Where The Wild Things Grow Early Learning Centre Ltd. Parent Handbook

Business Information

Hours of Operation: 7:00 a.m. - 5:30 p.m. Monday - Friday

Address: 2803 6 Avenue South Lethbridge T1J 1E3

Phone Number: (587) 425-4855

Website: www.wherethewildthingsgrow.ca

Email: wherethewildthingsgrow@hotmail.ca

Facebook Page: Where Wild Things Grow Early Learning Centre

**Business Information - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -Pg. 1**

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**Welcome**Welcome to Where The Wild Things Grow Early Learning Centre! Thank you for giving us the opportunity to care for and educate your child. Here at Where The Wild Things Grow Early Learning Centre we offer a play based educational program designed to enhance children's growth and development. Our curriculum focuses on teaching children required skills in a fun supportive way. We believe children need opportunities to be independent and self-sufficient. We do this by giving the children multiple opportunities throughout the day to explore a variety of different curriculum areas. We believe that providing a well-planned environment with children's developmental needs in mind is essential to a positive learning environment. This is why we employ only qualified competent staff. Instead of meeting basic standards we believe it is important to go above and beyond. We believe staff should have a thorough understanding of child development and plan meaningful experiences based on the children's interests. There is a centre owner on the premises from open to 5:00 p.m. to ensure that our standards are always being met. Please feel free to talk to us at any time!

**Our Philosophy**At Where The Wild Things Grow Early Learning Centre we believe that children learn and grow through play. Through play children develop socially, physically, intellectually, creatively, and emotionally. We believe that each child is unique and develops at a different pace and in a different way. We provide a wide variety of developmentally appropriate activities to stimulate children’s interests, and expand their understanding of the world around them. We believe that children learn independence through making choices in a safe environment. Children have a wide variety of curriculum areas to choose from at all times these include: Art, Blocks, House, Dramatic Play, Manipulatives, Play dough, Sand, Water, Gross Motor, Music, Math, Science, Language Arts, and Outdoor Play. We also try to provide regular experiences with cooking, woodworking, field trips and community visitors. The materials and experiences are planned based on staff observations of the children’s interests. We feel that it is very important for caregivers and families to have a strong relationship and open communication. This helps both parents and caregivers to better understand and meet the needs of the child. Our center values the importance of family in each child’s life and has an open door policy so families can visit the center at any time. We also schedule planned activities and invite parents to participate. We believe that it is very important to learn as much as possible about each families’ culture, values and beliefs, and incorporate them into our program. This makes children feel valued and accepted, as well as helping the other children to value, respect, and celebrate diversity. We also believe that it is very important for children to understand and accept people with Special Needs. This helps them understand that everyone has different abilities and limitations and everyone deserves to be treated with dignity and respect. Our discipline policy is designed to teach children to express their feelings in socially appropriate ways. We believe that children learn through role modeling so it is important for staff to express their feelings and opinions in an appropriate way at all times. It is also very important for staff to be engaged in play with the children to enhance their development and promote healthy positive relationships. We feel that it is important to provide healthy nutritious snacks and meals for children which follow the Canada Food Guides guidelines and meet 2/3 of the children’s daily nutritional needs.

**Parent Orientation (Stay and Plays) Standard 3.2b**Parents and children are invited to spend time at the centre before their child starts full time to get acquainted and comfortable with the routines and staff of the centre. This helps ease separation anxiety for both children and parents. This can be the week before your child is scheduled to start and there is no charge. The amount of time it takes to get used to the centre varies from child to child and so do the lengths of stay and plays. Often parents come for an hour or two with their child the first day then stay for half an hour and leave them for an hour the second day and leave them for a half day the third day before beginning full time. Some children (especially older children) do not require as much time to ease in and it is totally up to the parents to decide what works best for you and your child.

**Deposit**We require a $200 dollar deposit to hold your spot and to ensure that we are partly covered if proper notice isn’t given to terminate care. If you give appropriate notice then your deposit can either be used as part of your fees for your last month or refunded by cheque.

