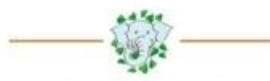


Kids Paradise Daycare + OSC
PARENT HANDBOOK



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Mission Statement

To provide safe, quality care for children in a non-judgmental, open environment that promotes physical and emotional development and learning through play.

Our Philosophy

Our licensed centre is committed to high quality childcare. Our goal is to provide high quality and reliable care which allows parents to focus on working and learning with peace of mind and assurance that their children are in good hands.

We believe in providing the best quality care to every child. We provide a “home away from home” atmosphere where a child can develop new and positive relationships, secure attachments and learn to grow as an individual. Every child is treated with respect and consideration. Interactions and communication with the parents are positive and supportive.

We have adopted the following goals and objectives:

- To develop a program this enhances the social, physical, intellectual, creative and emotional needs and abilities of each individual child.
- To provide a physical and emotionally safe and stimulating environment where a child can learn to co-operate with others, learn decision making and problem solving skills, and to learn to care for him/herself in the area of nutrition and hygiene.
- To provide a setting in which a child can make new friends, develop a sense of well being and respect for one and others.
- To develop partnerships with families.

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1. About Our Centre

1.1 Hours of Operation

Kids Paradise Daycare & OSC is open from 6:30 a.m. to 6 p.m., Monday through Friday.

The Centre will be closed for statutory holidays and during the Christmas break. Specific closure dates for Christmas will change from year to year, and parents will be notified.

Please note that the Centre may also be closed due to poor or unsafe weather conditions. Parents will receive a call the evening before to let them know of any closures. Parents will be notified in advance in the case of closures due to maintenance or other specific reasons.

1.2 Fee Information

Your child's placement at the centre is assured through payment of childcare fees. A fee rate and schedule agreement contract must be filled out and signed before your child attends Kids Paradise Daycare & OSC. A copy of the contract may be requested for your own records. Full-time fees are non-negotiable, although pre-set discounts may apply to families with more than one child attending the centre.

Fees are due on the first day a child starts and at the beginning of each month thereafter. Fees are payable in advance. There is no credit for days absent or for vacation days, as staff must be scheduled in advance to ensure child-staff ratios in accordance to licensing regulations.

There are no reductions in childcare fees for holidays or vacations. Your child's spot is assured through your childcare fees. Fees are still owed in the event of a child's absence due to illness or vacation.

1.2.1 Subsidy

Funding for daycare is the responsibility of Alberta Family and Social Services. Subsidies may be awarded after an assessment of family income and conditions are made. Applications can be made directly on-line at <http://www.child.gov.ab.ca/childcaresubidy>. A response should be almost immediate. You may also go directly to the Social Services office where an intake officer will make an immediate assessment. It is the responsibility of the parent to arrange for subsidy and to renew subsidy applications before they expire.

If you are applying for subsidy, you are required to pay your child's fee in full prior to your child attending the Centre. You will then have five business days to submit approval for subsidy. If you receive subsidy, you will be refunded the fee amount, minus your parent portion. Should you be unable to provide written confirmation of subsidy within that time frame or your subsidy expires at any time, you will be charged the full monthly fee due until your subsidy has been awarded or reinstated. You will be credited the following month(s) for any overpayment.

Please note: To qualify for full-time subsidy, your child must attend the Centre for a minimum of 100 hours per month for children in daycare.

1.2.2 Late Fees

A late fee of \$50.00 will be charged if fees are not paid by the first business day. The Centre has the right to refuse services for your child if payments are in arrears, unless payment arrangements have been made.

1.3 Arrivals and Departures

Please escort your child (ren) into the daycare in the morning. Assisting your child with the removal of outerwear, putting on their indoor shoes, and generally unpacking is a positive way to prepare your child for the day ahead.

Please notify staff of any special instructions or messages. For example, if you will be at a different location or phone number for the day. Should your child require medication that day, please ensure medication forms are filled in and signed.

1.3.1 Late Pick-up

Children must be picked up no later than 6:00 p.m. by the Centre's clock. A late fee of \$1 per minute a parent is late, to be paid directly to the closing staff member.

We will call Social Services to call the Child Welfare Department if your child has not been picked up by 6:30 p.m., unless we have been notified by you that you will be late. Considerations will also be made for poor weather conditions, although late fees will still apply.

1.3.2 Attendance

Children attend the centre in full-time or part-time spots. Child-to-staff ratios are based on these pre-set attendance arrangements made with parents according to the fee and schedule contract discussed above. Because changes in attendance require adjustments to staff ratios, **Kids Paradise Daycare & OSC is not a drop-in centre** and will not accept children who are not scheduled to attend unless arrangements are made **24 hours** in advance with the centre director. Advance notice allows us to make sure there is a spot open for your child on a day they are not scheduled to come in. A daily rate will apply and be added to your fees for the next month.

If your child will be absent on the day they are scheduled to be at the centre, please call no later than 9 a.m. If the absence is known in advance, please submit the days to your child's caregiver or the centre director in writing. Communication books are available at the front entrance near sign-in for this purpose. **Frequent absences without proper notice could result in termination of your child's care.**

Children who are scheduled for a full day of care will not be accepted after **10:00 a.m.** for the purposes of maintaining safe child-to-staff ratios. **If your child attends the centre on a part-time basis according to a changing schedule, the days must be approved with the centre director in writing.**

Vacation time from daycare will require (two) 2 weeks advanced written notice. Your child's spot will be held during your vacation period provided that payment arrangements have been made if paying fees late (i.e. after the first) There are no reductions in childcare fees for holidays or vacations. Your child's spot is assured through your childcare fees. You will need to provide backup care when the centre is closed on recognized holidays and for the annual spring clean up.

