their child, as well as about practices in the service that will affect their child. For example, families are invited to contribute to the development and review of the service's behaviour guidance policy.*
- Families are asked to provide feedback about the service, and this is acknowledged and valued. For example, the service may conduct verbal or written surveys of families. It is also important that the service show families how they have acted upon feedback.*
- Families have opportunities to attend social events with other families and child care professionals.*

- *Families are encouraged to discuss any ideas, issues or concerns that they have with child care professionals, through daily discussions, formal or informal meetings or over the telephone.*
- *The service has an 'open door' policy, in which families are welcome to visit the service at any time.*

Partnership

A partnership between the the families that attend Kids'R'Us and the staff is the teaching and understanding each side's information, ideas, concerns, and comments. Giving the staff the opportunity learn about each families' background is part of the understanding that they can use to better improve each families' experience at Kids'R'Us. To develop such a relationship, a strong sense of responsibility must be practiced by both the parent's and the staff regularly.

The creation of a strong bond between the parents and the staff will take time and effort. Sharing power and information are only part of the complete bridge of communication. What is just as important is negotiation amongst the parent's and staff to help set in motion ideas that are accepted on both grounds. Support from both sides strengthens all these ideologies and enhances the partnership experience at Kids'R'Us.

Partnerships are about activities and relationships that are formed between families. Kids'R'Us provides ample opportunity for parents to volunteer with the centre, whether it be through field trips, or helping spread upcoming events, or even just being supportive of the daycare in the most simple of ways. That can be through understanding and accepting information we provide about their children, or recommendations about future events.

Benefits of Partnerships

Families contribute new ideas to Kids'R'Us Daycare, ideas which help us devise new activities to get children and parents more involved within the centre. Families are the most important influence to our daycare and to all children that attend. We structure our daycare modelling what fits them best. Our staff work alongside with parents so they can reach a new perspective to better instruct their childcare abilities.

Daily talks with the parents are scheduled personally for each staff member. Here the staff member and the parent can discuss important information regarding their child, whether it be information about their activities at the daycare or at home. This is what provides our staff a better understanding about each child in order to ensure quality service.

Providing a continuity for each child from being at home to at the daycare gives a feeling of belonging fro the child. A sense that they are adjusted to being left with a staff member outside the home. Family knowledge and involvement help facilitate this transition.

When we have both Child Care Professionals and Families actively participate with their children's care centre, the results are a better experience for each child attending the center. Staff are more knowledgeable on what kind of care should be provided to each child and are more understanding about each child's background.

Parent Participation

Participation from parents is one way Kids'R'Us can help reach its mutual goals. Exercising good communication between staff helps keep our parent's informed with what they should expect at Kids'R'Us. Parents can remain up to date with information regarding the daycare and have insight to the quality of care their children are receiving.

Parents are more than welcome to ask questions or give comments to Kids'R'Us. It is one way we can build our daily activities to be more accommodating to all our families at Kids'R'Us. Feedback of what we do both right and wrong provides us an idea of how children and parents see Kids'R'Us in their eyes. We see Kids'R'Us as a centre where all children feel safe, happy, and are learning. We also wish to see all our parents confident in enrolling their children at Kids'R'Us and satisfied with the decision they have made.

Parents can also participate within Kids'R'Us other ways as well. We organize many events throughout the year that give all our parents a try to volunteer or participate behind the scenes in organizing our events. Field trips and holiday parties are just some of the events we host at Kids'R'Us that could be made better with active participation from our parents.

Sharing Information

Families can share information with Kids'R'Us however only under their decision of whether they want it to be disclosed and who may know the information. It is important that parents feel confident in the child care service that they have chosen. Any concerns they may have should be brought to our attention immediately so we may resolve them and prevent them from re-appearing in the future. All our staff have signed privacy policies allowing them to keep information confidential and preventing them from sharing it with others outside the daycare.

We at Kids'R'Us share information with our parents through a number of outlets. Whether it be email or newsletter, we like to have a variety of options that fit best with our families. For example some of them may be:

- *Newsletters (Kept by children attendance & posted on entrance door & Parent info board)*
- *noticeboards*
- *meetings*
- *family resource libraries.*

- *Family handbooks that include current information about the service's policies and procedures*

- *Daily information exchange with families when children are dropped off and collected from the service*
- *organizing family information sessions about issues such as nutrition or guiding children's behavior*

All these outlets help us provide up to date information with the parents throughout the year. If parents have any contradictions, we are glad to hear about them through either email, phone, or face to face conversation.

Community Partnerships Policy

School

- *.....Daycare & OSC attempts to build a positive relationship with the school it serves by speaking with school personnel regularly, sharing newsletters, sharing information about our OSC & daycare program & supporting school events.*
- *School Administrators will be provided with a list of children that attend the daycare and OSC Programs.*
- *Parents will be given the opportunity to consent to information sharing between the centre and their child's school staff. The basis for sharing information is that there is reasonable belief that the information shared will be in the best interests of the children.*
- *Information regarding child guidance strategies may be shared with children's teachers to ensure that behavior management strategies are consistent between the OSC and school.*

Community

- *The OSC will work to identify partners in the local and global community. The children will be given the opportunity to identify projects to support and to offer suggestions for their involvement with those organizations.*
- *Community resources will be made available to families who require additional support or information.*
- *The centre will strive to build working relationships between community organizations that can support the development of children in the daycare and OSC Programs. These could include, but are not limited to Edmonton Public Library, Alberta Health Services, Parent Link, local recreational facilities and Inclusive Child Care.*
-

Social Media Policy

The posting of confidential and identifying information about the children, parents, or staff at the centre on social media (e.g., Facebook, MySpace, Twitter, etc.) is strictly prohibited.