**Registration Fee**We charge a $40.00 non-refundable fee as there is a lot of extra paperwork and preparation for a new child to start at the program.

**Signing In and Out**It is required that you sign your child in and out when entering or exiting the centre. This is so that during an emergency evacuation we have accurate attendance records and can account for all children.

**Drop Off and Pick Up Times**Children are to be dropped off between the times of 6:45 and 10:30am, unless previously arranged. This is due to interruptions of lunch and nap time routines for the children, and staff using this time to take their breaks. Children can be picked up at any time during the operating hours of the centre.

**Drop Off and Pick Up Locations (map)**Parents are to park in the designated 15min loading zones on the West side of the building along 28th Street South. There is to be no parking in front of the building along 6th Avenue South, since this is a No-Parking Zone. Parents are also free to utilize the driveway if there is an available spot that will not block the sidewalk or traffic. Please be respectful of our neighbours and follow traffic and parking laws. Do not park behind other parents vehicles as they could be in hurry.

**Late Pickup**If you are going to be late please let us know as soon as possible. If you are late a fee of 15 dollars for every 15 minutes will be charged to your account and due with your next month’s fees. This is to cover the costs of staffing, staff make plans and appointments after work and it isn't fair to keep them waiting. If you are continually late we reserve the right to discontinue care.

**Photo Identification for Pickup**All individuals picking up children must have government issued photo identification. This is to ensure that children are being picked up by authorized individuals. It is important for parents to have their ID’s on them as well in case a new staff member is working when your child is being picked up. If an alternate person is picking up your child please give us a heads up by calling or introducing them beforehand.

**Custody/Guardianship Issues**If there is any change to your custody or guardianship arrangement please let us know as soon as possible. Paperwork from the court must be provided in order for us to deny pick up to a parent. We cannot legally deny access to anyone’s child without a court order under any circumstances. Please get any court orders to us before your child starts at the program.

**Security Question**We will use the security question you provided on your registration form to verify that it is you calling the centre if we are not sure. For example if someone calls and says that someone not on your pick up list will be coming to get your child we need to be able to verify that it's you.

**Holidays/PD Days**

New Year’s Day – January Canada Day - July  
Family Day – February Civic Holiday – August  
PD Day – March (ECE Conference) Labour Day – September   
Good Friday – March or April Thanksgiving – October   
Easter Monday – April Remembrance Day – November   
Victoria Day – May Christmas and Boxing Day Week– December\*   
PD Day – June

Professional Development (PD) Days occur throughout the year; sufficient and prior notice will be given to find alternate child care.

\* The week is determined upon which day Christmas lands upon, the current year’s dates will be posted in the parent area

**Open Door Policy/ Parental Involvement Standard 3.1b, 3.2c**All parents are welcome at the centre anytime. Parents and family members are encouraged to spend time with their children at the centre and learn about their educators and friends. Families are also encouraged to speak to the children about their experiences and expertise. We feel that it is very important for caregivers and families to have a strong relationship and open communication. This helps both parents and caregivers to better understand and meet the needs of the child. Our center values the importance of family in each child’s life and has an open door policy so families can visit the center at any time. We also schedule planned activities and invite parents to participate. We believe that it is very important to learn as much as possible about each families’ culture, values and beliefs, and incorporate them into our program. This makes children feel valued and accepted, as well as helping the other children to value, respect, and celebrate diversity. If you would like to do something special with the children let us know and we will schedule you in!

**Family Tree Pictures**We request that you bring or email pictures of your family so that we can make a poster. This can be parents, siblings, grandparents, aunts, uncles, cousins, pets and anyone else who is important to your child. This helps the children share with other children about their family and can also help with separation anxiety.

**Maximum Hours**The maximum number of hours that a child is allowed to be at the Centre is 9 1/2 hours per day. This allows for an 8 hour work day, an hour long lunch break, and travel time. Exceeding this number of hours per day is both unfair to your child and to the Centre. If you do have a different work schedule (10 hours a day, 4 days a week), an appointment, or anything else that would interfere with this policy please let us know.