1.4 Status

Kids Paradise Daycare & OSC is an incorporated company. Our centre is licensed by the Alberta Human Services and follows all guidelines set out in the Alberta Child Care Licensing Regulations. We accept children from birth to 12 years of age, who are accommodated in the following groups:

Group	Age	Staff/Child Ratio
Infant	Birth -18 months	1:4
Toddler	19 to 35 months	1:6
Preschool	3 yrs to 4 ½ yrs.	1:8
Kinder	4 ½ yrs and above	1:10
OSC	6 yrs to 12 yrs	1:15

1.5 Staffing

Our team of Early Childhood Educators is composed of the Owner, Director, Child Care Workers and cook. The owner has a Bachelor Degree in Education, Level III, and Food Safety Handling Certificate. She has been in the Child Care profession for 8 years.

The rest of our team has Level I, II, and III Certificates in Early Childhood Education and Child Care First Aid & CPR. They have a variety of years and experiences working with children. Our cook completed a Food Safety Handling Course from Capital Health. All Staff has police record check on file.

1.5.1 Code of Ethics

The Management and Staff adhere to the following Code of Ethics:

1. Promote the health and wellbeing of all children
2. Use developmentally appropriate practices when working with all children.
3. Demonstrate caring for all children
4. Work in partnership with parents, supporting them to meet their responsibilities to their children
5. Work in partnership with colleagues, and other service providers in the community to support families' well-being
6. Work in ways that enhance human dignity
7. Pursue on an on-going basis the knowledge, skills and self-awareness to be professional competent.
8. Demonstrate integrity in all professional relationships

2. Getting Started

2.1 Registration and Orientation

(Online Registration available at www.kidsparadise.ca)

Fully completed registration forms must be returned before your child can attend the Centre. You may be asked to sign and initialing any policies or permission statements at the centre. Emergency contact forms are included in the registration form. Registration forms are required for each individual child along with payment of a non-negotiable, non-refundable registration fee of \$35.00. Once accepted, we will request deposit of \$200 to be held until the child is withdrawn from the centre.

An orientation of the routine and a tour of the Centre are conducted by the Director or Owner. We encourage full-time attendance at the Centre. This is a great time for you and your child (ren) to get acquainted with the Centre and staff.

A **deposit** equal to one month's fee is required to be paid for all children at the time of enrollment. This one-month fee deposit is retained by the Centre and applied to the last month's fees provided 30 days written notice prior to withdrawal is given. It is forfeited if less than 30 days written notice is given. If the fees are increased, the last month's fee deposit will be adjusted at the time of the increase.

2.2 Example of a Typical Day

Each room posts a schedule of the day's events, which are subject to change depending on the weather and for special occasions/situations. Here is an example of a typical day:

6:30 – 7:30	Family Grouping (free play, breakfast, limited centres)
7:30 – 8:30	Free Play
8:30 – 8:40	Clean-Up Time
8:40 – 8:50	Good Morning and Learning Circle
8:50 – 9:00	Wash hands for Snack Diaper Check/Change
9:00 – 9:20	AM Snack
9:20 – 9:30	Wash Up/Bathroom Break, Get Ready to Go Outside
9:30 – 11:15	outside Play or Walks (Weather Permitting) Inside Play with Free Craft, Unlimited Centres
11:15 – 11:30	Wash Up for Lunch Diaper Check/Change
11:30 – 11:50	Lunch
11:50 – 12:00	Wash Up/Bathroom Break, Get Ready for Quiet Time/Nap
12:00 – 2:00	Quiet Time and Nap, as Children Awake, Quiet Activities Encouraged Diaper Check/Change Bathroom Break for Children as They Awaken
2:00 – 2:40	Programmed Craft and Unlimited Centres
2:40 – 2:50	Clean-Up Time and Transition Circle
2:50 – 3:00	Wash Up for Snack
3:00 – 3:20	PM Snack
3:20 – 3:30	Wash Up/Bathroom Break, Get Ready to Go Outside Diaper Check/Change
3:30 – 4:30	Unlimited Centres When Not Outside
4:30 – 4:45	Clean-Up time, Start Closing and Downsizing the Rooms for Family Groupings
4:45 – 5:00	Circle Time, Stories, Songs as Children Go Into Family Grouping Diaper Check/Change
5:00 – 6:00	Family Grouping, Limited Centres Open

2.3 What to Bring on the First Day

1. Indoor Shoes (no black soles and no laces, please.)
2. Change of clothes in case of accidents or incidents.
3. Personal blanket, if your child naps.
4. Proper outdoor clothing.
5. Labeled water bottle. (We encourage children to drink plenty of water throughout the day. Please no disposable containers.)
6. Registration forms and first month's payment.
7. A readiness to learn and explore!
8. Diapers and wipes (if needed)

2.4 Extra Clothing

All children must be fully and properly clothed for the weather and the day's activities, both indoors and outdoors. Parents are required to provide one set of extra clothing in case of accidents, messes, or other incidents. Extra clothing should include a shirt, pants, underwear, and socks. It is strongly suggested that parents of toddlers and children who are being potty trained provide two extra sets of clothing as accidents tend to happen more frequently for those age groups.

We ask that children have a pair of indoor shoes. We ask that they not have black soles and are actual shoes, rather than slippers in the case of an emergency such as a fire drill. Indoor shoes are left at the Centre, and children will use their outdoor shoes for outdoor activities.