As with the use of social media, the publication of photos from the World of Wonders Daycare & OSC Center, whether online or otherwise, is prohibited without prior approval from the Director and written permission from parents when photos include pictures of children.

Developmental Screening Policy

We monitor the children's development at regular intervals using the Nipissing Developmental District Screening tool. Results are shared with families and children and families are supported in addressing any developmental delays. Monthly observations will be completed on all children in each child care room. Observations will be shared with families.

Procedure

As a part of the registration process, parental permission will be obtained to monitor children's development using the Nipissing District Developmental Screening tool.

Staff administering the developmental screening will be trained in child development and hold Child Development Supervisor or Child Development Assistant certification.

Screening will be implemented at the following ages: 12 months, 15 months, 18 months, 24 months, 30 months, 3 years, 4 years and 5 years.

Results of the child's screening will be shared with parents.

In the event that the child's development is delayed, parents will be referred to an appropriate agency where further assessments can be done. The centre will plan specific experiences to promote the child's development.

A record of referrals will be placed in the child's file.

Ongoing communication between the centre, the family and professionals will enable us all to work together to promote the child's optimum development. The centre welcomes participation of outside agencies to support the child, the family and the staff if required.

On a monthly basis the staff will record anecdotal observations of the children in all child care rooms. These observations will be shared with families and parents will sign. When children leave the daycare the observations will be given to the family.

Termination Policy

Parents may withdraw a child from Kids'R'Us within a one month notice in writing is required. Parents who wish to withdraw their child, but who fail to provide one months' written notice will still be

liable for the full fee.

Withdrawal and subsequent re-enrollment will entail an additional registration fee and deposit.

Center Termination:

- 1. Needs of individual child cannot be met.*
- 2. Child's behavior causes an unsafe environment for those around him or her.*
- 3. Child's behavior shows cause for center liability concerns.*
- 4. Parents are uncooperative: failure to pay fees
failure to submit health forms
failure to observe rules of center*

PROGRAM REVIEW

Procedure for Policy Review

We conduct a family survey once or twice a year. Staff members are instructed to hand out the survey forms and a drop box is provided by the Parent's Bulletin Board. Results of the survey are posted in the monthly newsletter. It may include information on matters that need altering or changing to address recurring concerns.

The parents are also invited and welcome to evaluate the parent handbook once year and any feedback is warmly appreciated.its done usually middle of year.June & July Any feedback will be considered and changes will be shared via the newsletter. Parents will then be asked to sign a document that they have read and understood all current or updated policies.

The staff members as well are asked to review their own handbook and provide feedback. During staff meeting, all feedbacks are shared and accordingly considered. They are then asked to sign a document stipulating the changes made to demonstrate their understanding of the current and updated policies.

Review Process

We are inspected regularly by the Family and Social Services. We are dedicated to providing quality childcare, thus, we are continually reviewing our program. Helping us in this endeavor are parent surveys that we conduct once a year. We also welcome feedback from parents either thru the staff, in our suggestion box, or by phoning the director. Results from the survey and suggestion boxes play a significant part in our annual review and in updating our Quality Enhancement Plan.

Accreditation

Our center is duly accredited. From the 0months-6year olds, the daycare program has been accredited by the Alberta Association for the Accreditation of Early Learning and Care Services, since 2007.

Complaint Process

Please forward all complaints to the director. If after talking with the director and you want to escalate your complaint, especially if it is regarding non-compliance to the Social Care Facilities Licensing Act and Day Care Regulations, they are located at the Regional Day Care Services, 108 St. Building 7th floor, 9942-108 St., Edmonton, AB, T5K 2J5. You can also phone them at 780-427-0444. Identity of the complaint is not divulged to the license holder and all complaints are investigated and will be responded to in writing. Complaints can be anonymous.

Resources:

- Alberta Children's Service - Child Care Services www.child.gov.ab.ca/
- Child Care Subsidy - www.Childcaresubsidy.gov.ab.ca
- Parent Help Line - 1-800-603-9100 www.parenthelpline.ca
- Capital Health - www.capitalhealth.ca
- Work Family Tips - www.wft-itb.ca
- Choosing a Day Care Center: A Guide for Parents www.child.gov.ab.ca/whatwedo/childcare
- “Building a Partnership with your Child Service”, National Children Accreditation Council Inc.

Additional Information can be obtained from:

*Alberta Children Service Child Care
services 7th floor, 9942 108 Street
427-0444*

What to Bring Checklist:

Musts...

- 2 Extra sets of clothing including socks
- A Blanket/pillow (optional)
- Indoor shoes/Outdoor shoes
- Kleenex Box
- 1 piece of fruit per child every day following the weekend (Mon/Tues)
- A picture of your family

If applicable...

- Bottles filled (milk/water)
- Diapers
- Pull ups

- Wipes
- Baby Food
- Any type of special Foods (allergies, etc...)

Remember to always check if you need to restock!

Thank you for reading the above information. We ask that if you have any questions or wish to discuss any of the items, please contact the Director and she will be happy to help you in every way possible.

Note:

The term "parent" refers to the parent or legal guardian or the adult who assumes the parental role in the care of the child. As well, the term "Child Care Practitioner" refers to all adults who work in the field of child care including early childhood educators and family resource program personnel.

Thank you

We look forward to caring for your child and interacting with you on a regular basis. We are certainly aiming to provide you positive experiences in life. Please feel free to approach anyone of us anytime in the center.