**Children Supplies**  
Children are required to bring the following labelled items:  
- Indoor shoes (that stay at the centre)  
- Water Bottle (Must be labelled due to licensing regulation)   
- Sippy Cup or Bottle for Milk for Younger children (Must be labelled due to licensing regulation)  
- Either 2 Changes of clothing (pants, shirt, underwear, and socks) for children in diapers or toilet trained, or 3+ (mainly pants) for those in the process or just toilet trained. Accidents do happen, even to the children that have not had an accident in years. Also, sometimes children get their clothing wet in the water center and a change of clothing is appreciated. If children are lent clothing from the centre and it is not returned a charge will be added to your monthly bill for the cost of replacing the clothing.   
- Diapers or Pull-Ups and wipes. Parents will be notified when their child’s supply is low, failure to provide requested items will result in your child using centre supplies and a charge will be added to your account.   
- Jackets must be season appropriate

**Seasonal Items**

Spring & Summer Fall & Winter  
- Sun block (not expired) - Toque  
- Hat - Gloves/mittens  
- Swimsuit & Towel - Winter Jacket  
- Sunglasses (optional) - Snow pants  
- Raincoat (when applicable) - Winter Boots  
- Gum Boots (when applicable)

We do not allow scarves when playing outside since they pose a risk of strangulation. If your child brings one it may stay within their locker until it is time for them to leave the centre.

**Flip Flop and Croc Policy**At no time will flip flops, crocs, or any shoe that does not have a back strap be permitted as outdoor footwear. The children are very active and when playing outside they need shoes that provide them with stability as they test and develop their skills. Strapless shoes are a safety hazard and have been the cause of a lot of outdoor injuries. They are acceptable for indoor play but other shoes must be provided for outdoor play. Failure to provide appropriate outdoor shoes will result in the Centre sending the child home or calling a parent to bring appropriate shoes.

**What to Bring for Infants**We know starting daycare with an infant can be very overwhelming here are some basic things to remember: - Label all infant nutrition, this includes any food bottles extra snacks, formula etc. - Feel free to bring a giant pack of diapers and wipes, as it can be hard remembering to bring diapers and wipes weekly. Please label any diapers and wipes you bring. - Write down your normal schedule when your baby typically naps, eats, takes a bottle or anything else we should know. This way we can adjust the routine to ease them in. - If your child has transitioned to milk you don’t need to bring any in. Just leave a bottle at the centre and we’ll fill it. - Please bring an additional bottle for water. We like the infants to have both milk and water available to them not wait for a milk bottle to be empty to fill it with water. - A pacifier if your infant uses one.- We provide blankets for nap but if your child has a special blanket feel free to bring it.- Indoor and outdoor shoes or boots. The infants go outside each day unless it is extremely cold or pouring rain and shoes are essential to staying safe.

**Change of Information**If any of your information changes such as phone number, address, workplace etc it is your responsibility to let us know immediately. It is crucial that we be able to reach you at all times.

**Children’s Possessions**Children are welcome to bring and share their possessions, however the centre is not responsible for locating lost or stolen items. It falls under the parents’ discretion if the item should or should not attend with the child. Toy weapons are not permitted.

**Our Staff**   
We feel that having educated motivated staff is the most important factor in any child care facility. Instead of changing staff every time your child moves up an age group we maintain continuity of care by moving our staff with them. This means that you and your child get to keep the strong relationship that you have formed with their teachers from the time they start at our centre to the time they finish! Only one in two teachers is required by the government to have First Aid certification, we require that all of our full time staff do. Only 1 in 3 staff is required by the government to have their College Certificate or Diploma in Early Childhood Education 5 out of 7 of our staff have the higher education level.

**Why We Wear Scrubs**Scrubs are the official uniform at Where The Wild Things Grow Early Learning Centre due to their professional appearance and durability. We believe staff need to be able to move freely with the children as well as engage in "messy" play. We encourage our staff to be actively involved in the children's play, and scrubs allow them to do so. If staff don’t mind getting their everyday clothes messy then they are free to wear them. In the summer scrubs tend to get hot so many of the staff switch to shorts.