If a child does not have extra clothing, the Centre will provide them with items from our own supply. Items of clothing should be washed and returned to the Centre by the next day. A charge of \$25 will be placed onto the next month's payment if there are unreturned items at the end of the month. In the extreme case of multiple "outfits"-worth being unreturned, this charge may go up to no more than \$50.

2.5 Diapers and Training Pants

Parents are responsible for supplying all diapers and pull-up training pants for their child (ren), as well as any ointments as needed. It is best to bring in a supply enough for each week, or if possible, for the month. Staff will notify parents when the supply is down to 10 diapers or pull-ups. If the supply runs out, staff will use diapers from the Centre's emergency supply. A charge of \$15 per diaper will be collected the next day.

3. Our Program

3.1 Daily Routines

Routine is important for young children and helps develop feelings of security and order.

Each classroom has a general schedule that includes time for indoor and outdoor play, lunch and snacks, hygiene and structured activities. This schedule is posted daily for both adults and children.

3.2 Program/Activities

A planned development program is designed around monthly themes. Areas covered include creative/art, science, dramatic play, cognitive, gross motor, sensory, music, drama and social emotional. The program is based on age appropriate goals to aid in development of communication skills, social skills, organization, the ability to problem solve, as well as fine and gross motor skills. The classrooms are set up in separate play areas to compliment the weekly themes. Children can move freely from one to another during free play, or may all participate together in a planned activity. The weekly program is posted outside each classroom. Parents/guardians are always encouraged to discuss their child's development with the teachers.

3.3 Goals and Expectations

Studies have shown that the most important stage of life for learning and development is from birth to 6 years. It is here that the groundwork for future learning is established. When children are playing, they are 'working' to learn all about the world around them. The staff at Kids Paradise is dedicated to caring and encouraging your child (ren). Activities are carefully planned and the environment structured for development and learning. We aim to promote the individual child's self-esteem and independence, while fostering the child's identity as part of a group and community.

d) Rest Time/Quiet Time

Rest time/quiet time is from approximately 12:00-2:00 p.m. in all rooms. Most play centers are closed during this time. However, all children under the age of 4 ½ are encouraged to nap. Children who do not nap will be expected to rest quietly on their mat for a short period of time before engaging in other quiet activities (books, tabletops, quiet music) to allow their bodies to rest and recoup for the afternoon.

4. Behavior Expectations

4.1 Child Guidance Policy

Each child at our Centre is treated with respect and dignity. We believe that children have the right to self-expression. To discipline is to teach. It is not through humiliation or degradation. It is not dangerous, exploitive, psychologically damaging, or harmful to any child. Most potential discipline problems can be prevented by acknowledging positive behavior, setting clear expectations for acceptable behavior, and by offering a program that interests the children and keeps them actively involved. General expectations of the child include:

1. The child will respect the rights and feelings of others.
2. The child will show respect for personal and Centre property.
3. The child will stay in designated areas.
4. The child will play safely with others.
5. The child is responsible for his/her actions and must accept consequences for their behaviour.

The Centre's philosophy is that children should be taught to make choices and that each choice has a positive or negative consequence. Where possible, a problem-solving approach is used to address inappropriate behaviour. Limits and guidelines are essential in the creation of a safe and organized environment. Limits are explained to the children along with the reasons for those limits. Practicing the rules help children understand them as part of their routine. An example of this is: "Only three people allowed on the climber at one time. It's not safe for more than three to be on there."

Logical consequences for breaking a rule are also explained to the child. For example, if a child throws sand, that child will be removed from the sand table and may not be allowed back in for a while. That child is also invited to apologize to their friends for throwing sand at them, as well as help clean up any mess that resulted when appropriate.

When a child is physically or verbally aggressive, he or she will be guided away from the situation and asked to sit quietly for a short period of time. This time is intended for the child to calm down and reflect about his/her actions. The child will decide when they are ready to return to the play activity with appropriate behaviour. More serious behaviours or sudden behavioral changes will be brought to the attention of the parents of the child. A meeting may be arranged between the caregiver, Director, parents, and the child to discuss the problem and decide on a plan of action consistent at home and at the Centre. The Centre has the right to refuse care for your child should the behaviour become a danger to themselves or others.

Certain behaviors are not acceptable at daycare, such as inappropriate language and physical aggression.

4.1.1 Behavioral Contract

A behavioral contract is included in the registration form, to be signed by the parents and the child. A copy of the signed document can be obtained from the Director. An unsigned copy is included at the end of this handbook for your information.

4.2 Rest Time/Quiet Time

Rest time/quiet time is from approximately 12:00-2:00 p.m. in all rooms. Most play centres are closed during this time. However, all children under the age of 4 ½ are encouraged to nap. Children who do not nap will be expected to rest quietly on their mat for a short period of time before engaging in other quiet activities (books, tabletops, quiet music) to allow their bodies to rest and recoup for the afternoon. Your child may also wish to have a favourite blanket and/or stuffed toy to cuddle with at nap times. We ask that you label both the blanket and the toy.

4.3 Aggressive Behaviors and Bullying Policy

Certain behaviors are not acceptable at our centre, such as inappropriate language and physical aggression. Kids Paradise Daycare & Out of School Care is a **No Bully Zone**. Children should be able to feel safe coming to this centre, bullying will not be tolerated. More serious behaviors or sudden behavioral changes will be brought to the attention of the parents of the child. A meeting may be arranged between the Director, parents, and the child to discuss the problem and decide on a plan of action consistent at home and at the OSC. The OSC has the right to refuse care for your child should the behavior become a danger to themselves or others.

4.4 Items from Home

We ask that your children do not bring toys or other special items to the Centre unless for “Show & Share”, or as requested by teachers. (Example: Teddy Bear day in the preschool room.) Items used in “Show & Share” may be brought out during that activity and then stored either in a “Show & Share” bin or in the child’s cubby for the rest of the day. Please note that neither staff nor the Centre are responsible for the loss or destruction of toys, games, etc. that may be brought from home.

4.5 Homework Policy

The OSC has designated areas to study or finish homework. Homework is the responsibility of the student. If a student chooses not to use time at the OSC to finish their work, this is a choice to be discussed and decided upon between the student and the parents. Students are responsible for all school materials they bring to the OSC. OSC teachers will help students to the best of their abilities when asked, and the OSC will provide as many resources and materials as possible. Students are encouraged to conduct themselves with good character and make good choices when working with others on their homework.

OSC teachers cannot sign agendas, report cards, homework or tests, or permission slips. This is the responsibility of the parent or guardian. Parents are welcome to discuss homework arrangements with OSC teachers at any time.

5. Medical Information

5.1 Illness

If your child has a fever, diarrhea, communicable disease, or has been vomiting, we ask that you keep them at home until they are **symptom-free for 24 hours**. For example, if your child has no symptoms on Tuesday morning, they may return to the centre on Thursday morning. This also applies to when Tylenol or any fever-reducing medication is given to your child. If you feel the need to medicate your child, this is a good indicator that your child needs to stay home. Illness is easily spread among young children, so our policies are in place to protect your child as well as other children in the centre.

If your child develops any of these symptoms while at the Centre, staff will notify you and ask you to make arrangements to pick up your child as soon as possible. Children will be removed to a quiet, supervised location to rest and separate them from others until parents arrive to avoid transmittable illness.

5.1.1 Lice

We have a no-nit policy in place at the Centre. We approach concerns about lice with due diligence and with the hope of decreasing the likelihood of it spreading further. Should we discover that your child has lice, we will ask parents to take the child out of the facility and treat them for the problem.

Children must be nit-free when they are brought back to the facility the next day. A staff member will re-check your child upon arrival. If there are still nits, you will be asked to take the child home again. While we understand that this is an inconvenience, we ask that parents remember that we have over 50 children in the Centre and staff that need to be considered. We cannot knowingly expose children, staff, and their families, and we must minimize the possibility of transfer within our centre.

5.1.2 Other Communicable Disease

In the case of communicable disease such as warts, including and especially highly contagious cases such as molluscum contagiosum, we follow a policy similar to lice. The child will be taken out of the centre to receive treatment. In order to return, the child must be symptom-free and have undergone proper medical treatment in order not to expose children and staff to the infection. We understand that other centres or facilities may have different policies regarding lice, warts, and other diseases, but we stand firm on these policies.

5.2 Administration of Drugs

We follow the procedure for drug administration set forth by government regulation. A medication form must be completed and the drug given directly to the staff responsible for your child. For safety reasons, please do not leave the medication in your child's cubby or backpack. The drug will be kept in a locked container in the kitchen. The caregiver will fill out the time and amounts of the drug to be administered. Only qualified staff with first aid will administer drugs to your child.

We cannot administer any drugs without a medication administration form being fully completed by the parent. All medication must be in the original container with the original label. In the case of prescribed medication, the medication must be labeled by the pharmacy for the child. We cannot accept medications with the name of a parent or other person on it. We will not administer medications that have expired, so please remember to replace or update any medications that a child would need on a daily basis or in the case of an emergency, such as an Epipen. Expired drugs will be returned to the family. If a medication is necessary for the child to attend, they will not be allowed to return to the Centre until the medication or life-saving device is up-to-date.

It is our policy that we do not administer herbal remedies, including multi-vitamins.

If your child has been given medications, including over-the-counter drugs, before arriving at the Centre, parents must give written notification to the staff.

5.3 Emergency Transportation

If your child is seriously ill or injured, we will contact you immediately. **Please make sure all contact information is up-to-date for this reason.** In some cases, a child may be taken to a medi-centre by Centre staff by way of car or taxi. If a serious illness/injury occurs, an ambulance may be called and the parent will be responsible for the cost of the ambulance. A child with serious injury will be taken to the nearest available hospital.

Any incident or accident of significance will be recorded by the staff member in charge, brought to the attention of the Director, and then discussed with parent when the child is picked up/met at the hospital. In the case of an event that makes it necessary to evacuate the children from the Centre, they will be taken by their teachers via the nearest exit as indicated on the Emergency Evacuation Plans posted in all of the rooms. If an emergency does exist, parents will be called and asked to pick up their children at the specified location.

In the case of an injury or an evacuation, if a parent cannot be reached, one of the two emergency contacts will be phoned.

5.4 Allergies and Other Medical Concerns

Any child with a medical condition such as allergies, asthma, diabetes, etc. must be made known on your registration form. Any medications for their condition that must be supplied daily and the proper forms signed for each and every individual medication that needs to be administered on the Centre premises.

5.4.1 Alternative Foods: **Kids Paradise Daycare & OSC is not legally defined as a nut-free or gluten-free facility.**

However, every effort is made in our meal planning not to include nuts or nut products. Should you have any concerns, please feel free to discuss them with the Director.

5.4.2 Soap and Other Toiletries

If a child has sensitive skin or allergic reactions (rash, redness, etc.) when using any of the centre toiletries like soap or sunscreen, parents are urged to bring in an alternative toiletry for their child(ren), which should be labeled and will be given out for the child to use at the appropriate time. It should be noted that despite allergic reactions, children will be required to wash their hands with soap at all times even if an alternative soap is not provided. We also do not accept hand sanitizer as a substitute for washing with soap.