**Curriculum**We teach children the building blocks of their education in a fun way that caters to their interests. They learn pre math, science, music, art, spacial awareness and language skills while developing their fine and gross motor skills. Our weekly curriculum will be posted electronically through the Tadpoles app.

**Culture/Language**We have a staff member who understands basic Spanish and another staff member who knows beginner French. We teach the children both beginner French and Spanish as part of our curriculum. If you speak another language or would like to teach the children about your culture and customs let us know!

**Daily Reports**We use a program called Tadpoles to complete daily reports on each child. This includes what and how much they ate, how long their nap was, when diapers were done and typically a picture of your child that day. You can also see the classrooms planning. You can download the app on your phone or receive the report by email.

**Newsletters Standard 3.1b, 3.2c**  
Newsletters are written and emailed out every month. These will give updates on upcoming field trips and activities at the centre as well as keep you up to date on what's going on at the centre.

**Observations/Daily Tadpole Reports Standard 3.1b, 3,2c**These are recordings to be completed by the Child Educator in your child’s room daily, they are either written or pictorial. They are descriptions of your child’s activities and the development associated with that activity; which will be sent with your child’s daily report via the Tadpoles App. If you have any comments, questions, or concerns please direct them to the author of the observation.

**Feeding Infants**

* All meals and beverages will only be served at designated tables
* All children will be required to sit at the table when eating and drinking
* No bottles will be given to infants at nap times, they will be given their bottles at the table or while staff are holding them, when they are done their bottles they will be laid down for a nap.
* Infant bottles will be labeled and kept refrigerated.
* All beverages from home must be labeled with your child's name.

**Pets**We believe that having pets teaches children many things such as empathy and responsibility. It also gives children the opportunity to watch the animals. If your child has any pet allergies please let us know and we can move the pet to another room.

**Field Trips**Field Trips are exciting for children and provide a great learning experience. All field trips will be discussed with parents ahead of time and require a permission form to be signed. A form for volunteers will be posted in the parent area, we appreciate your help!

**Family Events Standard 3.1b, 3,2c**We believe it is important for families to be involved in our program. We will organize events that families are encouraged to participate in such as mothers/father’s day tea, grandparent day etc. This gives families the opportunity to get to know each other as well as the other children and staff in the classroom.

**Parent Teacher Interviews Standard 3.1b, 3.2c**Interviews with your child's teachers will be organized twice a year and a sign-up sheet will be posted in the parent area.

**Special Days and Community Visitors**We try to provide the children with unique experiences by inviting community visitors and having special days. Events will be posted in the parent area. If you have any ideas for fun events please let us know.

**Monthly Fees**:

Infants (12-19months) $925 Toddler (19 months - 3 years) $900

3 Years – Kindergarten $850

Note: If we walk your child to school it is an extra 75 dollars for Kindergarteners.

**Postdated Checks**Please bring postdated checks if possible, it makes our jobs and yours easier. If you do not have a check book we do accept cash.

**Subsidy**Government subsidy covers $546 for children 19 months and over and $628 for infants under 19 months.

**Subsidy Issues**If for any reason subsidy is denied or cancelled you are responsible for the full amount of the monthly fees. Although subsidy comes directly to the centre it is your job to ensure that you re apply on time and handle any issues with them. We will do our best to help families with subsidy issues but it is ultimately up to you.

**Late Payments**If your fees are not paid by the 3rd business day of the month your child will not be permitted to attend until fees are paid in full. Please speak to us ahead of time if there are unforeseen circumstance so that we can arrange a later payment date.

**Bounced Checks**  
If your check bounces you are responsible for paying the fee.

**Tax Receipts**We will write you a yearly statement for tax purposes.

**Sick Day (Child)**If your child is sick and unable to attend please call us as soon as possible. This helps us plan our day as well as lets us know that we need to clean your child’s room thoroughly to prevent the illness from spreading. If you do not call or attend for more than 24hrs, we will attempt to contact you.