We ask that cosmetic products like make-up (eye shadow, lip gloss, etc.) be left at home. We have found that many children tend to “share” these items with friends, which could possibly spread germs or infections from child to child. If a child has the need for lip balm or Chapstick due to severely chapped lips, we ask that it be kept in their cubby and used sparingly. If the child abuses the use of the lip balm or is found to be sharing it with other children, it will be taken by the caregiver and returned to the parent at the end of the day. The parent may have to fill out a medical form if the use of lip balm is deemed medically necessary. This policy would be the same for similar types of toiletries such as hand lotion.

6. Nutrition

6.1 Centre Meals and Snacks

The centre provides a hot lunch and 2 snacks program. We always follow Canada food guide standards.

Children are required to sit at the table at all times during a meal to avoid choking or other food-related accidents. We encourage good table manners, which is supported by staff members eating with the children and demonstrating what type of manners are expected. Depending on the age group, children are expected to clean up their eating area at the end of the meal, clear their own plates, and place them in a collection bin.

6.1.1 Infant/Toddler Feeding

As with all other age groups, older infants and toddlers are fed at all times while seated to avoid choking. Parents are advised to provide a nutritional meal or formula. Please let the caretaker know if the meal needs to be refrigerated or warmed in the microwave.

If the child still requires formula, parents need to bring enough for each day. If the bottle is required at naptime, it is our policy that caregivers will remove the bottle once the child is asleep to avoid choking hazards.

6.1.2 Water Bottles

We promote children drinking water throughout the day to avoid dehydration. We ask that parents provide an appropriate water bottle, such as a metal or plastic sports bottle, which will be stored in a place accessible to the child at any time. Please do not send the child with disposable water bottles, as they are not meant for repeated use or frequent washing, as advised by the Canadian Bottled Water Association. Children are asked to sit when drinking the water to avoid choking or other accidents.

6.2 Special treats

Because we try to encourage healthy eating choices, we ask that these meals and snacks follow recommendations of the *Canada Food Guide* as closely as possible. Please refrain from sending the child with meals that need to be cooked on the stove or in the oven, as our staff is often busy with the “rush” of meal times and must remain in ratio. **We reserve the right to supplement these meals if the lunch or snack in question is lacking in nutritional content as suggested in the *Canada Food Guide*.** Please remember that we are trying to promote healthy choices, and that caregivers may ask that a child to finish sweet treats and snacks after trying to eating the healthier items packed in a lunch.

If parents would like to send treats for the room to celebrate a special occasion like a birthday, please feel free to do so as long as all children are able to receive the treat. Caregivers will let parents know how many children are in the room.

6.2.1 Party Policy

For holidays and special occasions, the Centre may throw a party and ask parents via a sign-up sheet to contribute snacks for their child’s room. The Centre will provide the “sweet” treats for these parties to avoid getting “too much of a good thing,” and we ask that parents provide the healthier snacks such as veggies and dip, fruit, etc. This also helps us avoid getting multiples of certain items.

We sincerely appreciate this type of generosity and participation. This policy helps us avoid waste and hurt feelings if someone’s donated item is not used.

7. Centre Safety

7.1 Emergency Evacuation - When the alarm sounds:

1. Primary staff members in each group picks up daily attendance sheets for their group, as well as the emergency backpacks with contact names and numbers and other emergency supplies. They proceed to the nearest exit with the children in their care.
2. Support staff takes direct responsibility of escorting the children to the nearest exit and proceeds outdoors as soon as the children are gathered. All rooms are checked to make sure everyone has evacuated from the building. All rooms meet in the front of REDDI MART CORNER, and attendance is taken. Once this is done, the staff and children proceed to the parking lot, waiting for further action. ***If the situation requires relocation, the staff and children will for to Robert Randal School, 50 Grosvenor Blvd. Contact person is Principal John: 780-459-4475.***

7.2 Fire Drills

The above steps are used in the event of a fire in the centre. The only exception is that the children and staff return to the Centre after attendance has been taken. We practice unannounced fire drills occasionally to make sure children and staff understands the emergency evacuation procedures. Fire drill procedures are also posted in all rooms.

7.3 Emergency Contact

An emergency contact sheet is included in the Centre registration packet. In the event that a parent cannot be reached, the first person on the emergency contact sheet will be called. Please make sure that this sheet is filled out in its entirety and that all emergency contact numbers are up-to-date **at all times** and inform us of any permanent or temporary changes.

7.4 Transportation Policy

Here at Kids Paradise Daycare & OSC we have a van that is certified and labeled to transport children to and from school. The van is well maintained and is given a government inspection yearly. Only specific qualified staff with current driver's licenses is able to drive the van. All drivers have level 1, level 2 or level 3. All driver enforce car safety that comply with Transport Canada .All drivers must have a cell phone, Children's emergency information and a First aid Kit. Booster Chairs and car seats are used according to children height and weight. They comply with Transport Canada

We have designated staffs that bring children to and from the bus. This is to ensure that the bus drivers are aware about who the staff are from the daycare and the children that go to Kids Paradise Daycare & OSC. Also to communicate as needed. The buses have been given Kids Paradise Daycare & OSC phone number in case that they are late, not coming or are early. In the event that the bus does not come or the child misses the bus, a parent is informed and verbal and written permission is needed to transport the child to school in the Daycare van.

We have a staff that walks children to and from school. The school is given a list of children who attended Kids Paradise Daycare & OSC as well as the staff who can pick them up at the beginning of the school term. The school has Kids Paradise Daycare & OSC phone number. Staffs will be there five minutes before the bell rings and stays with them until the bell rings and they are safely in the school.

Children in transport are given specific safety rules that are to be maintained. If rules are consistently not being respected a warning letter will be issued following this the child's transportation may be revoked and other arrangement would have to be made...

7.5 After-Hours Centre Contact

After-hours emergency phone numbers are posted on the door and outside the Centre. This information is kept up-to-date and includes community emergency numbers, as well as a contact for the Centre. If for whatever reason this is not properly displayed, please make a note to the owners or the Centre Director.

7.6 Equipment Safety

Toys and equipment are inspected frequently for safety and age-appropriateness. All appliances used in the Centre meet safety requirements and are in good repair. The Centre uses only non-toxic arts and craft supplies. If parents notice that a specific piece of equipment is in disrepair or has become a safety hazard please let staff know immediately.

Pesticides will not be used either indoors or outdoors at any time when children are present. If there is a need for pest removal, this will be done at an appropriate time after-hours or on the weekends or other breaks in care.

Outdoor equipment and play areas are also inspected frequently. Caregivers will also inspect equipment and grounds for safety hazards at any visited play parks or recreation areas before allowing children to use them.

7.7 Accident/Incident Reports

All accidents or incidents experienced in the care of the Centre will be written up in a report to be signed by the caregiver in charge and the director. Parents are given a copy to read and sign, then return so it can be added to your child's confidential file. A copy will be provided when requested.

In the case of behaviour-related accident or incident, these reports will be written for both the perpetrator and the victim but will only include specifics on the parent's child in the interest of confidentiality. **Please do not ask for information on other children in the centre.** If a parent has learned through other sources that another child is involved, we ask that the parent **does not confront the child directly** and instead address all concerns through caregivers or the Director. This is for the emotional well-being as well as the safety of all children in our Centre.

8. Outdoors and Other Activities

8.1 Outdoor Clothing

Parents must provide proper outdoor attire appropriate for the weather conditions, including footwear. For example, a child should have a hat, mittens, warm coat, and snow pants for snowy weather. We try to go outside at least once a day every day, even in the wintertime, to allow for fresh air and exercise. If a child's outdoor clothing is lacking, the child may borrow from the Centre's emergency supply of outdoor clothing items. Children will not be taken outside when the weather is colder than – 20 C, or warmer than 30C. The centre will close with extreme weather conditions

8.2 Daily Walks and Outings

The Centre goes on daily outings, weather permitting. All classes get ready to leave by 9:30 a.m., unless otherwise communicated to parents. We cannot wait for late arrivals; therefore it is the parents' responsibility to meet up with their child's class. Locations will be posted at the entrance. We cannot keep children at the centre until their group returns. If you are unsure of where your child's group has gone, ask a remaining staff. Should there be no staff available; a sign will be posted for your convenience. Any all-Centre outings will be announced in advance. (See below.)

8.3 Off-Site Activities/Field Trips

When the Centre goes on field trips or participates in off-site activities, parents will be notified in writing no later than one-week in advance, depending on the nature of the off-site activity. Consent forms, along with a description of the activity and any materials/items needed for the day, will be distributed to parents to be signed and returned by a designated time to allow the child's participation. Parents opting out of the field trip or off-site activity will need to notify the Centre and make arrangements for care in the care of a Centre-wide activity.

9. Child Abuse and Child Development

9.1 Child Abuse Policy

Because child abuse is a serious allegation, policies are intended to protect the children in our care. **If a child in our care shows signs of child abuse or neglect, it will be reported to the Director and to appropriate authorities, as required by law.**

It is the Centre's goal to employ child care professionals who are committed to the highest standards of ethical behaviour. To ensure the health and safety of children in our care, a zero tolerance policy is strictly enforced. We consider corporal punishment or physical discipline by the staff to be abuse. **If a parent has any concerns about the conduct of an employee that could be considered abusive, please contact the Director or Centre owner without hesitation.**

9.2 Child Development Concerns

Programming and activities are designed to positively influence a child's physical, social, and emotional development. If a child shows signs of delayed development that has not already been previously addressed by a parent or guardian, the caregiver may express such concerns to the parent in the form of verbal or written communication and a meeting with the Centre Director may occur.

10. Parent-Centre Communication

10.1 Building a Positive Rapport

It is important that parents feel comfortable leaving their child/ren in our care. We will do our utmost to make sure children feel safe, secure, and loved. We hope this will give parents peace of mind without worrying about the welfare of their children.

We want parents to feel comfortable speaking with the owners, Director, and any other staff at the Centre should there be any questions or concerns. We encourage and greatly appreciate feedback, positive or negative, and value parent interest in the daily routines and their children's progress under our care. Only through parents' comments can we resolve any concerns.

10.2 Parent-Staff Communication

Communication between parents and staff is one of the most important elements of child care. Staff is required to communicate with parents both verbally and non-verbally. Staff is required to write notes to parents regarding the child's daily activities and progress. Staff may ask questions in these notes to encourage problem solving between themselves and parents, as well as encourage further parental input regarding the child's care. Parents are encouraged to respond to notes and verbal communication in a positive, respectful manner.

10.3 Parent Meetings

Parent meetings are regularly held at the Centre, with the date and time to be posted and announced in advance. Centre owners and/or the Director and Assistant Director are present at these meetings. We encourage parents to participate in these meetings as it helps us to incorporate parent feedback into the Centre's progress and address overall concerns regarding our program. Important announcements are occasionally made first at the parent meetings in order to answer any questions about changes to the Centre.