**Child Guidance Policy (Safety Protocol)**Children need guidance to help them make appropriate behavioral choices. This teaches children to behave in a respectful manner increasing their chances of positive relationships with others and developing into a positive member of society. Childcare staff have a responsibility to use positive child guidance strategies that encourage self-control, self-respect and respect for others. Child guidance is more than just solving conflicts, it is also about prevention. Staff will use observation techniques and identify any issues that are causing conflict and change the environment to alleviate any future conflicts from this cause. Play spaces will be arranged to meet the needs of the children and staff will provide engaging and stimulating materials that will fully engross the children to explore, this will include physical literacy. Child guidance also includes modeling physical activity and positive interactions with others. The staff will foster relationships with each child in their care and learn about their behaviours and what they need to calm themselves down to fully participate in problem solving (where developmentally appropriate). The staff will value each child’s right to be heard and validate the feelings of all parties involved in the dispute. The staff will model appropriate responses and interactions with others to demonstrate problem solving skills. Staff will be sure when addressing issues they are respectful of the children and what their personal boundaries are (from cultural background expectations to not liking to hug others). Staff will also plan and participate in physical activity with others to guide the children away from a sedentary lifestyle. Staff will guide the children in group activities and support the development of their social skills according to their ages and developmental levels. To assist with child guidance staff will communicate with parents to demonstrate respect for them as their child’s primary caregiver. The staff can assist parents in developing strategies to facilitate positive and respectful relationships. Staff will have constant communication with parents about their children and the development. When it is appropriate staff will suggest materials to parents that will help them to guide their child’s development appropriately, resources are available in the parent area for the parents to utilize. All child guidance policies will be posted in each room of the center for the parents to read. All staff, students and volunteers will read the Child Guidance Policy during their orientation. Children will receive a verbal warning from staff before child guidance procedures are applied. Staff will use the child guidance techniques listed below to effectively deal with conflict.

Simple rules are easier for children to understand the three rules that we will teach children are:

1. Be Safe (This involves both the safety of the individual child and others around them)

2. Be Kind (This teaches children to behave in a socially acceptable, empathetic manner)

3. Be Neat (This teaches the children self-help skills such as cleaning up as well as respect for other people's property).

Where The Wild Things Grow Early Learning Centre will only use redirection and ‘time-away’ as forms of child guidance. Time away will only be used when the child is at risk for harming themselves, others, or property.

* It is very important when dealing with a conflict with a child to help them find the vocabulary for what they are feeling. Especially at a young age children may not recognize emotions such as jealousy, or frustration and it is very helpful for them to have that language to use in the future.
* Time away is a form of discipline where a child who is out of control is removed from a situation in order to calm down and accompanied by one of their primary caregivers to calm down and discuss effective ways to deal with their emotions; after the child chooses a center the caregiver closely monitors their behavior until they feel the child is calm. The child is allowed to return to any activity that they choose after a time away.
* Time-away and redirection will be used with children ages 3-6
* Only redirection will be used with infants and toddlers
* All child guidance procedures will be appropriate for the child’s level of development
* Any child guidance procedures taken must be reasonable under the circumstances, followed consistently by staff and must be according to government regulations
* At no time will staff use physical punishment, verbal or physical degradation or emotional deprivation as child guidance
* Staff will not deny or threaten to deny any basic necessity and will not use or permit use of any form of physical restraint, confinement or isolation as child guidance
* Any form of child guidance not listed in the Child Guidance Policy will not be used at Where The Wild Things Grow Early Learning Centre

**Lice**If your child has lice please keep them home until it has been treated and all the eggs have been removed. You are expected to continue treatments as per the recommendation on the box or bottle. You are also expected to let the centre know. If we find lice in your child's hair they will be sent home immediately. A notice will be posted in the centre when a child has lice, the family's identity will not be disclosed.

**Medication** If your child needs to have medication administered at the centre you must fill out a form. We can only give medication that is prescribed by a doctor and in its original bottle. An exception to this would be Tylenol for a child who is teething. The medication must still be in its original bottle and a medication form must still be completed each day.