10.4 Licensing Reports

Kids Paradise Daycare & OSC is regulated by the Department of Family and Social Services, which regularly inspects the Centre to ensure that the program is meeting the standards set out by the Alberta government. Each year, the license is renewed and a complete review of the program, staff, and administration is carried out. The most recent written report is posted in the entry way. Parents are encouraged to read the report to keep them updated regarding the Centre's progress.

10.5 Handbook Review

The parent and employee handbooks are reviewed and updated no less than once a year, as well as when new concerns arise or policy changes are needed. Parents will be informed of changes and issued new handbooks or pages for the handbooks when necessary. We encourage parents to participate in these changes through the forms of communication listed above, as well as in our parent surveys, which are also done no less than once a year. We hope that this parent handbook is clear regarding our policies, procedures, and philosophies and welcome any feedback parents can give us!

Please use the space below to note any changes or to make notes regarding your child's care and the policies described in this handbook.

10.6 Open Door Policy

Kids Paradise Daycare & OSC has an open door policy. Parents are free to drop by and see how their child is doing, they are also free to come and play/engage with the activities that their child is participating with. Parents may also call and talk with their child to see how their day is going

Kids Paradise Daycare & OSC
Behaviour Expectations Contract
Behaviour Expectations and Consequences

- Always listen to your teacher and respect other people's words.
- Use appropriate language and manners at all times.
- Try to work together with your friends to solve problems, ask a teacher if you need help to do this.
- Do not touch your friends in a way that might hurt them, such as pulling on them, slapping them, pushing them, yelling at them, etc.
- Play safely at all times.
- When going away from the centre, either on walks or field trips, you must stay with the group!
- Be nice and respectful of other people's bodies or belongings.

Consequences:

If the behaviour that you are showing is not within these expectations, the consequence will be either:

Redirect the child to another activity.

OR

Loss of one or more field trips.

In cases where inappropriate behaviour is frequently seen, a letter will be sent home to your family.

Child's Name: _____

Parent's Signature: _____

Date: _____

APPENDIX A – General Facts and Policies

Transitioning Your Child into the Centre

To allow transition to be effective and smooth, a child needs time to adjust to a new environment. Listed below is a suggested transition schedule (5 Days).

DAY 1- Child visits for 2 hours in the morning

DAY 2- Child visits and remains for lunch

DAY 3- Child visits and remains for afternoon nap

DAY 4- Child visits and remains until free play in the afternoon DAY 5-

Child visits and remains for the whole day

Each child's transition time will be modified to meet their individual needs.

Graduating Policy

It is our best intentions to provide care for your child in all our groupings. As the children grow, we would like to see them move up to the next group. To this end, prior to June of every calendar year, we will request that parents let us know if they intend to re-enroll their children for the upcoming school year. However, if there is no space available when the transition should take place, we will follow these steps:

- Consider the ages and numbers in each room.
- Preschool children moving up to Kindergarten may stay in the preschool room until there is a spot available in the kindergarten room. Parents will be charged the preschool room rate.
- If your child is still not accommodated, we will put his/her name on the waiting list with top priority.
- Children are transitioned into new classrooms at the end of the school year, with priority given to parents who informed us of their intention to re-enroll their children with us.

Sick Credit Policy

There are **NO** financial credits issued for illness. These are common occurrences which happen frequently in young children.

Vacation Policy

There are **NO** vacation credits for time taken off. Payments are made for 52 weeks a year for all programs offered at *Green Apple Kids*.

Statutory Holidays

The Centre will be closed on the following days:

New Years Day	Thanksgiving Day
Family Day	Victoria Day
Good Friday & Easter Monday	Civic Holiday (Simcoe Day)
Christmas Day & Boxing Day	Canada Day
Labor Day	

CHRISTIMAS BREAK: DECIDED EVERY YEAR DATES WILL BE POSTED IN NOV.

Medical/Emergency Policy

The staff at *Kids Paradise Daycare & OSC* provides a safe environment for all children; however, at times accidents do happen that are out of our control. If an emergency happens that requires immediate medical attention, an ambulance will be called to transport your child to the hospital. The child's parent or guardian will be called and will meet the staff member and child at the hospital. If the accident does not require emergency attention, staff will contact the parents or guardians and have them evaluate the situation and decide on whether further medical care is needed.

Sun Safe Policy

Children love being outdoors in the sun and it is great for their mental and physical health. Overexposure to the sun, which radiates ultra violet (UV) rays, can cause sunburn, immune suppression, and skin damage.

To avoid UV overexposure, it is essential to instill the sun safety basics at a young age:

- Avoid being in the sun between 11:00am and 4:00pm when the sun's rays are strongest
- Apply a generous amount of sunscreen on all exposed body parts twenty minutes before sun exposure, and every two hours thereafter
- Dress children in loose fitting, long sleeved clothing to protect against the sun's rays
- Wear a hat with a wide brim or flap that covers the back of each child's neck
- Seek shade wherever and whenever possible
- Check your local weather forecast to determine what the UV index is for that day and use this resource as a sun protection tool
- Model safe sun protection for your children

UV Index

UV Index Range	Protection Tips
0-2	If outside for longer than one hour, wear sunglasses and sunscreen
3-5	If outside for thirty minutes or more, look for shade midday. Wear long-sleeved clothing, a hat, sunglasses and sunscreen
6-7	Unprotected skin may become sunburned in only thirty minutes. Reduce time in the sun and seek shade when possible. Wear long-sleeved clothing, a hat, and sunscreen
8-10	Unprotected skin will be sunburned in less than fifteen minutes. Avoid the sun at midday and seek shade when possible. Wear long-sleeved clothing, a hat, sunglasses and sunscreen
11 or higher	Unprotected skin will burn in minutes. Avoid the sun and remain in the shade. Wear long-sleeved clothing, a hat, and sunscreen.