**Emergency Medication**Emergency medication such as Epi-Pens and inhalers have a specialized form that must be filled out before we can administer it or have it on the premises. Please be extremely specific when filling out symptoms, the more information the better. If any child has a seizure at any time we are required to call 911 regardless of how mild it is.

**Allergies**Children's allergies will be posted in their room on the wall near the eating area. If your child develops any allergies that are not on their registration form please let us know immediately.

**Nutrition**Where The Wild Things Grow Early Learning Centre will provide snack in the morning and a snack in the afternoon in addition to a lunch time meal in the middle of the day. Canada’s Food Guide will be followed for all snacks and meals prepared at the centre.

* Morning snack will be at around 8:45 AM
* Lunch will be between 11:00 AM and 11:30 AM, with infants being served first, followed by the toddlers and then older children.
* Afternoon snack will be at 3:00 PM

**Food from Home**It's fine to bring food from home but if it is a substitution for a meal it must follow the Canada Food Guide. If your child is having a birthday feel free to bring a special treat. If we have a nut allergy in any of our classrooms it will be posted on the door and we would then ask that you refrain from bring any nut products to that classroom.

**Nap Time**Nap time is between 12:00p.m. – 2:30pm. A blanket will be provided for your child, however they may bring a stuffed animal or special blanket to sleep with.

**Diapering**Our staff will ensure that the diapering routine is a child/staff interaction opportunity. The child will be spoken to in a quiet, comforting manner. All children in diapers will be changed at 9:30 a.m., 11:00 a.m., after nap, and at 4:00 p.m. Soiled Diapers will be changed immediately. Before and after diapering Staff will wash their hands with soap following Where The Wild Things Grow Early Learning Centres Hand Washing Policy. The changing surface will be disinfected after every child. Gloves will also be available to staff, but do not negate proper hand washing procedures. Children who seem ready to start toilet training will be encouraged to use the toilet and will be asked every time their diaper is changed if they would like to sit on the toilet.

**Toilet Training**When children are toilet training or any other time a child has an accident, the staff member will help the child to find dry clothes in their cubby and the clothes will be washed at the centre. A child care professional will be available throughout the entire process to help the child both physically and emotionally. When children are toilet training they have good days and bad days. Please bring multiple changes of clothes to ensure your child is comfortable.

**Hand Washing Policy**Children will wash their hands with soap and water after using the toilet, before and after eating, after outside play, before any cooking activity, after diapering, playing with pets and after sand play. Staff will encourage all children who have colds and runny noses to wash their hands frequently throughout the day.

To wash hands staff and children will:

1. Wet Hands 2.Use Soap 3. Lather and Scrub for 20 seconds

4. Rinse for 10 seconds 5.Turn Off Tap 6. Dry Hands

**Maternity/Paternity Leave**A lot of the time when parents are off on maternity or paternity leave they keep their older child home with them. We can't afford to keep spots vacant for months but when you are ready to come back you will receive the first available spots. We will also call if a spot becomes available in the last couple months of your leave and give you the first opportunity before we accept anyone from our waiting list. Many of our parents also leave their older child in part time while they are on leave so that they still have time to socialize with their peer group. We will do our best to find a spot share so that we can keep prices reasonable. We like this option because we still get to see your child!

**Illness and Communicable Disease Policy**Controlling communicable diseases in a child care facility is essential to providing a safe, comfortable and healthy environment for all children and staff. Staff members have an important role in the prevention, early detection and management of communicable diseases. Where staff know or have reason to suspect that a child may be suffering from a notifiable disease (as defined by the Province of Alberta Health Act Communicable Disease Regulation AR 238/85), the centre director shall be notified and shall request the child’s parent to remove the child from the centre immediately. In cases where a communicable disease has been confirmed, a physician or public health nurse will be consulted and their recommendations will be followed.