At Kids Paradise Daycare & OSC, we have put in to place a weather alert guideline as outlined earlier in this manual that we follow vigilantly. All of our decisions are based on the most current temperature readings from Environment Canada.

Before going outdoors each day, we apply sunscreen to each of the children in our care. We ask that families bring in a clearly labeled bottle of sunscreen for your child to use each day, and sign off on our sun safe policy. We do not share sunscreen, nor provide it to the children, as each child's skin type and condition is different from one another.

Children are particularly vulnerable to the UV because they have more skin relative to their body mass than adults, thereby making sunburns more dangerous, and that they often spend more time outdoors than adults and receive more UV exposure.

Equality & Diversity

Statement of Intent

Our Daycare is committed to providing equality of opportunity and anti-discrimination practice for all children and families.

We aim to:

Provide a secure environment in which all our children can flourish and in which all contributions are valued. We include and value the contribution of all families to our understanding of equality and diversity. Improve our knowledge and understanding of issues of equality and diversity

T.V Video and Computer Policy

The use of T.V, video and computer by children is purposeful and not as daily routine of the room. This is part of the weekly plan and are use to expand upon children's current interests and as a basis for discussion as part of the theme.

The Staff ensures that all movie videos and computer games are developmentally appropriate, unbiased and culturally sensitive and does not contain violent or sexually explicit material. The staff reviews all videos and computer games before they are used by the children. Staff always sits with the children when T.V and video are used. An adult continuously what children are doing or seeing on the computer. Staff makes every effort to ensure the purposeful use of movies and computer games While computers and video is in use; staff also makes alternate activities available for children.

Field Trip Policy

Throughout the year, field trips are made to special places of interest and educational benefit to the children. A notice will be posted in advance of the excursion informing you of the destination, date and time. A minimal charge may be required to cover transportation and entrance fees. Funds raised by the Parent Advisory Board will also be used to cover for the expenses.

Parents are always welcome to join us at these times. Children should be dressed appropriately for this activity. Should you not want your child to attend a field trip, you will be required to find alternate care for that time period or day. Authorization for field trips is required.

Staff takes all necessary steps to ensure everything goes smoothly. The Staff discusses the following with the children:

- Where we are going
- How we are going
- What to expect on the trip
- Time leaving & coming back
- Safety rules

The Staff brings the Emergency Portable Record and the First Aid Kit.

Toys from Home

Except for toys that are needed to help ease your child's transition from home to school, we ask that you leave your child's toys at home or in your car. Please make sure they are clearly marked with your child's name and we ask that you leave them for several days.

HEALTH AND SAFETY

Safe food Handling

Among all the staff at the Center, a minimum of one staff would have their Safe Food Handling Course completed. All staff is advised to follow proper hand washing procedure before serving meals.

Hand washing Policy

Germs can be spread from a sneeze or cough. Germs are on used tissue or toilet paper. Germs are also on telephones, doors, knobs, shoes, wastebaskets, buckets, and floors. The Center for Disease Control says that, "Hand washing is the single most important means of preventing the spread of infection."

When to wash:

1. Whenever your hands look or feel dirty.
2. After going to the bathroom
3. Before eating or handling food
4. Before bandaging cuts and scrapes.
5. After blowing your nose or covering coughs and sneezes
6. After touching anything that might contaminate.

Hand washing steps:

1. Wet hands with warm running water
2. Add soap to kill germs.
3. Scrub at least 15 seconds. Scrub your wrists and between your fingers
4. Rinse well under warm running water

5. Dry hands with a clean towel.

Outbreak of Sickness

In the event an outbreak of sickness occurs in the Center, the staff will utilize the proper procedure the Alberta Health Services provided us. We will begin by using the child care facility illness Incident Log Sheet. Then, eventually reporting the outbreak to the nearest Alberta Health office for their immediate intervention. Protocol will be followed in this situation.

Sanitizing and Clean up

At the end of the day, room staff is responsible for setting up the different activity centers for the next day. The room is cleaned, sanitized, and the garbage is all taken out. Tables, toys, furnishings, and diaper change tables are wiped and sanitized every use and at the end of the day. Daily Job Tasks are fulfilled daily.

Smoking Policy

Smoking in the Centre and Outdoor Play space is strictly prohibited. This is applicable for Staff, Parents, and anyone who are in and around the premises of the Daycare. The Staff are also informed that this policy holds true while dropping-off or picking-up children in schools

Biting Policy

Even though biting is a perfectly normal stage of development during childhood, it is required by the Child Care Licensing Division that Kids Paradise Daycare & OSC maintain a safe and healthy environment for all children in care.

Biting occurs for many reasons whether it is teething, a lack of language, frustration, attention getting, being overly tired or simply just trying to get a reaction from someone.

Kids Paradise Daycare & OSC Child Care policy on biting is as follows:

- If your child bites 2 times (as long as the skin on the other person is not broken) on any one day then your child will be sent home for the remainder of that day.
- If at any time the skin is broken due to a bite then the child will be asked to go home immediately.
- If the biting continues and is severe to where it becomes necessary to send the child home on a daily basis or is adding undue stress on the other children or the environment it may become necessary to terminate child care arrangements. This is not something that Kids Paradise Daycare & OSC Child Care likes to do and please know that this would be a last resort.

Parent Handbook Acknowledgment

This form MUST be signed by the parent/guardian and returned to the front office as soon as possible. Signing this form means you have read this handbook and are aware of its contents.

Parent/Guardian Signature _____ Date _____

Parent/Guardian Name _____

(please print clearly)