Parents agree to keep children at home or seek alternate arrangements for the following conditions:

* Fever (100 F/38.3 C)
* Diarrhea or lose stool. The child will be kept at home until they have a regular bowel movement or for 24 hours.
* Vomiting
* Known or suspected communicable diseases.
* If the child is not well enough to take part in the activities at daycare. This includes excessive lethargy, headaches or other aches and pains.

All children will be assessed upon arrival at the day care centre regarding their physical well-being. Upon discovery of fever, diarrhea, vomiting and/or the possibility of communicable disease the staff will ensure that:

* The child at all times will be supervised by a primary caregiver with first aid and kept as far away as practical from other children.
* The director will be notified
* The director will call the children’s parents or an emergency contact if the parent can’t be reached within 15 minutes. The parent or emergency contact will be asked to remove the child from the center immediately to help protect other children and families as well as centre staff.
* The child’s parents will be notified and requested to pick up their child from the centre
* If the child’s parents are unavailable, the emergency contact person will be notified and will be asked to remove the child from the centre within one hour.
* The sick child will remain in a supervised area, and any changes in condition will be recorded
* Any linen, toys and cot/crib used by the child will be disinfected immediately
* If staff suspects or knows that a child is sick a form must be filled out and signed by the staff member, program director and parent.
* Children may not return to the center for 24 hours after symptoms disappear unless a doctor’s note states otherwise.
* If a child has a fever staff will monitor the child’s temperature every 15 minutes until the parent or emergency contact arrives and record the results.

**Privacy Statement**  
Families are expected to keep any information that they learn or overhear about other families at the centre confidential.

**Supervision Policy**  
Staff will at all times be interacting with the children. They will constantly be moving around the room and positioning themselves to optimize their view of all children. Outside staff will do the same. Staff will spread out when there is more than one group of children. At staff orientation they will be shown around both the indoor and outdoor environments to become familiar with them. Staff will consistently be counting children to ensure that they are all accounted for. Children will be counted before and after all transitions such as from inside to outside. They will also be counted before leaving for a walk or field trip and consistently during the outing as well as on our return.

**Emergency Evacuations**If you are present in an emergency evacuation please proceed to the nearest exit. In the case of an emergency evacuation all parents will be contacted and if they cannot be reached your alternate contact will be called.

**Fire Drills**Fire Drills will be done every 4 months, this is to help prepare children for an emergency evacuation.

**Smoking Policy**  
Where The Wild Things Grow Early Learning Centre is a non-smoking facility.  There is absolutely no smoking anywhere on the premises.  Please respect this rule, as all of us appreciate it.

**Revisions to Handbook and Contract**Changes to our handbook will be posted in our parent area, then added to the handbook.

**Injury Report**If your child is seriously injured (needs medical attention) you will be called immediately. If your child has a minor injury such as a scrape or bruise an injury report will be written and given to you to sign. Anything that we notice that leaves a mark gets a report as well as anything that could cause future issues (concussion).

**Critical Incident Reports**Any Critical Incidents will be reported to Child and Family Services Authorities as well as parents immediately. These include an emergency evacuation of the centre, unexpected program closure, an intruder on the program premises, a serious illness or injury to a child that requires the program to request emergency healthcare and or requires the child to remain in hospital overnight, an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill, the death of a child, an unexpected absence of a child from the program (i.e. lost child) A child removed from the program by a non-custodial parent or guardian, an allegation of physical ,sexual, emotional abuse and or neglect of a child by a program staff member or volunteer, the commission by a child of an offense under the Act of Canada or Alberta, a child left on the premises outside of the program operating hours.

**Transportation**Unfortunately due to liability issues we are unable to transport children.

**Suspension of Enrolment**We reserve the right to discontinue care in extreme cases. We will attempt to work with families to resolve the problem first but if other children are at risk we may have to terminate care.

**Notice of Withdrawal**Written notice must be given one month prior to when your fees are due. This means, for example, that if you wish to withdraw anytime in September, written notice must be given by August 1st. Failure to give this notice will result in you being charged for that month including any portion subsidy would cover. Failure to pay will result in being reported to Collections.